

Virgin Australia - New Domestic Fare Type Guide

Below is an easy guide provided by Virgin Australia for their new fares which come into effect from 7 September 2016. For guests who have purchased fares prior to 7 September, existing fare rules will apply for travel and their first change. For any subsequent changes, the new fare rules will apply. The official fare type guide is available [here](#).

Getaway class – M, S, T

- These are “Use it or Lose it” fares.
- Getaway fares are designed for the leisure market.
- These fares can still be cost effective for the Government/University and Corporate sector but **only** for the guest who knows exactly when they want to fly.

Elevate class Q, V, N, E

- Elevate fares are the perfect balance of both value and flexibility.
- Virgin Australia has reduced the booking change fee.
 - If a change is made 30 + days prior to departure it is **Free**, a saving of \$80
 - If a change is made between 30 days and prior to scheduled departure the fee is \$50, a saving of \$30.
 - Previously these fare classes could only be change up to midnight the day prior departure, so greater flexibility.
- Name changes are permitted with a change fee of \$50 **a saving of \$30**. You’re also not required to upgrade the fare to a flexi class, which is an additional saving.
- Cancellations are allowed the ticket will remain as an open ticket (credit) there will be a \$50.00 change fee when open ticket (credit) is utilised. **A saving of \$30.**

Freedom Classes L, K, H, B, Y

- Freedom is designed to move around guests’ schedules with all the flexibility they need.
- No fees for changes, name changes, refunds.
- Cancellations do need to be made prior to scheduled time the plane is to depart or fare will be lost.

Business Saver Class I

- Cost effective business class fare for the Government/University and Corporate sector guest who knows exactly when they want to fly.
- Changes can be made but will attract a fee –
 - \$50 fee if the change is made between day 30 and prior to scheduled departure;
 - Free if change is made 30+ days prior to departure.
- Cancellations are allowed the ticket will remain as an open ticket (credit) there will be a \$50.00 change fee when open ticket (credit) is utilised.

Business Classes D, C, J

- The ultimate fare for full flexibility.
- No fees for changes, name changes, refunds.
- Cancellations do need to be made prior to scheduled time the plane is to depart or fare will be lost.

Additional Savings

- No fees when guest or Orbit World Travel call our guest contact centre or require assistance to ticket at the airport.

There are no changes to

- Baggage allowances across the fare types
- Food and Beverage is complimentary across the fare types
- Advance seat preference is included.

Guests can purchase space+ seats. This will depend on aircraft type.

Below table compares the key areas of current fare rules verses the new

- Changes to tickets once issued
- Name Changes
- Refunds

	FARE CLASSES										
	M,S,T		Q V N E		L K H		B Y		I	D C J	
	Saver	Getaway	Saver	Elevate	Flexi	Freedom	Flexi	Freedom	Business Saver	Business	Business
Booking Changes	Permitted to Midnight day prior \$80.00 reissue fee + any fare difference must be equal or high value	Permitted until Midnight prior to scheduled departure. \$80 + fare difference	Permitted to Midnight day prior \$80.00 reissue fee + any fare difference must be equal or high value	Permitted until 30 days prior to scheduled departure - No Fee +fare difference or Permitted within 30 Days prior to scheduled departure - \$50 FEE + fare difference	Permitted up to scheduled flight departure. No Fee New ticket must be of equal or higher value	Permitted prior to scheduled departure no fee	Permitted anytime. No fee. New ticket must be of equal or higher value	Permitted prior to scheduled departure no fee	Permitted until 30 days prior to scheduled departure - No Fee +fare difference or Permitted within 30 Days prior to scheduled departure - \$50 FEE + fare difference	Permitted anytime. No fee. New ticket must be of equal or higher value	Permitted prior to scheduled departure No Fee + Fare Difference
Name Changes	Permitted. \$80 ticket reissue fee and upgrade fare difference to Flexi or Business fare brand.	Not Permitted	Permitted. \$80 ticket reissue fee and upgrade fare difference to Flexi or Business fare brand.	Permitted - No Fee. Re-issue ticket as per flight change rules	Permitted - No Fee	Permitted - No Fee. Re-issue ticket as per flight change rules	Permitted - No Fee	Permitted - No Fee. Re-issue ticket as per flight change rules	Permitted - No Fee. Re-issue ticket as per flight change rules	Permitted - No Fee	Permitted - No Fee. Re-issue ticket as per flight change rules
Refunds	Permitted up to midnight, day prior to departure. Reissue fee must be collected at time of reissue as per fare rules. If cancelled on day of departure any fare paid will be forfeited.	No Refund or Credit	Permitted up to midnight, day prior to departure. Reissue fee must be collected at time of reissue as per fare rules. If cancelled on day of departure any fare paid will be forfeited.	Permitted until midnight prior to scheduled departure - \$50.00 fee Residual Value to credit (open ticket) only	Permitted up to scheduled flight departure. No fee. If cancelled after departure any fare paid will be forfeited.	Permitted prior to scheduled departure - no fee. Residual to credit(open ticket) or to original FOP (no fee)	Permitted Anytime. No Fee	Permitted prior to scheduled departure - no fee. Residual to credit(open ticket) or to original FOP (no fee)	Permitted until midnight prior to scheduled departure - \$50.00 fee Residual Value to credit (open ticket) only	Permitted anytime. No fee. D Class where non-refundable	Permitted prior to scheduled departure - no fee. Residual to credit(open ticket) or to original FOP (no fee)
No Show	Credits aren't permitted if guest is checked-in but doesn't fly	Loss of Fare	Credits aren't permitted if guest is checked-in but doesn't fly	Loss of Fare	Credits/Refunds not permitted if the guest is checked-in but doesn't fly	Loss of Fare	Credits/Refunds not permitted if the guest is checked-in but doesn't fly	Loss of Fare	Loss of Fare	Credits/Refunds not permitted if the guest is checked-in but doesn't fly	Loss of Fare

Definition of “No Show” – a passenger who fails to board a flight for which they hold a confirmed and ticketed booking, irrespective of check-in status.