Virgin Australia Schedule Change Policy

Virgin Australia's (VA) schedule change policy covers all customers affected by planned schedule changes outside the operational window (24 hours +). It applies to all Virgin Australia operated, Virgin Australia marketed, codeshare and interline bookings on domestic and international short haul routes.

Schedule Changes

In the event of a VA initiated planned schedule change on a Virgin Australia operated or Virgin Australia marketed (OA operated) flights 24 hours or more before scheduled departure; customers will be rebooked on the best possible alternative flight to their destination, based on the most direct flight that is closest in time to the scheduled departure.

Virgin Australia will automatically revalidate the affected e-ticket for Virgin Australia operated services. When this occurs, there is no need for a Travel Agent to reissue the ticket, however please ensure the following:

Update the PNR to confirm acceptance of the Schedule Change

- Remove any UN sectors and convert TK sectors to HK

- Check that your new itinerary meets minimum connection times at all transit points

- Provide your guest with an updated itinerary and e-ticket that reflects the new flight details

There are instances however where a reissue is required due to schedule change. In these instances, you, the Travel Agent must reissue the ticket applying the schedule change waiver code in the endorsement box.

Tickets are required to be reissued when:

- Schedule change was performed by a codeshare or interline partner where the itinerary forms a VA through fare on 795 ticket stock.

- Itinerary involves a codeshare or interline partner when it forms a VA through fare on 795 ticket stock

- Schedule change involves a re-route.

- New itinerary has been rebooked in a different booking class.

- Schedule change alters the number of coupons required

If the recovery flight offered to the guest after a schedule change does not suit the customer, the following options are available for **Virgin Australia 795 ticket stock**:

VA operated flights

- Rebook an alternative VA flight to the same destination within 24 hours of the rescheduled VA flight at no extra cost in the same RBD and permitted routing of the fare. If the same RBD is not available, rebook in the best available RBD within the same cabin (which may be a lower RBD than the original booking).

- If an alternative VA flight to the same destination is not operated within 24 hours of the rescheduled VA flight, rebook an alternative VA flight to the same destination within 72 hours of the rescheduled VA flight at no extra cost in the same RBD and permitted routing of the fare. If the same RBD is not available, rebook in the best available RBD within the same cabin (which may be a lower RBD than the original booking).

- Open ticket held in credit with cancellation fee waived.

- Where the alternative offered is not suitable then the Guest can be offered a full refund.

- For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) refunds to OFOP are prohibited – refer to Future Flight Credit policy for use of credit.

VA marketed/OA operated flights

- Rebook alternative Virgin Australia marketed services to the same destination on the same day or within 24 hours of the rescheduled flight at no extra cost in the same RBD and permitted routing.

- Open ticket held in credit with cancellation fee waived.

- Where the alternative offered is not suitable then the Guest can be offered a full refund.

- For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) refunds to OFOP are prohibited – refer to Future Flight Credit policy for use of credit.

Reservation must be updated to ensure that itinerary matches the active e-ticket, or that all unwanted itinerary segments are cancelled.

Minimum Connection Time must always be met when rebooking.

Changes to the PNR

After a schedule change the segment statuses that are relevant to the PNRs are as follows:

WK – Was Confirmed	This status indicates that the flight was confirmed but is no longer confirmed due to a schedule change.
	Inventory is no longer held. Segment can be cancelled.
UN – Unconfirmed	Unable to confirm. This does not generate message to booking source if segment is manually changed to UN. Segment can be cancelled and alternative booked.
SC – Schedule Change	This status indicates the new flight which has been offered.
	Inventory is being held for the new flight however the segment has not yet been confirmed. If accepted can be confirmed.
TK – Schedule Change	Time change or OA Schedule Change.
	Inventory is being held for the new flight. If accepted can be confirmed.
HK – Hold Confirmed	This status indicates confirmed inventory.

Applicable Waiver Code

Please use the following waiver code if your Schedule Change meets the above conditions. The waiver code must be present in the endorsement box to avoid an ADM.

Virgin Australia operated schedule change = SKCHG VACHG

Interline or codeshare operated schedule change = SKCHG OACHG

Frequently Asked Questions

Q. Can a waiver code be used for Interline sectors?
A. Yes it can be applied to an interline sector (same fare class only) when it forms part of a VA through fare (excludes interline sectors with another airline fare basis).

Q. When is the waiver code used?
A. For ticket reissues as a result of a schedule change, the applicable waiver code must be entered in the endorsement box of the exchanged/reissued ticket.

Q. Does my EMD-A automatically associate to the new itinerary in the event of a schedule change?
A. No, in the event of a schedule change the EMD-A will go into a disassociated state as it is linked to the applicable ticket. In order to associate the EMD-A to the correct flight please contact Virgin Australia Industry Support for assistance.

Q: Do I need a waiver code if I revalidate the ticket?
A. No. Travel Agents can revalidate the affected ticket for a flight number, date and/or time change, and a waiver code is not required. A revalidation is only permitted for VA prime flights where the fare rule permits a revalidation.

Q: Which waiver code do I use if I receive one via a vendor remark or any other way?
A. If you receive a different waiver code notification via a vendor remark, Virgin Australia Trade Release, Virgin Australia Industry Account Manager or one of our Guest Contact Centre agents, please DO NOT use the SKCHG waiver code and instead use the alternative waiver code provided.

Q: I have a 795 Virgin Australia ticket however, the affected sector is with another airline and is not operated by Virgin Australia. which airline is responsible for assisting with an alternative flight option?
A. As the ticket is a 795 Virgin Australia ticket, you can apply our schedule change policy however, please contact the airline concerned to rebook on your preferred flight in the original booking class. If the other airline is unable to reaccommodate in the original booking class, please contact our industry support desk for further assistance and advice.

Q: I notice there was a schedule change on my United operated, Virgin Australia marketed flight and the eticket and itinerary are in synch. Do I still need to reissue as per policy?
A. Yes you will need to always reissue if your ticket includes any flight operated by another carrier. This is to ensure the other carrier receives the change with the new e-ticket number.

Q: I notice there was a schedule change and a UA prime flight (same route) was added in the booking where there is already a confirmed VA marketed UA operated flight. How do I update the booking?
A. Simply passively remove the duplicate UA segment and reissue the E-ticket with waiver code SKCHG OACHG

Q: I notice there was a schedule change on my VA PNR and the VA marketed UA operated flight is now in UN status and a UA prime TK status (same route) has been added to the PNR. How do I update the booking?
A. Simply remove the UN status segment, update the UA prime to HK and reissue the ticket with waiver code SKCHG OACHG

Q: What do I do if I cannot find an alternative VA flight within 7 days of the rescheduled VA flight?
A. Please call one of our Industry specialists on 136 737 for assistance.

Q: The schedule change has resulted in a misconnection of my guests connecting flights that forms part of their through fare. Can I use the applicable waiver to also rebook these sectors so my guest can reach their final destination?
A. Yes you can use this policy to rebook any connections that has been impacted due to a schedule change that forms part of a through fare.

Q: What happens if I use the waiver code incorrectly?
A. Any incorrect use of the waiver code may result in an Agent Debit Memo (ADM) being issued to the ticketing agent.

Q: What happens if I forget to add the waiver code to the endorsement box of the ticket?
A. You may void the ticket and reissue the ticket correctly (as per IATA rules for voiding tickets). Failure to add the correct waiver code may result in an Agent Debit Memo (ADM)

Q. What happens if I misspell the waiver code added to the endorsement box of the ticket?
A. Any incorrect characters added to the endorsement box will result in an AUD22 ADM processing fee charge. Please refer to the Agency Debit Memo (ADM) and Agency Credit Memo (ACM) Policy on the Agency Hub.

Q. Can I use the schedule change waiver code more than once?
A. No, once the schedule change has been accepted and the ticket has been reissued, any further changes are subject to fare rule. Exception: in the event Virgin Australia need to reorder your coupons to maintain sequential order the reissue fee can be waived once you wish to utilise your credit.

Q. If the schedule change is unsuitable on the outbound but I wish to use the flights on the inbound, is this permitted?
A. No, tickets cannot be used out of sequential order, the ticket will need to be reordered as a result of the schedule change. Please refer to the above policy on how to reissue the ticket in this instance. Please note this only applies to domestic fares.

Q. Can I use this policy for disruptions inside 24 hours of departure?
A. No, this policy is to support our industry partners for planned schedule changes that are generated via your GDS as a UN/TK status outside 24 hours of departure. Disruptions (flight delays and cancellations) inside 24 hours of departure are managed by Virgin Australia and notification will be sent via SMS or email to your guests. If you need assistance with a disruption, please call one of our industry specialists on 136 737 for assistance.

Q. My guest has informed me that their flight has been delayed inside 24 hours of departure however I cannot see this update in my PNR, should I be concerned?
A. Any flight delay that does not result in retiming inside 24 hours of departure is considered a disruption and is managed by our flight disruption team. Virgin Australia does not update the PNR as a schedule change (status change) but does send an SMS/email advice as per CTCM or CTCE contact in the PNR informing the guest of the delay. Virgin Australia is responsible for re accommodating your guests to their end destination. If you require any assistance with these delays please contact Industry Support on 136 737 for further information.

Q. My guest was not informed of his flight delay that occurred the day before departure. Can you please advise your notification process?
A. Virgin Australia relies on all Trade bookings having the applicable CTCM and CTCE SSRs present in the PNRs. This allows Virgin Australia to be able to provide real time notifications of any disruption to your guests directly. Please make sure these SSRs are present for both Virgin Australia and partner airlines. If you are unsure of this format please refer to virginaustralia.com/agents hub clue cards.

Q. If I have a schedule change on both the VA and other airline sector which waiver code do I use?
A. Please use the **SKCHG VACHG** waiver code if you have these types of scenarios.

Q. If I enter the waiver as SKCHGVACHG instead of SKCHG VACHG (with space) is this allowed?
A. Yes. Virgin Australia will accept both.