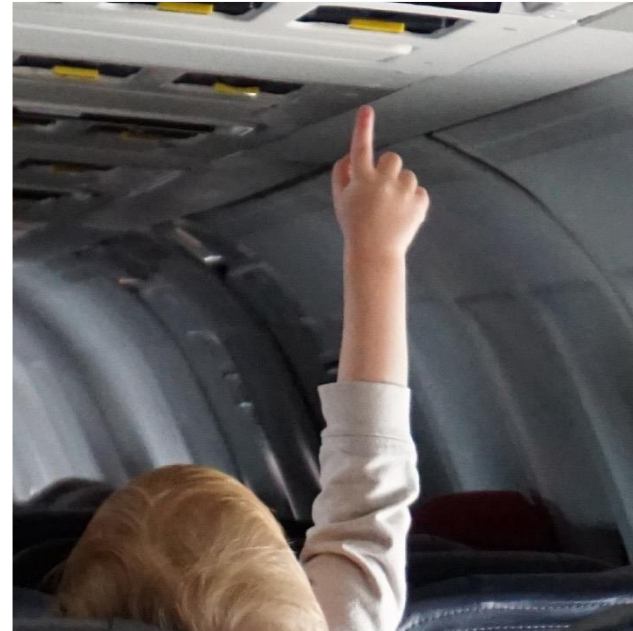


Offer Rules

Andrew Blake
Senior Manager,
Shop Standards



22 February 2019

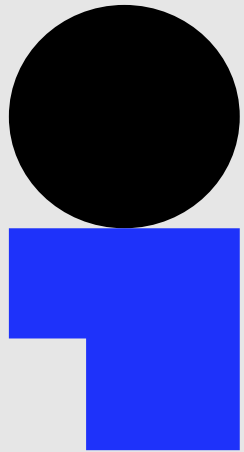


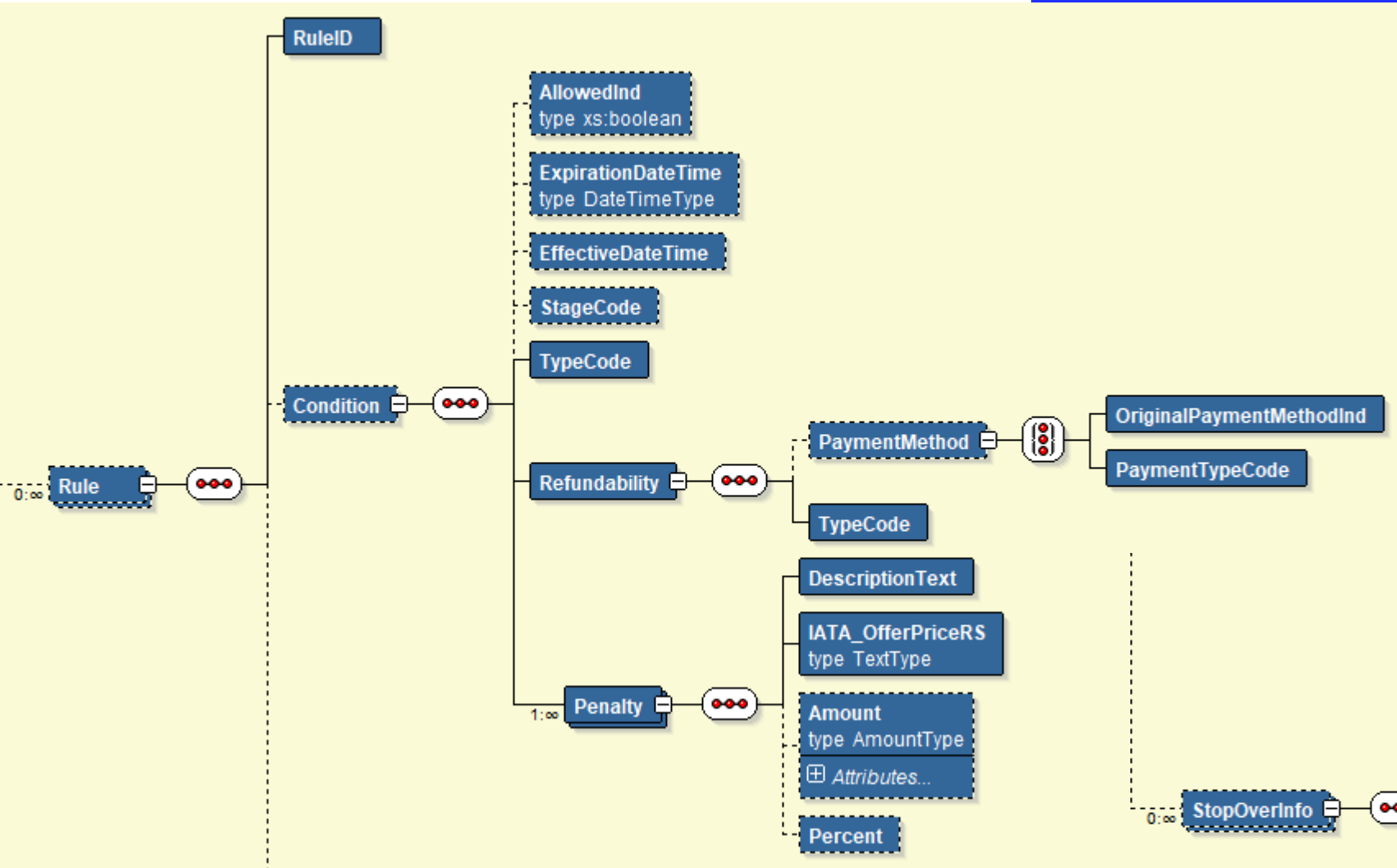
Problem

- Rules around an Offer are not Programmatically readable for the Seller
- Rules are not easily read and/or displayed by the Seller
- Information on the underlying construction of the 'Offer' is transmitted to the Seller

CHANGES PER TICKET CHANGE AUD 70.00 FOR REISSUE/ REVALIDATION. NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING. A. FOR CHANGES MADE ON OR WITHIN 29DAYS PRIOR TO SCHEDULED DEPARTURE- - CHANGES MUST BE MADE PRIOR TO THE FLIGHTS SCHEDULED DEPARTURE. CHANGES MADE AFTER THE FLIGHTS SCHEDULED DEPARTURE ARE NOT PERMITTED. - FOR COUPONS IN CKIN STATUS CONTACT VA FOR ASSISTANCE PRIOR TO CHANGE FAILURE TO DO SO WILL RESULT IN A NO SHOW AND FLIGHT COUPONS WILL BE CONSIDERED AS USED B. FOR CHANGES MADE AT LEAST 30 DAYS PRIOR TO SCHEDULED DEPARTURE- - NO REISSUE FEE APPLIES HOWEVER ANY FARE DIFFERENCE AND ANY ADDITIONAL TAXES MUST BE COLLECTED AT THE TIME OF REISSUE. NEW FARE MUST BE OF EQUAL OR HIGHER VALUE. ----- REISSUE FEE APPLIES PER PERSON PER TICKET AND MUST BE SHOWN AS 63.64YR PLUS - WHERE APPLICABLE - GST OF 6.36UO. FARE DIFFERENCE AND ANY ADDITIONAL TAXES MUST BE COLLECTED AT THE TIME OF REISSUE. NEW FARE CAN BE LOWER EQUAL OR HIGHER IF REISSUED TO LOWER FARE NO RESIDUAL REFUND PERMITTED ON DIFFERENCE. ----- NAME CHANGE IS PERMITTED - SUBJECT TO AUD90 NAME CHANGE FEE AND MUST BE SHOWN AS 81.82YR PLUS - WHERE APPLICABLE - GST OF 8.18UO. - TICKET MUST ALSO BE REISSUED IN ACCORDANCE WITH FLIGHT CHANGE RULES AND FEES ABOVE. ----- REISSUE CONDITIONS - FOR UNUSED OR PARTIALLY USED TICKETS FLIGHT AND DATE CHANGES ARE PERMITTED ORIGIN AND DESTINATION POINTS MAY CHANGE OR STOPOVER/CONNECTING POINTS SUBJECT TO ROUTING RESTRICTIONS. 1.REPRICE CHANGED FARE COMPONENTS USING CURRENT FARE LEVELS. 2.UNCHANGED OR FLOWN FARE COMPONENTS TO REMAIN AT PREVIOUSLY TICKETED FARE LEVELS. ----- IF THE TICKET HAS BEEN ISSUED USING A COMBINATION OF TWO OR MORE FARES THE FOLLOWING RULES APPLY - A. WHEN ONE FARE COMPONENT IS BEING CHANGED 1.THE REISSUE FEE ON THE CHANGED FARE COMPONENT APPLIES. OR B. WHEN MORE THAN ONE FARE COMPONENT IS BEING CHANGED 1.FLIGHT AND DATE CHANGE RULES MAY BE APPLIED INDEPENDENTLY HOWEVER THE HIGHER REISSUE FEE APPLIES. 2.THE MOST RESTRICTIVE RULE APPLIES TO ANY NAME CHANGES. ----- ALL OTHER CHANGES ARE NOT PERMITTED AND WILL BE TREATED AS A CANCELLATION. REFER TO CANCELLATION RULES. ----- CANCELLATIONS TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/NO-SHOW. WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER. NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING. FOR BOOKINGS MADE DIRECTLY WITH VIRGIN AUSTRALIA A CANCELLATION FEE OF AUD 70.00 APPLIES. ----- CANCELLATIONS MUST BE MADE BY MIDNIGHT PRIOR TO FLIGHTS SCHEDULED DEPARTURE. IF CANCELLED ON THE DAY OF FLIGHTS SCHEDULED DEPARTURE ANY FARE PAID WILL BE FORFEITED. ----- FOR COUPONS IN CKIN STATUS CONTACT VA FOR ASSISTANCE PRIOR TO CANCELLATION. FAILURE TO DO SO WILL RESULT IN A NO SHOW AND FLIGHT COUPONS WILL BE CONSIDERED AS USED. ----- CREDITS/REFUNDS ARE NOT PERMITTED IF THE GUEST IS CHECKED IN BUT DOES NOT FLY. ----- UNUSED OR PARTIALLY USED TICKET VALUES MAY BE HELD IN CREDIT AND APPLIED TO AN EQUAL OR HIGHER FARE AND REISSUED WITHIN 12 MONTHS OF ORIGINAL ISSUE DATE. ALL TRAVEL MUST BE COMPLETED WITHIN 12 MONTHS. ANY CHANGE FEES MUST BE COLLECTED AT TIME OF REISSUE AS PER FARE RULES REFUND TO ORIGINAL FORM OF PAYMENT NOT PERMITTED. ----- IF THE TICKET HAS BEEN ISSUED USING A COMBINATION OF TWO OR MORE FARES THE FOLLOWING CANCELLATION RULES APPLY - A. WHEN ONE FARE COMPONENT IS CANCELLED 1. THE CANCELLATION RULES OF THE CANCELLED FARE APPLY. OR B. WHEN MORE THAN ONE FARE COMPONENT OR THE WHOLE TICKET IS CANCELLED 1. THE CANCELLATION RULES OF THE MOST RESTRICTIVE FARE APPLY TO THE ENTIRE TICKET. ----- FEES APPLY PER PERSON PER TICKET. ----- FAILURE TO BOARD A

Scope

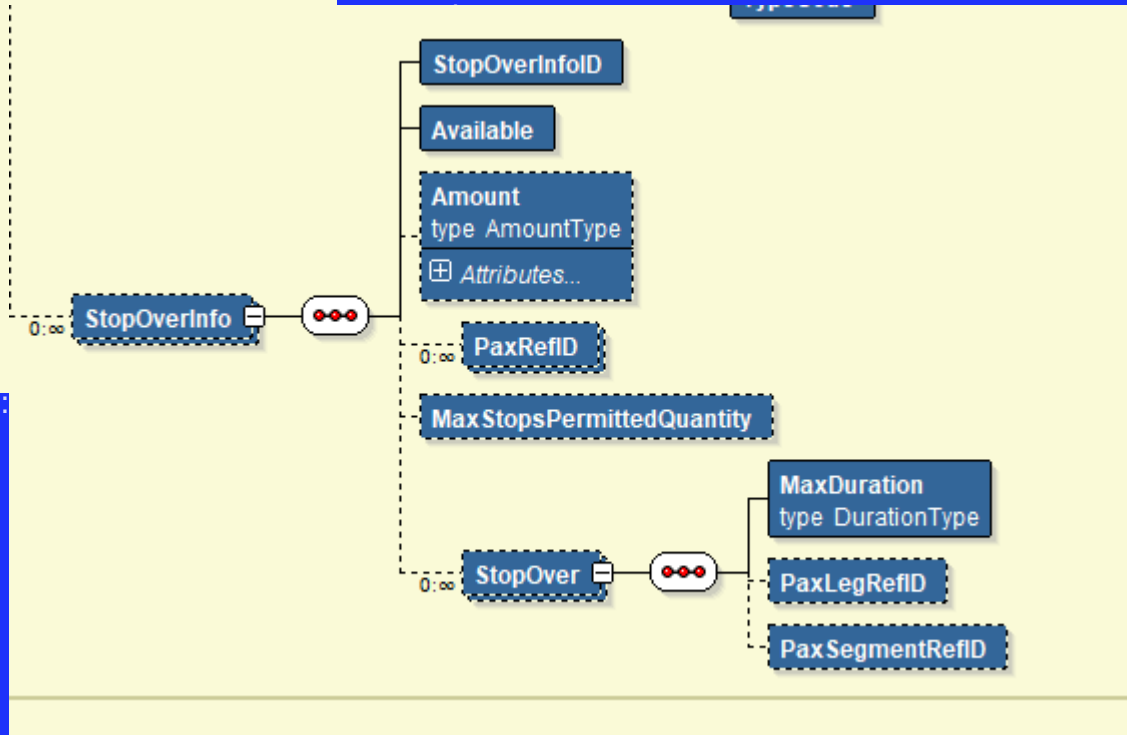




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- Masked Prices



Roadmap

First 'BETA' Release Schema Targeting 19.2

All rules associated to an Offer. (Change, Cancel, Stopovers, Negotiated Offers, Commissions etc). Including Imp Guide documentation.

Tweaking (if required) 20.1

Along with any additional requirements raised by the industry...

Continued support for 'Fare Rules' in NDC Schemas

Depending on the Offer Rules analysis and decision we may or may not keep the 'Fare Rule' Text element?! Decision TBC. (most likely we will have this for a transition period for a while still)

