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## Guest Charter (Customer Service Plan)



Due to the current unprecedented situation regarding COVID-19 (coronavirus), your right to obtain a refund or compensation in respect of flight cancellations may be impacted during this time. We have created a dedicated page to let you know how we can assist you during this time. You can access the page [here](#). The ACCC has also published some information for consumers about COVID-19 (coronavirus). You can read this [here](#).

Being Australia's airline of choice, it is our priority to have you arrive to your destination safely and on time, having experienced our exceptional Virgin Australia service. Our Guest Charter describes our service commitment to you when you fly on Virgin Australia operated flights.

We also want to let you know how we can help you if things do not go according to plan and the services you can expect us to provide if you need extra help getting to your destination.

For guests travelling on flights between Australian and the USA, please see section 16 'Information for Guests Travelling to or from the USA only' for information about the assistance we provide to you.

### 1. Safety

Your safety will always be our number one priority when you fly with us. We will never compromise on safety.

### 2. Offering the Lowest Fare Available

Whether you book via our [Guest Contact Centre](#) or via our website, we will always offer you the lowest fare for which you are eligible and we will inform you if a lower fare is available via other Virgin Australia channels.

### 3. Giving Us Your Feedback

If you have a compliment or complaint then we want to hear about it. Our aim is to resolve any problems on the spot where possible, with our Virgin Australia team. However, if your problem is a bit more complex, or if you are not happy with the outcome, you can call our [Guest Contact Centre](#) for advice anytime. Or you can also contact us via a range of other methods:

- > Via '[Contact Us](#)' on the website and completing a [feedback form](#).
- > Write to Guest Relations, Virgin Australia Group, PO Box 1034, Spring Hill QLD 4004.
- > Fax +61 7 3295 5642.

Our Guest Relations team will acknowledge your contact on the day of receipt if you are contacting us via the feedback form or via fax.

If you write to us by post, on receipt we will return post an acknowledgment to you. If the postal feedback includes your contact phone number, we will attempt to call you in lieu of acknowledging by return post.

Our aim, no matter which above option you choose, is to then contact you with a detailed response within 10 business days where possible, pending the complexity of your situation.

Should you feel unsatisfied with our response to your complaint, please let us know and request a review. If after the review you are still not satisfied, you may contact the Airline Customer Advocate (ACA). The ACA is an independent body that will facilitate an outcome if an eligible situation has not been resolved between the guest and the airline. The ACA can be contacted at [www.airlinecustomeradvocate.com.au](http://www.airlinecustomeradvocate.com.au).

Please note: To be eligible to escalate a resolution through the ACA, you will need a feedback case ID number from our Guest Relations department.

### 4. When We Need to Change Your Schedule prior to day of travel

If your flight is changed or cancelled prior to your day of travel, we will contact you or your travel agent in a timely manner via the details given in your booking and provide you with your new flight information.

If the alternative flight time does not work for you, we will use our best efforts to move you to another available Virgin Australia service that is acceptable to you, at no further cost to you (on the next available service and in the same class you booked where possible).

If we cannot make suitable alternative arrangements, you may be entitled to a refund or compensation – see our [Guest Compensation Policy](#). You may also have additional rights under the Australian Consumer Law – see our [Consumer Guarantees page](#).

### 5. Delays and Cancellations on day of travel – Letting You Know

As flying is inherently uncertain, sometimes flights are disrupted on the day of travel, so it is really important to give us your best contact number so we can reach you at short notice if we need to.

If we know that your domestic flight is going to be cancelled or delayed for more than 30 minutes (domestic flights) and 60 minutes (international flights), we will contact you or your travel agent using the contact details you have provided to let you know. For delays within 30 minutes (domestic flights) and 60 minutes (international flights) of your original scheduled time of departure, the airport will make an announcement that your service has been delayed. This information will also appear on our Flight Information Display (FID) screens at the airport.

For international flights, we will endeavour to contact you if we know about the delay or cancellation at least 4 hours before the scheduled departure time.

If we cannot make suitable alternative arrangements, you may be entitled to a refund or compensation – see our [Guest Compensation Policy](#). You may also have additional rights under the Australian Consumer Law – see our [Consumer Guarantees page](#).

## 6. Guest Requirements During Tarmac Delays

If you are delayed on board the aircraft after we've shut the doors at your departure port, or after the plane has landed, we will endeavour to provide for essential needs such as potable water, adequate food, lavatory facilities and urgent medical requirements, subject to the safety or security conditions at the time.

We will of course give particular focus to guests with special needs at this time.

For further information regarding tarmac delays in the USA, please see our [Tarmac Delay Plan](#).

## 7. Denied Boarding

On rare occasions we may request for volunteers to move to a later flight, or may need to ask a guest to do so. If this happens to you, you will be moved to the next available Virgin Australia service at no additional cost to you. We will also provide you with assistance and compensation as set out in our [Guest Compensation Policy](#). You may also have a right to claim additional compensation under the Australian Consumer Law. For more information please refer to our [Consumer Guarantees page](#).

## 8. Baggage Services

If your bag has not arrived at your destination with you and we find out it is on its way, we will arrange for a courier to deliver it to your hotel or home at our expense when it arrives, making every reasonable effort to return it within 24 hours. If your bag is delayed for more than 24 hours you will be reimbursed for basic essential items purchased as a result of the baggage delay (limits do apply, subject to your rights under the Australian Consumer Law, refer to our [Consumer Guarantees page](#) for more information). This will be done by submitting your receipts to our Baggage Claims Team. [View Baggage Services contact details](#).

If your bag is declared lost, you will be refunded any applicable baggage fees as well as being able to claim for the contents (to the extent permitted by law, baggage claim limitations do apply).

## 9. Guests with Specific Needs

Guests with specific needs and passengers with disabilities are warmly welcomed and we are committed to providing proper accommodation and comfort, including during lengthy tarmac delays.

Find out how we can help if you need [extra assistance when flying with us](#).

## 10. Travel Insurance

We will always do our best to get you to your destination by the estimated arrival time. However, we do not guarantee flight times and schedules and they do not form part of your contract with us. If you need to be at your destination at a specific time, we strongly recommend that you carefully consider your travel requirements, allow extra time for contingencies and take out travel insurance to cover you for any unexpected disruptions to your travel plans. No matter how well we all plan, sometimes unforeseen factors can disrupt travel plans. Travel insurance is the most sensible protection against any disruptions that do arise.

Depending on the level of travel insurance you get, it can cover you for costs arising from things such as delays, cancellations, lost or damaged baggage, airport terminal closures or security incidents. It is important that you understand what Virgin Australia are and are not liable for and what your travel insurance will cover you against.

## 11. Privacy

We respect your personal information. Your personal information will be handled in accordance with our privacy policy.

Find out more, [view our Privacy Policy](#).

## 12. Our Commitment to the Environment

We take our commitment to minimising the impact of our operations on the environment seriously. We are committed to ensuring that our airline not only grows responsibly, but also remains focused on finding solutions that will make a low carbon aviation industry possible in the future. You can reduce your carbon footprint by offsetting your flight with our "Fly Carbon Neutral" scheme.

Find out more, [view our Sustainability page](#)

## 13. Providing Refunds

If you are entitled to a refund under your [Fare Rules](#), our [Guest Compensation Policy](#), or under the [Australian Consumer Law](#), we will provide you with a refund in accordance with the following time frames:

- > 7 working days for itineraries involving US sectors (in line with US Department of Transportation regulation); and
- > Up to 21 calendar days for sectors that do not include US sectors where you have booked directly with Virgin Australia.

Please note the above guidelines do not include banks processing time.

If you have made a booking with a travel agent, please contact them directly for refund processing information.

### 14. Disclosing Cancellation Policies and Other Information

- > [View our cancellation policy for our different fare types - conditions, fees and surcharges.](#)
- > [View the Velocity Frequent Flyer Member Terms and Conditions](#)
- > [View our Aircraft Configuration, including seating and lavatory availability.](#)

Guests can also obtain this information by calling our Guest Contact Centre.

### 15. Other Information

Our [Conditions of Carriage](#) outline our key responsibilities to you and also your responsibilities to us. This Guest Charter and the Terms and Conditions work hand in hand, so please be sure to read both documents.

If you have any questions about this charter, please email us at [reservations@virginaustralia.com](mailto:reservations@virginaustralia.com) or you can call our [Guest Contact Centre](#).

### 16. Information for Guests Travelling to or from the USA only

#### Handling complaints

For customers travelling between Australia and the US, we will confirm receipt of your complaint within 30 days and provide you with a substantive response within 60 days of receiving your complaint.

#### Canceling without penalty

If you book a fare 7 days or more prior to your flight's scheduled departure time, you may cancel your booking without penalty within 24 hours of making it, or hold a reservation at the quoted fare for 24 hours without payment. You can arrange this by calling our [Guest Contact Centre](#).

#### Providing refunds

If you are entitled to a refund under your [fare rules](#), our [Guest Compensation Policy](#) or under the [Australian Consumer Law](#), we will process your refund within 7 working days for itineraries involving US sectors (in line with US Department of Transportation regulation).

#### Denied Boarding

For departures from the USA, we treat customers fairly and consistently in accordance with our boarding priority policies, and will provide you with compensation as per the requirements of [US Denied Boarding Legislation](#).

#### Flight status changes

Should the status of your flight change on the day of travel, there are a number of ways you can be made aware. Within 30 minutes of a delay being known, Flight Information Display screens, our Airport Staff and our Call Centre Agents will be made aware of any flight delay over 30 minutes. The Airport Staff will make announcements detailing the flight status change. You can also check your flight status or subscribe to our flight status notification service via the [Flight Status](#) screen on the website.

#### Tarmac Delays

For information regarding how we assist guests during tarmac delays in the USA, please see our [Tarmac Delay Plan](#).

#### Guests with Specific Needs

We comply fully with our obligations under 14 C.F.R. Part 382 (Nondiscrimination on the Basis of Disability in Air Travel). Find out how we can help if you need [extra assistance when flying with us](#).

### 17. Information for Guests travelling to and from Canada

If you are denied boarding or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.


Si l'embarquement vous est refusé ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du Règlement sur la protection des passagers aériens, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.

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