



VIRGIN BLUE INTRODUCES REFUNDABLE 'BLUE PLUS' FARES

GETTING SERIOUS ABOUT BUSINESS TRAVEL

In response to your feedback, Virgin Blue will launch a new fare proposition to offer added value and convenience for you and your clients. For the first time on March 7th 2005, Virgin Blue will add a refundable fare product to its current Flexible Fares.

This will allow for greater flexibility in managing and optimising your corporate client's travel budgets.

The 'Blue Plus' fare will replace the airline's existing Fully Flexible fare (Y Class) as of today, providing travellers with a number of value added services without adding complexity to Virgin Blue's low cost business model.

As well as retaining the existing Fully Flexible fare benefits of name and flight change options, the 'Blue Plus' fare will include some additional features such as:

- The option to
 - receive a refund of amount paid less a \$30 administration fee*, or
 - have the full amount paid placed into a credit shell valid for 12 months from original booking date when travel plans change
- Priority seat allocation within the 'Suit Zone'
- Priority Check-in even with luggage
- Generous checked baggage allowance of 32kg
- Complementary entry into the 'Blue Room' lounges at Brisbane, Sydney and Melbourne airports

If you are booking via the internet, the fare will be displayed as Blue Plus and continues to be booked in the same fashion. Cancellations can be processed up to 30 minutes before departure by contacting the Virgin Blue Guest Contact Centre. Once cancelled the refundable portion will be credited back to the original form of payment and will appear in your or your clients' account within 3 to 4 working days.

Blue Plus will now allow your clients to effectively track and allocate cancelled tickets, free up the need to manage credit shells and provide your travellers with greater comfort and recognition

* For full terms and conditions please refer to the 'Blue Plus' fare rules

Blue Plus Fare Rules

- Cancellations or Flight Changes (i.e. date, time or passenger name) can be made at no additional cost by contacting the Guest Contact Centre (GCC) [within 24 hours after your flight's scheduled departure time](#). Date/time changes can also be made via our website up to 60 mins prior to departure where original booking was made directly via our website.

When cancelling flights, you may, subject to complying with the relevant conditions listed below, elect to either:

1. Obtain a credit for the amount paid which must be used within 12 Months from the date of first purchase.

- a) If you elect to receive a credit, you cannot subsequently apply for a refund.
- b) All future bookings using such credit can only be made via the Guest Contact Centre and will be at applicable Guest Contact Centre fare levels which are at least AUD\$10 more than internet fares for Australian domestic flights; or

2. Obtain a refund in the same form as the original form of payment, which will attract an Administrative fee of AUD\$30 per guest for each flight cancelled.

- a) Where you have paid by cash or EFTPOS, the refund will be directly deposited into your nominated Australian or New Zealand bank account.
- b) If you have booked using a credit from another Virgin Blue fare type you will not be eligible for a refund.

- If you do not fly and do not notify us [within 24 hours after your flight's scheduled departure time](#), you will forfeit the fare paid.
- This fare is only applicable origin to destination and no en-route stopovers are permitted.
- For INTERNATIONAL TRAVEL, the currency in which you made your original booking will apply to your entire booking. Please refer to the Fees and Charges tab in the Booking section of our website or your itinerary for applicable charges in that currency.