

## E-Ticket, Itinerary, Receipts and Tax Invoice

### Guest Information

TICKET NUMBER	7952176800403
GUEST NAME	JOHNSTON/PHILIP JAMES MR
NAME REF	ADT
ISSUE DATE	10 JUN 2022
ISSUING AIRLINE	VIRGIN AUSTRALIA
ISSUING AGENT	VIRGIN AUSTRALIA ITINERARY/SDX

### Reservation Number

XFJQKX
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### Itinerary Details

FLIGHT	DEPART	ARRIVE	CABIN CLASS / SEAT	INCLUDED BAGGAGE	TICKET INFO
VA 931 Ok to fly	SYDNEY, AUSTRALIA (SYD) TERMINAL 2 DOMESTIC  12/Jul/2022 10:00am	BRISBANE, AUSTRALIA (BNE) DOMESTIC  12/Jul/2022 11:30am	Check In Required	1 piece	Fare Type: Choice Fare Basis: THCH0 Not Valid Before: 12 Jul Not Valid After: 12 Jul
VA 785 Ok to fly	BRISBANE, AUSTRALIA (BNE) DOMESTIC  12/Jul/2022 1:40pm	CAIRNS, AUSTRALIA (CNS) TERMINAL 2 - DOMESTIC  12/Jul/2022 4:10pm	Check In Required	1 piece	Fare Type: Choice Fare Basis: THCH0 Not Valid Before: 12 Jul Not Valid After: 12 Jul
VA 776 Ok to fly	CAIRNS, AUSTRALIA (CNS) TERMINAL 2 - DOMESTIC  29/Jul/2022 9:20am	BRISBANE, AUSTRALIA (BNE) DOMESTIC  29/Jul/2022 11:35am	Check In Required	1 piece	Fare Type: Choice Fare Basis: THCH0 Not Valid Before: 29 Jul Not Valid After: 29 Jul
VA 954 Ok to fly	BRISBANE, AUSTRALIA (BNE) DOMESTIC  29/Jul/2022 2:05pm	SYDNEY, AUSTRALIA (SYD) TERMINAL 2 DOMESTIC  29/Jul/2022 3:40pm	Check In Required	1 piece	Fare Type: Choice Fare Basis: THCH0 Not Valid Before: 29 Jul Not Valid After: 29 Jul

### Receipt And Tax Invoice Details

Fare	AUD 361.16
Taxes/Fees/Carrier-Imposed Charges	AUD 46.64 UO2 (GOODS AND SERVICES TAX GST) AUD 11.64 WG (SAFETY AND SECURITY CHARGE DEPARTURE) AUD 46.78 QR (PASSENGER SERVICE CHARGE DOMESTIC DEPARTURE ) AUD 46.78 QR2 (PASSENGER SERVICE CHARGE DOMESTIC ARRIVAL)
Fare Calculation Line	SYD VA X/BNE VA CNS180.58VA X/BNE VA SYD180.58AUD361.16END
Endorsement / Restrictions	NONREF/RESTRICTIONS APPLY/NONEND/PENALTIES APPLY
Form of Payment	Credit Card - Mastercard : XXXXXXXXXXXX 2647
Total/Transaction Currency	<b>AUD 513.00</b>

### Other Charges

PAYMENT SURCHARGE DOM CC # 7951516980844	AUD 4.38
GST	AUD 0.44
Form of Payment	Credit Card - Mastercard : XXXXXXXXXXXX 2647
Total	AUD 4.82
Total Fare and Other Charges	<b>AUD 517.82</b>
GST included in this transaction	<b>AUD 47.07</b>

## Notice:

Total Fare also represents the total fare difference charged on tickets that have been changed.

<p>Checking in for Domestic Flights</p> <p>Please check in at least <b>45 minutes</b> prior to your scheduled departure time.*</p>	<p>Checking in for International Connecting Flights</p> <p>Please check in at least <b>60 minutes</b> prior to your scheduled departure time.*</p>	<p>Checking in for International Flights</p> <p>Please check in at least <b>90 minutes</b> prior to your scheduled departure time.*</p>
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\*If traveling in large groups or require additional assistance we recommend you are checked in at least 2 hours for International flights, or 60 minutes for Domestic flights. If you do not adhere to check-in times, you may miss your flight and forfeit the fare paid.

For International flights, please have your passport and travel documents on hand, and keep in mind the [Enhanced Security Measures](#) for what is allowed on board. If you have a **Special Service Request (SSR)** please visit a check-in counter at the airport to check in.

## Fare Information

Each fare has different inclusions and flexibility. Please click on your flight type below to view inclusions of your fare. The fare you have purchased is displayed in the 'ticket info' section of your Itinerary Details above.

Flight	Economy	Premium <sup>~</sup>	Business
<a href="#">Domestic</a> - All Virgin Australia flights within Australia	Lite, Choice, Flex	N/A	Business
<a href="#">International Short Haul</a> - All flights, departing to/arriving from countries within South East Asia and the Pacific	Lite, Choice, Flex	N/A	Business
<a href="#">Velocity Reward Bookings</a> <sup>^</sup> - All reward flights on both Domestic, International and Partner Airlines	Reward Economy	Reward Premium	Reward Business

<sup>~</sup>Premium available on select international markets only.

<sup>^</sup>Velocity Reward bookings are fares available to Velocity Members for the purpose of redeeming Velocity Points. Refunds and itinerary changes for Reward Seat bookings are permitted at least 24 hours prior to the scheduled departure of the first sector in your itinerary. Itinerary changes may result in a fare difference and an additional payment may be required. Please visit the [Virgin Australia](#) website for more information.

## Bookings made using Future Flight credits

If you made your booking using a Future Flight credit, your booking is subject to specific conditions that were disclosed to you at the time you made your booking, including in respect of what happens when your flight is cancelled. [These conditions](#) can also be found on the Virgin Australia website. Please note that if you used your Future Flight credit to book a flight (or you used the Future Flight credit and another form of payment), the total value of your booking (not including any credit card fees) will be placed into a new Future Flight credit in the event your booking is cancelled, regardless of your fare type.

## Overbooking of Flights

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers the airline will deny boarding to other persons in accordance with its particular boarding priority rules. With few exceptions, including failure to comply with the carrier's check-in deadline which are available upon request from the air carriers, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at air airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.

## Terms and Conditions

Virgin Australia's [Terms and Conditions and Conditions of Carriage can be found here](#) or on the Virgin Australia website. A copy of the terms and conditions and Conditions of Carriage will be available at the airport if requested. To view these documents at the airport please speak to a crew member at the Virgin Australia service desk.

## Feedback

If you would like to provide feedback to Virgin Australia about your experience or to lodge a complaint, you can either fill out an online [feedback form](#) or otherwise please issue your feedback/complain in writing to: Virgin Australia Guest Relations - Complaints, PO Box 1034, Spring Hill Qld 4004

## Conditions of Carriage

Carriage and other services provided by Virgin Australia are subject to our Fare Rules and Conditions of Carriage which form part of our contract. The Conditions of Carriage include (amongst other things): (A) Limits on our liability for personal injury or death of passengers and for loss, damage, or delay of goods and baggage; (B) Restrictions and procedures that apply to any claims you may make against us; (C) Our rules about bookings, seat allocations, ticketing, baggage, check-in times, refusal of carriage; and (D) Our rights and limitations concerning flight delays or cancellations, including schedule changes, substitution of alternate airline or aircraft and rerouting. You may have additional rights under the

Australia Consumer Law. You may access the Conditions of Carriage and Fare Rules online at [Conditions of Carriage](#). Further information regarding flight delays and cancellations, are contained in the [Virgin Australia Guest Compensation Policy](#), Guest Charter (Customer Service Plan) and Consumer Guarantees and Refunds – Understanding Your Rights. Virgin Australia may charge reasonable fees in relation to any refunds, ticket re-issuance and other circumstances as set out in our Fare Rules and Conditions of Carriage, except where you are entitled to a refund under the Australia Consumer Law.

[Important Legal Notices](#)