

E-Ticket, Itinerary, Receipts and Tax Invoice

Guest Information

TICKET NUMBER	7952153851623
GUEST NAME	ROUSE/CRAIG PAUL MR
NAME REF	ADT
ISSUE DATE	11FEB2019
ISSUING AIRLINE	VIRGIN AUSTRALIA
ISSUING AGENT	VIRGIN AUSTRALIA ITINERARY/SSW

Reservation Number

CZCUPC

Itinerary Details

FLIGHT	DEPART	ARRIVE	CABIN CLASS / SEAT	INCLUDED BAGGAGE	TICKET INFO
VA 810 Ok to fly	SYDNEY, AUSTRALIA (SYD) TERMINAL 2 DOMESTIC 12/Feb/2019 7:15am	MELBOURNE, AUSTRALIA (MEL) TERMINAL 3 12/Feb/2019 8:50am	Economy 28B (Confirmed)	1PC	Fare Basis: VZEV0 Not Valid Before: 12 Feb Not Valid After: 12 Feb
VA 899 Ok to fly	MELBOURNE, AUSTRALIA (MEL) TERMINAL 3 12/Feb/2019 9:15pm	SYDNEY, AUSTRALIA (SYD) TERMINAL 2 DOMESTIC 12/Feb/2019 10:40pm	Economy 28B (Confirmed)	1PC	Fare Basis: QZEV0 Not Valid Before: 12 Feb Not Valid After: 12 Feb

Receipt And Tax Invoice Details

Fare	AUD 398.39
Taxes/Fees/Carrier-Imposed Charges	AUD 44.09 UO2 (Taxes) AUD 11.64 WG (International Safety And Security Charge) AUD 15.44 QR (Head Tax) AUD 15.44 QR2 (Head Tax)
Fare Calculation Line	SYD VAMEL228.74 VA SYD169.65AUD398.39END
Endorsement / Restrictions	NONREF/RESTRICTIONS APPLY/NONEND/PENALTIES APPLY
Form of Payment	Credit Card - Visa : XXXXXXXXXXXX 0322
Total/Transaction Currency	AUD 485.00

Other Charges

PAYMENT SURCHARGE DOM CC # 7951505087558	AUD 5.74
GST	AUD 0.57
Form of Payment	Credit Card - Visa : XXXXXXXXXXXX 0322
Total	AUD 6.31
Total Fare and Other Charges	AUD 491.31
GST included in this transaction	AUD 44.66

Notice:

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

Checking In For Domestic Flights

Please check in at least:

45 minutes

prior to your scheduled departure time.*

Checking In For International Connecting Flights

Please check in at least:

60 minutes

prior to your scheduled departure time.*

Checking In For International Flights

Please check in at least:

90 minutes

prior to your scheduled departure time.*

If travelling 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.*

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.

*If you do not adhere to check-in times, you may miss your flight and forfeit the fare paid.

Fare Information

Guests flying on our network can choose between a range of Economy and Business Class fare types. Each fare has different inclusions and flexibility. Please click on your fare type below to view inclusions. The fare you have purchased is displayed in the 'ticket info' section of your Itinerary Details above.

For more information about the fare rules applicable to your flight, please select your fare type in the table below.

Flight	Economy				Premium~		Business	
Domestic - All Virgin Australia flights within Australia	N/A	Getaway (M,S,T)%	Elevate (Q,V,N,E)%	Freedom (L,K,H,B,Y)%	N/A	N/A	Business Saver (I)%	Business (D,C,J)%
Trans-Tasman - All flights crossing the Tasman.	Go (U,M)%	Go Plus (T,Q,V,N,E)%	Getaway (T,Q,V,N,E)%	Freedom (L,K,H,B,Y)%	Premium Saver (O,R)%	Premium (W)%	Business Saver (I,D)%	Business (C,J)%
International Short Haul - All flights, departing to/arriving from countries within South East Asia and the Pacific.	Go (U,M)%	Go Plus (T,Q,V,N,E)%	Getaway (T,Q,V,N,E)%	Freedom (L,K,H,B,Y)%	N/A	N/A	Business Saver (I,D)%	Business (C,J)%
International Long Haul - All flights, departing to/arriving from countries in Europe, Northern Asia, Middle East and the Americas.	N/A	Getaway (M,S,T,Q)%	Elevate (V,N,E,L)%	Freedom (K,H,B,Y)%	Premium Saver (O)%	Premium (R,W)%	Business Saver (I,D)%	Business (C,J)%
Velocity Reward Bookings^ - All reward flights on both Domestic, International and Partner Airlines	Reward Economy				Reward Premium		Reward Business	

~Premium Saver and Premium available on select international markets only.

% Letters represent the Fare Class

^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.

Travelling To Or From The Americas

Entry Requirements to the USA ESTA (Electronic System for Travel Authorization) Guidelines

The Government of the United States of America has announced new and more detailed immigration and entry procedures for all travellers who are not citizens of the USA or Canada. If you are eligible, you can apply for and obtain approval under the Visa Waiver Program; or if you are not eligible for the Visa Waiver Program, you must apply for and obtain a visa as per the usual USA visa process. If you wish to travel under the Visa Waiver Program, you must "pre-register" your intention to enter the USA at least 72 hours prior to your scheduled departure. If you do not obtain approval to travel by one of the above mechanisms, you will not be able to board your flight to the USA. Please visit [USA ESTA](#) for more information.

Carry-on Baggage

All guests travelling on our international long haul network to and from the Americas are permitted to take up to 7kg (15.4lb) in total

of carry-on baggage onboard. Carry-on baggage may consist of one piece (e.g. small bag or briefcase) that does not exceed total linear dimensions of 115cm (45in) when travelling in International Economy or International Premium Economy, or two pieces that do not exceed total linear dimensions of 115cm (45in) when travelling in International Business.

Checked Baggage

Guests travelling on our international long haul network to and from the Americas are allocated a checked baggage allowance. The baggage allowance for adults and children is detailed in the tables below.

Cabin Class	None/Red	Silver	Gold	Platinum
International Economy	2 pieces up to 23kg [#] (50lb) each	3 pieces up to 23kg [#] (50lb) each	3 pieces up to 23kg [#] (50lb) each	3 pieces up to 23kg [#] (50lb) each
International Premium Economy	2 pieces up to 32kg [#] (70lb) each	3 pieces up to 32kg [#] (70lb) each	3 pieces up to 32kg [#] (70lb) each	3 pieces up to 32kg [#] (70lb) each
International Business	2 pieces up to 32kg [#] (70lb) each	3 pieces up to 32kg [#] (70lb) each	3 pieces up to 32kg [#] (70lb) each	3 pieces up to 32kg [#] (70lb) each

Note: Each piece of baggage must not weigh more than 32kg[#] (70lb), or it must be sent as Freight.

[#]Any checked baggage that exceeds these allowances will be subject to standard excess baggage charges and conditions.

Travelling On Virgin Australia Partner Airlines

Partner Airline Information

If your itinerary includes a non-Virgin Australia International flight segment, please check the partner airline website for information about their meal and in-flight entertainment service offering. For flights operated by Virgin Australia International's partner airline, Virgin Australia (domestic and international short haul), please note food, beverage and in-flight entertainment are not included in the ticket price, and on Virgin Australia international short haul flights, cash will not be accepted as payment for in-flight services. Please ensure a credit card is available for all purchases. For e-Tickets showing the operating carrier as Virgin Australia NZ, the IRD No is 86-157-047.

Baggage Information

Please note that additional baggage fees may apply for codeshare flights segments operated by Delta Air Lines. Refer to the flight operator listed in your above itinerary, to see if this information applies to your journey. For more information on Delta Air Line's baggage policy and fees, please refer to the following link: [Delta Baggage Information](#).

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 all 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/complaint 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; (D) Our rights and limitations concerning flight delays or cancellations, including schedule changes, substitution of alternate airline or aircraft and rerouting; and (E) Information regarding the management of your Personal Information. You may access these Conditions of Carriage and Fare Rules online at <http://www.virginaustralia.com/au/en/about-us/legal-policies/conditions-of-carriage/?cmpid=eticket>. Unless the Fare Rules that apply to your travel state otherwise, refunds of your ticket price are not available and any refund which is available will be made in the manner set out in the Conditions of Carriage. 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. Virgin Australia reserves the right to change fares before you pay for your reservation. Your Reservation Number is confidential and should only be given to Virgin Australia staff or your travel agent. Anyone with access to your Reservation Number will have access to your personal information. This document and any accompanying attachments are intended for the person named only. The information contained in this document may include Personal Information (as defined by the Privacy Act 1988 (Cth)). If you are not the named person, any use, interference with, disclosure or copying of this document, including any attachments is unauthorised and expressly prohibited.

[Important Legal Notices](#)