

## Virgin Australia's Passenger Promise



We all know COVID-19 is causing unprecedented change and uncertainty in our world, but at Virgin Australia, guests have always been, and will always be a priority.

Virgin Australia is taking extra steps during this time to help protect you and your bookings with their Passenger Promise.

They've implemented changes to their customer journey to help keep everyone safe and have updated their policies so you can book with confidence.

- Flexible flying extended with no change fees on travel until 31 January 2021.\*
- Face masks and sanitiser provided to all guests.
- Contactless Check-in available online or via the Virgin Australia App.
- High Efficiency Particular Air (HEPA) filtration. (Basically, using science to clean the air)
- Continue to earn and redeem your Velocity Points with Virgin Australia and a range of other partners.
- High touch and traffic areas sanitised frequently, along with rigorous and thorough nightly cleaning.

- Conducting pre-departure COVID-19 health questionnaire.
- Reduced in-flight offering to minimise contact between crew and guests.

*\*Fare differences may apply.*

[Source: Virgin Australia](#)

## Travel Solutions

Procurement Australasia's Church Resources brand supports not-for-profit organisations with personalised service, to ensure you travel reliably, safely and securely. Our Travel services, exclusively for not-for-profit organisations, deliver consistent value and greater efficiency across all your flight, car hire and accommodation expenditure.

