

Dear Partners,

I would like to provide you with an update on Virgin Australia's response to COVID-19.

With further travel restrictions now in place in Australia and across the globe to reduce the spread of Novel Coronavirus, we've needed to make significant changes to our network. We understand that these capacity changes create additional work for your organization, and we want to thank you in advance for your help and support in taking care of our joint customers.

We have temporarily suspended our international flying and most of our domestic flying until 14 June 2020, along with our Virgin Australia operated lounges across the network. Please refer to <https://travel.virginaustralia.com/au/coronavirus-update> for up to date information.

To ensure the financial health of our business we also continue to focus on cost reduction across the business. As such and in order to preserve future jobs, we will be standing down some of our work force until the end of May. This has been an extremely difficult decision to make and we are committed to supporting our people with a number of options during this challenging time.

From 01 April 2020 – 31 May 2020, I will be available to handle any of your escalations. However, to ensure that your queries can be dealt with in a timely manner, please direct your correspondence to [VA.InternationalSales.NAM@virginaustralia.com](mailto:VA.InternationalSales.NAM@virginaustralia.com) over this period.

We ask that you continue to send any agency reservation queries through to our Agency Helpdesk at [VA.Agenthelpdesk@virginaustralia.com](mailto:VA.Agenthelpdesk@virginaustralia.com) who will respond as soon as they can.

For guidance with any current agency bookings impacted by Novel Coronavirus, please refer to the most updated COVID-19 policy on our Commercial Policy on the Agency Hub which provides a waiver code: <https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#commercial-policies>.

These have not been easy decisions to make, as they impact our people, our guests and you our travel trade partner, yet they are necessary to set the business on a sustainable path when the recovery eventually comes. We play a critical role in the Australian economy and community as well as serving your customers, we plan to return Virgin Australia to the skies as soon as its viable to do so.

Thank you for your continued support.

Wishing you safety and health,



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