



## TRADE RELEASE

24 March 2020

# Urgent Travel Advice – International Connections

Following the recent announcements from the Singapore and UAE authorities regarding the ban for transit passengers through Singapore and Abu Dhabi, as well as the ongoing worldwide airline cancellations and border closures related to COVID-19, passengers travelling on a Virgin Australia operated sector connecting onto a service operated by one of our codeshare or interline partners may be denied boarding due to the cancellation of the onward sector by our partner airlines. In addition, in light of the increasing number of travel restrictions being implemented by foreign governments, passengers may also be denied entry to their final destination or passengers may be unable to transit.

We recommend that Virgin Australia guests with connections through these hubs, as well as any international connections do not commence their travel unless all flight, entry and transit requirements can be met.

In order to avoid any passenger mishandling or issues at the transit port, we strongly recommend that prior to arriving at the airport for their Virgin Australia flight, **ALL** onward services from Australia are confirmed directly with the operating carrier, and all entry/transit requirements can be met. TIMATIC systems have been updated to reflect all known current entry and transit restrictions.

**For any further updates regarding the COVID-19 outbreak and travel advices, please refer to the [Commercial Policy page on the Virgin Australia Agency Hub](#) or the [Travel Alerts page on the Virgin Australia website](#).**