



Statement Period
29 May 2020 - 31 August 2020

604

Westpac DIY Super Working Account



THE DIRECTOR
4 CAMERON CT
ASHMORE QLD 4214

041

Account Name
N PHILLIPS PTY LTD ATF PHILLIPS
SUPER FUND

Customer ID
3946 8161 N PHILLIPS PTY LTD

BSB
034-279

Account Number
526 872

Opening Balance	+ \$131,528.54
Total Credits	+ \$17,425.32
Total Debits	- \$9,551.89
Closing Balance	+ \$139,401.97

INTEREST RATES (PER ANNUM) ON CREDIT BALANCES

Effective Date	\$0 to \$9999	Over \$9999 to \$49999	Over \$49999 to \$99999	Over \$99999 to \$499999
17 Mar 2020	0.01 %	0.01 %	0.01 %	0.01 %
Effective Date	Over \$499999			
17 Mar 2020	0.02 %			

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
29/05/20	STATEMENT OPENING BALANCE			131,528.54
02/06/20	Deposit Double Win Chen Avalon Unit 1901		2,231.30	133,759.84
05/06/20	Withdrawal Mobile 7410315 Bpay Gccc - Wat	320.63		133,439.21
05/06/20	Withdrawal Mobile 7964699 Bpay Gccc - Wat	330.72		133,108.49
30/06/20	Interest Paid		1.16	133,109.65
30/06/20	Deposit Mcgrath Property Mcgrath Pmgc		3,318.17	136,427.82
01/07/20	Deposit Double Win Chen Avalon Unit 1901		2,231.30	138,659.12
02/07/20	Withdrawal-Osko Payment 1135800 Clear accounting solutions	187.00		138,472.12
02/07/20	Withdrawal Mobile 4839986 Bpay Asic	54.00		138,418.12
13/07/20	Withdrawal Mobile 7642857 Bpay Tax Office Payg	625.00		137,793.12
24/07/20	Withdrawal Mobile 1468439 Bpay Cogc - Rat	1,042.14		136,750.98
24/07/20	Withdrawal Mobile 5426039 Bpay Cogc - Rat	965.80		135,785.18
31/07/20	Interest Paid		1.16	135,786.34

**TRANSACTIONS**

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
31/07/20	Deposit Mcgrath Property Mcgrath Pmgc		4,217.71	140,004.05
03/08/20	Deposit Double Win Chen Avalon Unit 1901		2,050.16	142,054.21
06/08/20	Withdrawal Mobile 1008911 Bpay Terri Sche	346.00		141,708.21
18/08/20	Withdrawal Mobile 0740283 Bpay Tax Office	2,641.60		139,066.61
28/08/20	Withdrawal Mobile 7279072 Bpay Stratapay-	3,039.00		136,027.61
31/08/20	Interest Paid		1.19	136,028.80
31/08/20	Deposit Mcgrath Property Mcgrath Pmgc		3,373.17	139,401.97
31/08/20	CLOSING BALANCE			139,401.97

CONVENIENCE AT YOUR FINGERTIPS

Use Online, Mobile or Tablet Banking to pay bills, transfer funds, check your account balances and much more

TRANSACTION FEE SUMMARY

To reconcile your Transaction Fee Summary you may need to refer to transactions listed on your previous statement(s).

Fee(s) charged to account 034-279 52-6872

Transaction fee(s) period 01 MAY 2020 to 31 JUL 2020

Total \$0.00

**ANNUAL INFORMATION
FOR THE PERIOD 1 JULY 2019 TO 30 JUNE 2020****For account: 4279/526872**

Total interest credited

\$48.01

These details are provided for your records and taxation purposes



Statement Period
28 February 2020 - 29 May 2020

Westpac DIY Super Working Account



THE DIRECTOR
4 CAMERON CT
ASHMORE QLD 4214

041

Account Name
N PHILLIPS PTY LTD ATF PHILLIPS
SUPER FUND

Customer ID
3946 8161 N PHILLIPS PTY LTD

BSB
034-279

Account Number
526 872

Opening Balance	+ \$92,748.26
Total Credits	+ \$77,853.63
Total Debits	- \$39,073.35
Closing Balance	+ \$131,528.54

INTEREST RATES (PER ANNUM) ON CREDIT BALANCES

Effective Date	\$0 to \$9999	Over \$9999 to \$49999	Over \$49999 to \$99999	Over \$99999 to \$499999
24 Oct 2019	0.05 %	0.05 %	0.05 %	0.05 %
17 Mar 2020	0.01 %	0.01 %	0.01 %	0.01 %

Effective Date	Over \$499999
24 Oct 2019	0.05 %
17 Mar 2020	0.02 %

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
28/02/20	STATEMENT OPENING BALANCE			92,748.26
02/03/20	Deposit Double Win Chen Avalon Unit 1901		2,418.75	95,167.01
03/03/20	Interest Paid On Term Deposit 465722		0.25	95,167.26
03/03/20	Interest Paid On Term Deposit 465722		124.10	95,291.36
03/03/20	Principal Paid On Term Deposit 465722		20,000.00	115,291.36
04/03/20	Withdrawal Mobile 0770955 Bpay Terri Sche Verve1	329.00		114,962.36
05/03/20	Withdrawal-Osko Payment 1396973 Nerida Phillips	15,000.00		99,962.36
05/03/20	Withdrawal Mobile 1005361 Pymt O. Raneng 1901 vanity	374.00		99,588.36
12/03/20	Withdrawal Mobile 7926155 Bpay Gccc - Wat	391.22		99,197.14



Westpac DIY Super Working Account

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
12/03/20	Withdrawal Mobile 8188907 Bpay Gccc - Wat Unit I Verve			
18/03/20	Withdrawal-Osko Payment 1810781 Nerida Phillips	411.06		98,786.08
25/03/20	Interest Paid On Term Deposit 541183	16,000.00		82,786.08
25/03/20	Principal Paid On Term Deposit 541183		700.81	83,486.89
31/03/20	Interest Paid		39,299.19	122,786.08
31/03/20	Deposit Mcgrath Property Mcgrath Pmgc		2.84	122,788.92
01/04/20	Deposit Double Win Chen Avalon Unit 1901		3,373.17	126,162.09
07/04/20	Withdrawal Mobile 1168840 Bpay Tax Office		2,110.30	128,272.39
15/04/20	Withdrawal Mobile 4168303 Bpay Deft Payme	625.00		127,647.39
21/04/20	Withdrawal Mobile 1115949 Pymt Stratapay	2,912.95		124,734.44
30/04/20	Interest Paid	3,030.12		121,704.32
30/04/20	Deposit Mcgrath Property Mcgrath Pmgc		1.03	121,705.35
01/05/20	Deposit Double Win Chen Avalon Unit 1901		3,373.17	125,078.52
29/05/20	Interest Paid		2,231.30	127,309.82
29/05/20	Deposit Mcgrath Property Mcgrath Pmgc		1.01	127,310.83
29/05/20	CLOSING BALANCE		4,217.71	131,528.54

CONVENIENCE AT YOUR FINGERTIPS

Use Online, Mobile or Tablet Banking to pay bills, transfer funds, check your account balances and much more

TRANSACTION FEE SUMMARY

To reconcile your Transaction Fee Summary you may need to refer to transactions listed on your previous statement(s):

Fee(s) charged to account 034-279 52-6872

Transaction fee(s) period 01 FEB 2020 to 30 APR 2020

Total
\$0.00



Statement Period

29 November 2019 - 28 February 2020

Westpac DIY Super Working Account

Account Name

N PHILLIPS PTY LTD ATF PHILLIPS
SUPER FUND

Customer ID

3946 8161 N PHILLIPS PTY LTD

BSB

034-279

Account Number

526 872

Opening Balance + \$80,874.69

Total Credits + \$18,360.82

Total Debits - \$6,487.25

Closing Balance + \$92,748.26

INTEREST RATES (PER ANNUM) ON CREDIT BALANCES

Effective Date	\$0 to \$9999	Over \$9999 to \$49999	Over \$49999 to \$99999	Over \$99999 to \$499999
24 Oct 2019	0.05 %	0.05 %	0.05 %	0.05 %
Effective Date	Over \$499999			
24 Oct 2019	0.05 %			

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
29/11/19	STATEMENT OPENING BALANCE			80,874.69
02/12/19	Deposit Double Win Chen Avalon Unit 1901		2,479.02	83,353.71
12/12/19	Withdrawal Mobile 3489470 Bpay Gccc - Wat	357.93		82,995.78
12/12/19	Withdrawal Mobile 7542531 Bpay Gccc - Wat	384.26		82,611.52
13/12/19	Withdrawal Mobile 1949617 Pymt Stratapay Verve b/c fee	3,058.44		79,553.08
31/12/19	Interest Paid		3.54	79,556.62
31/12/19	Deposit Mcgrath Property Mcgrath Pmgc		4,194.66	83,751.28
02/01/20	Deposit Double Win Chen Avalon Unit 1901		2,853.84	86,605.12
30/01/20	Withdrawal Mobile 0862825 Bpay Cogc - Rat	1,006.25		85,598.87
30/01/20	Withdrawal Mobile 5751969 Bpay Cogc - Rat	956.37		84,642.50
31/01/20	Interest Paid		3.66	84,646.16
31/01/20	Deposit Mcgrath Property Mcgrath Pmgc		2,514.80	87,160.96
03/02/20	Deposit Double Win Chen Avalon Unit 1901		3,261.65	90,422.61

**TRANSACTIONS**

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DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
20/02/20	Withdrawal Mobile 1115168 Bpay Tax Office Payg	724.00		89,698.61
28/02/20	Interest Paid		3.44	89,702.05
28/02/20	Deposit Mcgrath Property Mcgrath Pmgc		3,046.21	92,748.26
28/02/20	CLOSING BALANCE			92,748.26

CONVENIENCE AT YOUR FINGERTIPS

Use Online, Mobile or Tablet Banking to pay bills, transfer funds, check your account balances and much more

TRANSACTION FEE SUMMARY

To reconcile your Transaction Fee Summary you may need to refer to transactions listed on your previous statement(s).

Fee(s) charged to account 034-279 52-6872

Transaction fee(s) period 01 NOV 2019 to 31 JAN 2020

Total \$0.00



Statement Period
30 August 2019 - 29 November 2019

Westpac DIY Super Working Account



THE DIRECTOR
4 CAMERON CT
ASHMORE QLD 4214

041

Account Name
N PHILLIPS PTY LTD ATF PHILLIPS
SUPER FUND

Customer ID
3946 8161 N PHILLIPS PTY LTD

BSB
034-279

Account Number
526 872

Opening Balance	+ \$68,867.98
Total Credits	+ \$19,137.18
Total Debits	- \$7,130.47
Closing Balance	+ \$80,874.69

INTEREST RATES (PER ANNUM) ON CREDIT BALANCES

Effective Date	\$0 to \$9999	Over \$9999 to \$49999	Over \$49999 to \$99999	Over \$99999 to \$499999
19 Jul 2019	0.10 %	0.10 %	0.10 %	0.10 %
24 Oct 2019	0.05 %	0.05 %	0.05 %	0.05 %

Effective Date	Over \$499999
19 Jul 2019	0.10 %
24 Oct 2019	0.05 %

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
30/08/19	STATEMENT OPENING BALANCE			68,867.98
02/09/19	Deposit Double Win Chen Avalon Unit 1901		2,089.09	70,957.07
05/09/19	Withdrawal Mobile 1488587 Tax Ato Tax - P fin yr 2017	2,265.55		68,691.52
09/09/19	Withdrawal Mobile 2525804 Bpay Gccc - Wat	201.30		68,490.22
09/09/19	Withdrawal Mobile 4167300 Bpay Gccc - Wat	246.94		68,243.28
30/09/19	Interest Paid		5.82	68,249.10
30/09/19	Deposit Mcgrath Property Mcgrath Pmgc		3,354.73	71,603.83
30/09/19	Interest Paid On Term Deposit 465722		0.16	71,603.99
30/09/19	Interest Paid On Term Deposit 465722		255.56	71,859.55
01/10/19	Deposit Double Win Chen Avalon Unit 1901		2,460.67	74,320.22
15/10/19	Withdrawal Mobile 9082000 Bpay Deft Payme	1,294.68		73,025.54

**TRANSACTIONS**

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DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
21/10/19	Withdrawal Mobile 0226298 Bpay Tax Office			
	Instal Activity St	526.00		72,499.54
31/10/19	Interest Paid		5.53	72,505.07
31/10/19	Deposit Mcgrath Property Mcgrath Pmgc		4,194.66	76,699.73
01/11/19	Deposit Double Win Chen Avalon Unit 1901		2,795.56	79,495.29
21/11/19	Interest Paid On Term Deposit 541183		617.53	80,112.82
25/11/19	Withdrawal-Osko Payment 1504682 Clear			
	accounting solutions	2,596.00		77,516.82
29/11/19	Interest Paid		3.14	77,519.96
29/11/19	Deposit Mcgrath Property Mcgrath Pmgc		3,354.73	80,874.69
29/11/19	CLOSING BALANCE			80,874.69

CONVENIENCE AT YOUR FINGERTIPS

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TRANSACTION FEE SUMMARY

To reconcile your Transaction Fee Summary you may need to refer to transactions listed on your previous statement(s).

Fee(s) charged to account 034-279 52-6872

Transaction fee(s) period 01 AUG 2019 to 31 OCT 2019

Total \$0.00

**TRANSACTIONS**

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
24/07/19	Withdrawal Mobile 4581722 Bpay Gccc - Wat	120.99		63,017.76
25/07/19	Withdrawal Mobile 1102006 Pymt Clear acco	3,300.00		59,717.76
25/07/19	Withdrawal Mobile 3978593 Bpay Cogc - Rat	956.37		58,761.39
25/07/19	Withdrawal Mobile 4986740 Bpay Cogc - Rat	1,006.25		57,755.14
31/07/19	Interest Paid		11.51	57,766.65
31/07/19	Deposit Mcgrath Property Mcgrath Pmgc		4,194.66	61,961.31
01/08/19	Deposit Double Win Chen Avalon Unit 1901		2,775.94	64,737.25
21/08/19	Interest Paid On Term Deposit 541183		1,099.67	65,836.92
26/08/19	Withdrawal Mobile 1442927 Bpay Terri Sche Avalon1901	329.00		65,507.92
30/08/19	Interest Paid		5.33	65,513.25
30/08/19	Deposit Mcgrath Property Mcgrath Pmgc		3,354.73	68,867.98
30/08/19	CLOSING BALANCE			68,867.98

CONVENIENCE AT YOUR FINGERTIPS

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TRANSACTION FEE SUMMARY

To reconcile your Transaction Fee Summary you may need to refer to transactions listed on your previous statement(s).

Fee(s) charged to account 034-279 52-6872

Transaction fee(s) period 01 MAY 2019 to 31 JUL 2019

Total \$0.00

**ANNUAL INFORMATION
FOR THE PERIOD 1 JULY 2018 TO 30 JUNE 2019****For account: 4279/526872**

Total interest credited

\$233.56

These details are provided for your records and taxation purposes

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	Getaway (M,S,T)% Elevate (Q,V,N,E)% Freedom (L,K,H,B,Y)%	N/A	N/A
International Short Haul - All flights, departing to/arriving from countries within South East Asia and the Pacific.	Getaway (T,Q,V,N,E)% Elevate (L,E,N,V,Q)% Freedom (L,K,H,B,Y)%	N/A	N/A
International Long Haul - All flights, departing to/arriving from countries in Europe, Northern Asia, Middle East and the Americas.	Getaway (M,S,T,Q)% Elevate (V,N,E,L)% Freedom (K,H,B,Y)%	Premium (R,W)% Saver (I,D)%	Business (C,J)%
Velocity Reward Bookings ¹ - All reward flights on both Domestic, international and Partner Airlines	Reward Economy	Reward Premium	Reward Business

¹Letters represent the Fare Class
Premium Saver and Premium available on select international markets only.

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

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



Statement Period
31 May 2019 - 30 August 2019

Westpac DIY Super Working Account



THE DIRECTOR
4 CAMERON CT
ASHMORE QLD 4214

041

Account Name
N PHILLIPS PTY LTD ATF PHILLIPS
SUPER FUND

Customer ID
3946 8161 N PHILLIPS PTY LTD

BSB
034-279

Account Number
526 872

Opening Balance	+ \$74,137.29
Total Credits	+ \$19,208.77
Total Debits	- \$24,478.08
Closing Balance	+ \$68,867.98

INTEREST RATES (PER ANNUM) ON CREDIT BALANCES

Effective Date	\$0 to \$9999	Over \$9999 to \$49999	Over \$49999 to \$99999	Over \$99999 to \$499999
26 Sep 2018	0.25 %	0.25 %	0.25 %	0.25 %
19 Jul 2019	0.10 %	0.10 %	0.10 %	0.10 %

Effective Date	Over \$499999
26 Sep 2018	0.25 %
19 Jul 2019	0.10 %

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
31/05/19	STATEMENT OPENING BALANCE			74,137.29
03/06/19	Deposit Double Win Chen Avalon Unit 1901		2,185.42	76,322.71
20/06/19	Withdrawal Mobile 1719617 Pymt Nerida Phi	14,096.32		62,226.39
24/06/19	Withdrawal Mobile 1303815 Pymt Stratapay Bc 1901	1,294.68		60,931.71
28/06/19	Interest Paid		13.78	60,945.49
28/06/19	Deposit Mcgrath Property Mcgrath Pmgc		3,299.73	64,245.22
02/07/19	Deposit Double Win Chen Avalon Unit 1901		2,268.00	66,513.22
08/07/19	Withdrawal Mobile 1915736 Pymt Clear acco Asic review	187.00		66,326.22
08/07/19	Withdrawal Mobile 5247649 Bpay Asic	53.00		66,273.22
24/07/19	Withdrawal Mobile 1654421 Pymt Stratapay	3,067.67		63,205.55
24/07/19	Withdrawal Mobile 3676938 Bpay Gccc - Wat	66.80		63,138.75

S010256 / M005518 / 249 / CN40NC-W

International Economy			
2 pieces up to 23kg	3 pieces up to 23kg	3 pieces up to 23kg	3 pieces up to 23kg
(50lb) each	(50lb) each	(50lb) each	(50lb) each
2 pieces up to 23kg	3 pieces up to 23kg	3 pieces up to 23kg	3 pieces up to 23kg
(50lb) each	(50lb) each	(50lb) each	(50lb) each
International Premium Economy			
2 pieces up to 32kg	3 pieces up to 32kg	3 pieces up to 32kg	3 pieces up to 32kg
(70lb) each	(70lb) each	(70lb) each	(70lb) each
2 pieces up to 32kg	3 pieces up to 32kg	3 pieces up to 32kg	3 pieces up to 32kg
(70lb) each	(70lb) each	(70lb) each	(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 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 of Carriage can be found here, or on the Virgin Australia website. A copy of the terms 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/en/about-us/legal-policies/conditions-of-carriage/> or at the airport. 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 contained in 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.

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