

# terms & conditions

1. This Prize Certificate expires 12 months from the date of issue 11/08/17. The Expiry Date cannot be extended. Your outbound flight must depart prior to the Expiry Date of this Prize Certificate.
2. Both the Prize Certificate and flights are non-redeemable for cash.
3. Tickets redeemed under this Prize Certificate are valid on Virgin Australia operated flights only and not code share services.
4. Tickets are non-transferable (i.e. no name changes allowed after ticketing).
5. Tickets are for 2 passengers to travel together on the same booking.
6. Flights are subject to availability.
7. All bookings need to be made at least 7 days prior to travel.
8. Bookings can be requested via email at [prizewinners@virginaustralia.com](mailto:prizewinners@virginaustralia.com), Monday - Friday between 09.00 - 17.00 AEST.
9. Any changes to bookings once ticketed will incur a \$50 change fee per guest, per change and any change is subject to availability.
10. Virgin Australia's terms and conditions of carriage apply to the Ticket. Virgin Australia's terms and conditions of carriage are online available at <http://www.virginaustralia.com/au/en/about-us/legal-policies/conditions-of-carriage/>.
11. Passengers who do not notify Virgin Australia at least 24 hours prior to scheduled departure that they are unable to take the booked flight will forfeit the Ticket.
12. Prize Certificates or Tickets may not be sold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services, either by the original recipient or any subsequent bearer. If a Prize Certificate or Ticket is sold or used in breach of this condition, it will be cancelled at Virgin Australia's sole discretion.
13. Tickets cannot be upgraded and are not valid to earn Velocity points or status credits.
14. It is your responsibility to ensure that you and your travel companion (if any) have the requisite visas, vaccinations, valid documentation (including but not limited to valid passports and visas) which meet the requirements of immigration and other government authorities at every destination. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility.
15. You are responsible for all other ancillary costs. Travel insurance is highly recommended to protect against the additional costs incurred in the event of unforeseen circumstances.