

15 February 2022

NOTICE TO CUSTOMERS OF VIRGIN AUSTRALIA

Dear Sir/Madam

Re: STA Travel Pty Ltd (In Liquidation)
ACN 004 801 512
(referred to as 'STA Travel' or 'the Company')

1 Preliminaries

I refer to the appointment of Tim Norman and myself as Joint and Several Administrators and subsequently Joint and Several Liquidators of the Company on 21 August 2020 and 25 September 2020 respectively.

2 Virgin Australia 795 or 000 tickets

Please find below a letter from Virgin Australia for all STA Travel customers who hold 795 or 000 ticket bookings.

For your reference, 795 tickets refer to ticket numbers starting with 795, issued through the International Air Transport Association (**IATA**). Tickets starting with 000 refer to Student Air Travel Association (**SATA**) tickets.

Please be advised that in the event your travel changes cannot be accommodated by Virgin Australia, your claim will rank as unsecured as against STA Travel Pty Ltd (In Liquidation). Please refer to our latest Notice to Customers dated 25 November 2021 for further guidance, which is available on our webpage www.deloitte.com/au/STATravelAU.

Please note the Liquidators have been advised by Virgin Australia that we are unable to lodge applications on behalf of customers of STA Travel. Further, the Liquidators are unable to address specific enquiries relating to customers' ability to recover funds from third parties including travel providers, insurers and financial institutions.

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Yours faithfully

A handwritten signature in black ink, appearing to read 'Jason Tracy', written in a cursive style.

Jason Tracy
Joint and Several Liquidator



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Notice to Customers: Your STA Travel (795 or 000) tickets for travel with Virgin Australia

For 795 tickets made on or before 20 April 2020

For all bookings made on 795 tickets with STA Travel for travel with Virgin Australia on or before 20 April 2020 where the original booking was cancelled or changed, you are entitled to receive Future Flight credits for the value of your booking.

Ordinarily for bookings made via a travel agent, customers would need to contact their travel agent to access their Future Flight credits. However, as STA Travel is in liquidation, Virgin Australia has arranged with the Liquidators of STA Travel to assist you directly with access to your Future Flight credit.

To access your Future Flight credit, please:

1. Contact the Virgin Australia Guest Contact Centre on 13 67 89.
2. Advise the Virgin Australia Guest Contact Centre that your original booking was made with STA Travel and that you want to access your Future Flight credit.

We understand that you should have received communications regarding your eligibility for a Future Flight credit, but for your reference, more information is available on the Virgin Australia website and in the [Future Flight Credit Terms of Use](#).

For 795 tickets made on or after 21 April 2020

For all bookings made on 795 tickets with STA Travel on or after 21 April 2020 for travel with Virgin Australia where your original booking was cancelled or changed, you may be eligible to receive a travel credit or a refund to your original form of payment, depending on your fare type.

Ordinarily for bookings made via a travel agent, customers would need to contact their travel agent to access their Future Flight credits. However, as STA Travel is in liquidation, Virgin Australia has arranged with the Liquidators of STA Travel to assist you directly with access to your booking.

To discuss your booking, please:

1. Contact the Virgin Australia Guest Contact Centre on 13 67 89.
2. Advise the Virgin Australia Guest Contact Centre that your original booking was made with STA Travel.

The Virgin Australia Guest Contact Centre will provide you with details of your options for your booking.

For 000 tickets

For all bookings made on 000 tickets with STA Travel on or before 20 April 2020 for travel with Virgin Australia where your booking was changed or cancelled, the options you have in respect of your booking will depend on what you want to do with your booking:

- If you have a current booking and you don't want to make any changes, you can travel on your ticket.
- If you have a current booking, but Virgin Australia makes changes to your booking, Virgin Australia will provide you with other flight options. If these options are not suitable, you will need to contact the Liquidators of STA Travel at: STATravel@deloitte.com.au.
- If you have a current booking, but you want to change or cancel this booking, you will need to contact the Liquidators of STA Travel at: STATravel@deloitte.com.au.

If you have any questions about travelling on your existing booking, you can contact the Virgin Australia Guest Contact Centre on 13 67 89.