

Policy for Guests Travelling Under the Age of 18 (including UMNR and YPTA)

Virgin Australia takes the safety of children very seriously and takes every measure possible to ensure they have a comfortable and enjoyable flight.

With the introduction on EMD-A's in the GDS we are now able to offer Travel Agents the ability to book and manage unaccompanied minors when using Apollo, Amadeus, Galileo, Sabre and Worldspan.

Guests between the ages of 12 – 14 years can only travel unaccompanied on Virgin Australia operated services and not services operated by another carrier. Virgin Australia will not accept any bookings with an Unaccompanied Minor where another carrier operates part of the journey. Guests must be 15 years or over to travel unaccompanied on services operated by another carrier. To book unaccompanied guests between 12 – 14 years old, you must book the entire journey on the other operating carrier's marketed and operated flights and set the guest up as an Unaccompanied Minor (UMNR) with the ticket number matching that airline.

Unaccompanied Minors (UMNR)

To ensure the highest level of care, VA accepts only a limited number of bookings for unaccompanied minors (UMNR) on Virgin Australia Domestic and International Short Haul flights. UMNRs are not accepted on International Long Haul and codeshare flights.

Please be aware of the following conditions which apply to all Unaccompanied Minor bookings:

- › The Unaccompanied Minor must meet [Independent Travel Criteria](#) and feel comfortable and secure travelling.
- › Any child aged 5–11 years (who is not yet 12) who is travelling without a parent/legal guardian must be booked as an Unaccompanied Minor (UMNR).
- › If a child is under 12 years of age and is not booked as an Unaccompanied Minor, they must be accompanied by another person 15 years of age or older, or their parent or legal guardian aged 13 years or above.
- › Any child aged 12–15 years (who is not yet 16) may also travel as an Unaccompanied Minor – if requested by the parent/legal guardian.
- › Children between 5–11 years of age attempting to travel alone, and have not been booked as an Unaccompanied Minor may be denied travel until we are provided with all relevant details in relation to the child's travel arrangements (as described below in the conditions of carriage).
- › UMNR's can only be booked in the following classes when booking Premium Economy (O, R, W, P) or Business Class (I, D, C, J, Z).
- › UMNR's can only be booked on direct flights only - No connections
- › If UMNRs are to be booked on 2 or more consecutive single sector flights travelling the same day in 1 PNR, flights must be searched individually and not as a connecting flight. There must also be:
 - › A minimum of 1hr and 30mins between flights for UMNRs to collect their baggage and check-in again.
 - › An adult nominated by the parent/legal guardian to meet the UMNRs in each of the transit ports and deliver them to their next flight.

- › A sender (who will check-in the UMNR) and a receiver (who will collect the UMNR) must be nominated at the time of booking. The sender/receiver can be either the parent/legal guardian or someone nominated who is 18 years or older. This cannot be an airline representative.
- › The sender/receiver must present 1 form of photo ID at check in and pick up.
 - › If a Photo ID is not available, 2 other forms of ID must be presented e.g. Medicare card, credit card.
- › Identification for the Unaccompanied Minor, that shows proof of age will be required at check-in (Birth Certificate/Birth Extract/Passport). A photocopy of the ID is acceptable. Medicare cards and other forms of ID which do not display the child's proof of age will not be accepted.

For general conditions of travel, please refer to the [Children Travelling Alone page](#) on the Virgin Australia website.

Fees

Fees are payable upon booking and are chargeable per sector, per child.

Note: The Unaccompanied Minor fee is refundable only upon cancellation of the booking.

Flight	Fee (per Unaccompanied Minor sector)
Domestic Flights	› Australia: AUD\$55.00
International Short Haul Flights	› Australia, Christmas and Cocos Islands: AUD\$95.00 › New Zealand and Cook Islands: NZD\$95.00 › Indonesia: IDR 935,000 › Fiji: FJD 145 › Papua New Guinea: AUD\$95.00 converted to PGK based on daily exchange rate › Western Samoa: WST 180 › Tonga: TOP 160 › Solomon Islands: SBD 550 › Vanuatu: VUV 7,450

Travel Agent Booking Process

Please follow the below steps within one transaction, the booking **should not be ended until after step 6**

1. Sabre Agents - Create a booking as normal for the child travelling alone.
Apollo/Amadeus/Galileo/Worldspan Agents – Sell the UMNR ancillary service
2. Add an SSR for the UMNR along with the child's age.
3. Add relevant OSIs for any special instructions, (if required).
4. Using OSI's enter all mandatory Sender details information including name, relationship and phone contacts, as specified below.
5. Using OSI's enter all mandatory Receiver details information including name, relationship and phone contacts, as specified below.
6. At this point a **password** needs to be added into the booking as an OSI only, **a password is mandatory.**
7. End and re-display the PNR, then ignore and re-display the PNR.

8. If the UMNR is confirmed the status of the SSR will change from a NN status to a KK, only at this time should you then proceed to step 9.
9. HK the UNMR SSR
10. Ticket the PNR as normal. *Agents using Amadeus GDS enter FXG for pricing (refer to the UMNR clue card on the Agency Hub for more information).*
11. Sabre Agents - Sell the UMNR Air extra (ancillary) fee for the UMNR (details on the fees are in the table above). Apollo/Amadeus/Galileo/Worldspan Agents have already sold the Ancillary at Step 1.
12. Issue the EMD-A.
13. Ensure your guest has completed the UMNR form prior to arriving at the airport.
14. UMNR forms can be downloaded from the [Virgin Australia website](#) or collected at the airport.

Note: Booking process may vary depending on the GDS. EMD-A must not be issued without the confirmation of the UMNR being received as a confirmed status. Service will not be provided unless confirmed status received. All KK status must be updated to HK status.

GDS Entries – UMNR Bookings

Apollo (1P)

Sell Ancillary	DAS01L10*TX-UM10
Password for UMNR	@:3OSIVA PASSWORD
Language of child and first name	@:3OSIVA ENGLISH JOHN
Sender name and relationship	@:3OSIVA SENDER MRS SHARON SMITH MOTHER
Sender phone contacts	@:3OSIVA CTCH 07 33555555
Receiver name and relationship	@:3OSIVA RECEIVER MR P SMITH FATHER
Receive phone contacts	@:3OSIVA CTCH SYD 02 99997777
Add UMNR SSR	@:3USAN1.2UMNR 5YRS
Password and name of parent signing the form	@:3OSI VA PASSWORD/PARENT SHARON SMITH
Does the child suffer from any allergies	@:3OSI VA ALLERGY YES/NO

Amadeus (1A)

Add UMNR SSR	SRUMNR-UM05
Password for UMNR	OSI VA PASSWORD
Language of child and first name	OS VA ENGLISH JOHN
Sender name and relationship	OS VA SENDER MRS SHARON SMITH MOTHER
Sender phone contacts	OS VA CTCH 07 33555555
Receiver name and relationship	OS VA RECEIVER MR P SMITH FATHER
Receive phone contacts	OS VA CTCH SYD 02 99997777
Password and name of parent signing the form	OS VA PASSWORD/PARENT SHARON SMITH
Does the child suffer from any allergies	OS VA ALLERGY YES/NO

Galileo (1G)

Add UMNR SSR	DAS01L10*TX-UM10
Password for UMNR	SI.VA*PASSWORD/TIGER
Language of child and first name	SI.VA*ENGLISH JOHN
Sender name and relationship	SI.VA*SENDER MRS SHARON SMITH MOTHER
Sender phone contacts	SI.VA*CTCH 07 33555555
Receiver name and relationship	SI.VA*RECEIVER MR P SMITH FATHER
Receive phone contacts	SI.VA*CTCH SYD 02 99997777
Password and name of parent signing the form	SI.VA*PASSWORD/PARENT SHARON SMITH
Does the child suffer from any allergies	SI.VA*ALLERGY YES/NO

Sabre (1S)

Add UMNR SSR and Age of child	3UMNR/UM7-1.1
Password for UMNR	3OSI VA PASSWORD
Language of child and first name	3OSI VA ENGLISH JOHN
Sender name and relationship	3OSI VA SENDER MRS SHARON SMITH MOTHER
Sender phone contacts	3OSI VA CTCH 07 33555555
Receiver name and relationship	3OSI VA RECEIVER MR P SMITH FATHER
Receive phone contacts	3OSI VA CTCH SYD 02 99997777
Password and name of parent signing the form	3OSI VA PASSWORD/PARENT SHARON SMITH
Does the child suffer from any allergies	3OSI VA ALLERGY YES/NO

Worldspan

Add UMNR SSR	DAS01L3*TX-UM10
Password for UMNR	3SSROTHSVA * PASSWORD
Language of child and first name	3SSROTHSVA *ENGLISH JOHN
Sender name and relationship	3SSROTHSVA *SENDER MRS SHARON SMITH MOTHER
Sender phone contacts	3SSROTHSVA *CTCH 07 33555555
Receiver name and relationship	3SSROTHSVA *RECEIVER MR P SMITH FATHER
Receive phone contacts	3SSROTHSVA *CTCH SYD 02 99997777
Password and name of parent signing the form	3SSROTHSVA *PASSWORD/PARENT SHARON SMITH
Age of child	3SAUMNR 10YRS
Does the child suffer from any allergies	3SSROTHSVA* ALLERGY YES/NO

Note: If the child suffers from Allergies, please contact Virgin Australia Industry Support on 13 67 37 for further assistance.

Passwords

The purpose of the password is to further protect the security of the UMNR by providing a means of identification not visible on a guest's itinerary. A password of the clients choosing is required to be entered in the mandatory information field for all UMNR bookings as an OSI entry only, please do not add this password on the itinerary. Any travel agent or guest calling to request confirmation or any changes to an UMNR booking (including, but not limited to; confirmation of flight details, seat assignment, flight changes or changes to sender / receiver) are required to **quote the password** in addition to the **Reservation Number** to gain access.

Once a **UMNR** password has been created the actual password cannot be changed. If a guest is concerned for the security of the Reservation and requests to change the **UMNR** password, then they must cancel the booking paying any relevant fees related to the terms and conditions of their new fare and create a new booking with their new nominated password.

Unaccompanied Minor Form

To ensure we have all necessary information on the day of travel, please download the Unaccompanied Minor form for your client and present the completed form at the check-in counter.

For your convenience the [Unaccompanied Minor \(UMNR\) form](#) can be downloaded and completed prior to travel.

Unaccompanied minors travelling in Business Class domestically or in Premium Economy on our International Short Haul network will be able to check-in using the Priority Check-In desks. On Domestic Business Class flights, unaccompanied minors will also be offered lounge access along with one guest who must be their parent/legal guardian or the sender and must be present until after the departure of the flight.

Young Person Travelling Alone (YPTA)

Virgin Australia is pleased to offer guests aged 12-17, the opportunity to travel as a Young Person Travelling Alone (YPTA) on Domestic, International Short Haul and International Long Haul services when travelling on Virgin Australia operated flights only. Guests travelling on or connecting to another carrier will need to check with the operating airline to confirm a YPTA is accepted.

YPTA who are travelling on international flights or connecting with other airlines must bring the required travel documents and identification applicable for their journey. If connecting with another airline, it is the sole responsibility of the YPTA's parent or guardian to confirm the third-party airline's age limitations and policies related to children travelling alone. Virgin Australia is not responsible or liable for any loss if the YPTA is not permitted to travel on a third-party airline because the YPTA does not comply with that third-party airline's age limitations and policies.

A YPTA is a guest who does not require UMNR status but needs more attention during disruptions and diversions by our Guest Services Staff.

- › Adults aged 12 - 15 (inclusive) travelling alone who do not wish to travel as a UMNR
- › Adults aged 16 – 17 (inclusive) travelling alone

Once a PNR has been created, call **Virgin Australia Industry Support** on 13 67 37 to arrange for a YPTA SSR to be added to the existing booking.

Note: YPTA *will not* be monitored by Cabin Crew.

Where can I go for further assistance with issuing my EMD-A?

For instructions on how to issue an EMD-A, please refer to your GDS provider or the below websites.

- › Apollo - <http://www.ask-travelport.com>
- › Amadeus - <https://mye-supportcentre.amadeus.com>
- › Sabre - <http://agencyeservices.sabre.com> and also under Format Finder
- › Travelport - <http://www.ask-travelport.com>
- › Worldspan - <http://www.ask-travelport.com>