

Virgin America Contract of Carriage

To our Virgin America Guests:

Thank you for flying with us! The following **Contract of Carriage** along with the information printed on the e-ticket receipt, reservation confirmation, or the published schedule is a contract between you, the Guest, and Virgin America. This Contract of Carriage applies only to travel entirely within the United States of America; travel between the United States and Mexico is governed by Virgin America's International Contract of Carriage

By making a reservation for domestic travel and accepting transportation on Virgin America, *you* agree to the terms and conditions set forth in this Contract of Carriage.

Virgin America is committed to providing you with the best possible experience throughout your journey. We have listed our **Guest Service Commitment** on our website at www.virginamerica.com.

This document is available at all Virgin America locations if requested and is accessible through our website.

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GENERAL INFORMATION

Definitions

Unless defined otherwise in this document, the terms used in this document have the following meanings:

Baggage or Bags means all luggage, including suitcases, garment bags, tote bags, packages, camera and electronic bags, computer and equipment case, briefcases, typewriters, and similar articles.

Baggage Tag means a document issued by Virgin America solely for identification of checked baggage, a portion of which is affixed by Virgin America to a particular article of checked baggage for routing purposes and a portion of which is given to the passenger for the purpose of claiming the baggage.

Carriage means the transportation of passengers and/or baggage by air, gratuitously or for hire, and all services of Carrier incidental thereto.

Checked Baggage or Checked Bag means baggage of which Carrier takes sole custody and for which Carrier has issued a baggage check and baggage tag(s).

Days means full calendar days, including Sundays and legal holidays; provided that, for the purpose of any required notification, the balance of the day upon which notice is given is not counted, and when the last day falls on Sunday or a legal holiday, such Sunday or legal holiday will not be counted.

Force Majeure Event means:

1. Any condition beyond Virgin America's control including, but without limitation, meteorological conditions, acts of God, riots, civil commotion, embargoes, wars, hostilities, disturbances or unsettled international conditions – actual, threatened, or reported. Also, because of any delay, demand, circumstances or requirement due, directly or indirectly to such conditions, or
2. Any strike, work stoppage, slowdown, lockout or any other labor related dispute involving or affecting Virgin America 's service, or
3. Any government regulation, demand or requirement, or
4. Any shortage of labor, fuel or facilities of Virgin America or others, or
5. Any fact not reasonably foreseen, anticipated or predicted by Virgin America.

Guest means any person, except members of the crew, carried or to be carried in an aircraft with the consent of Virgin America.

Interline means any transportation which involves carriage via two or more air carriers

Interline guests are persons who's transportation involves carriage via two or more air carriers

Schedule Irregularities means:

1. Any delay or interruption in the scheduled operation;
2. Delay in scheduled departure or arrival;
3. Cancellation of a scheduled flight;
4. Omission of a scheduled stop;

5. Substitution of a different aircraft or a different class of service; or
6. Schedule changes that require rerouting Guests at the departure time of the original flight.

Team Member means any employee or agent of Virgin America acting in his or her capacity as a representative of Virgin America. Team members include, but are not limited to, flight crew, reservation agents, and gate agents.

Unaccompanied Minors means children five (5) through fourteen (14) years old not accompanied on the same flight by a guardian or traveling companion who is at least fifteen (15) years of age.

Section Headings

The section headings used in this Contract of Carriage are intended for convenience and reference only. They in no way define, limit, or describe the scope or substance of any of the provisions set forth herein.

Application of Virgin America Contract of Carriage

The policies in this document apply only to travel entirely within the United States of America. They explain the conditions upon which Virgin America agrees to transport each Guest within the United States. For the conditions upon which Virgin America offers to transport each Guest between the United States and Mexico, please refer to Virgin America's International Contract of Carriage.

The Guest agrees to the policies in this contract by making a confirmed reservation.

Applicable terms and conditions are those in effect as of the date a Guest confirms a reservation for transportation on Virgin America, except that the fees for certain additional services that are paid by a Guest after a reservation has been made, such as for day of departure upgrades, pets, and unaccompanied minors shall be those fees in effect at the date the additional services are requested. However, the fees for additional baggage, changes, and cancellations shall be those in effect as of the date a Guest confirms a reservation for transportation on Virgin America.

Virgin America Guest Services Commitment

Virgin America's **Guest Services Commitment** sets forth Virgin America's customer service commitments to our Guests.

The Virgin America **Guest Services Commitment** is accessible at www.virginamerica.com.

Authority to Change Contract

No Team Member or representative of Virgin America may change, alter, or waive any provision of this contract without the written authorization of a Virgin America corporate officer.

Virgin America reserves the right to change, delete or add to any terms of the contract at any time without prior notice.

Claims Submittal

Claims for personal injury or death must be made within twenty-one (21) days after the event. Claims must be filed in writing to Virgin America's Guest Relations Department, 555 Airport Blvd, Suite 500, Burlingame, CA, 94010.

Legal action premised or related to any claim for delay, damage, or loss must commence within one (1) year of the date of the incident.

ACCEPTANCE OF GUESTS

Children

Accompanied Children

Infants will be accepted for travel after the seventh day of age. In the interest of safety, we encourage you to purchase a seat for your infant and have him or her sit in an approved child restraint system (e.g., an FAA approved car seat). An adult may carry an infant or child under the age of two (2) on his or her lap (a "**Lap Child**"). There is no charge for infants up to the age of two (2) not occupying a seat.

Children two (2) through four (4) years old must be accompanied by a Guest fifteen (15) years or older, and are required to occupy either an approved child restraint device (such as a FAA-approved car seat) or be comfortably restrained in an aircraft seat, using the provided seat belt. A seat must be purchased for a child who is at least two (2) years old at the time of travel, regardless of the child's age at the time the reservation was made or whether the child qualified as a Lap Child on the originating segment.

Unaccompanied Children (Minors)

Virgin America will accept Unaccompanied Minors for non-stop itineraries only, Unaccompanied minor travel is not permitted on Interline connections, two point-to-point segments requiring a flight connection, or through flights.

Young adults fifteen (15) through seventeen (17) years old traveling unaccompanied are considered adults for travel purposes. However, if the parents or guardians wish the services provided to Unaccompanied Minors to be honored for their young adults we will do so.

A charge will apply for Virgin America's Unaccompanied Minor service based on the length and destination of the flight. For the current fee please see our FAQs on the www.virginamerica.com.

Car Seats

Virgin America allows the use of FAA-approved infant safety seats secured to standard Guest seats.

An infant safety seat cannot take up an aisle or exit row seat. It may not be located in the rows forward and behind emergency exit rows. Guests must ensure that infant safety seats used during flight remain secured at all times, even when unoccupied.

A window seat is the preferred location; however, other locations are acceptable provided that only persons responsible for the child occupy seats next to the child/infant.

Seats manufactured between January 1, 1981 and February 25, 1985 must bear the following label: "This child restraint system conforms to all applicable federal motor vehicle safety standards."

Seats manufactured after February 26, 1985 must bear an additional label, printed in red, which reads: "This restraint is certified for use in motor vehicles and aircraft."

Note: Booster-seats, vest and harness type child restraint systems, lap held child restraints, unlabeled seats and seats manufactured before January 1, 1981 are not acceptable.

Pregnant Women

Virgin America will allow women to travel without a doctor's permission up to seven days before her due date. Any woman who is within seven days of her due date must submit a document from her physician on official letterhead stating that she is fit to fly. This information must be available to a Virgin America Team Member at check-in. If the Guest is traveling round trip, the document must indicate that she will be fit for the return portion of her trip as well.

Guests with Disabilities

Commitment to Guests with Disabilities

Virgin America will strive to provide Guests who have disabilities with dignified, professional and courteous service at all times.

Service animals

Service animals (seeing eye dogs and other animals that are appropriately certified by a physician or other credible person/agency, etc.) may accompany a Guest with a disability on a flight. Any of the following evidence is acceptable as proof of an animal's service status.

- An identification card for the animal;
- The presence of harness or markings on harnesses tags; or
- The Guest's credible verbal statement.

Guests with service animals will be seated so as not to obstruct another Guest's emergency exit path. A service animal will be put in close proximity to the Guest, such as underneath the seat in front of the Guest or held in the Guest's arms. However, no service animal may obstruct an aisle or an emergency exit path. Guests with service animals may not be seated in an emergency row. Virgin America will not separate a service animal from its owner.

Service animals must be trained to behave properly in public settings. An animal that engages in disruptive behavior such as running freely, barking, growling,

urinating, biting or jumping on other Guests has not been successfully trained. In such cases, Virgin America is not required to treat the animal as a service animal, and may deny transportation of the animal in the cabin of the aircraft. Service animals in training will not be transported.

Portable Oxygen Concentrators

Virgin America accepts certain carry-on Portable Oxygen Concentrators (POCs). POCs which have been labeled as tested in accordance with FAA standards and which FAA has identified as approved may be used in the cabin as discussed below. A POC which is not one of the named POCs and/or which does not bear this label may not be used in the cabin, but may be transported as an assistive device. Guests are responsible for bringing an adequate number of fully charged batteries to power the POC for no less than 150% of the maximum flight duration.

An oxygen concentrator is a machine that takes normal ambient air and, using a series of sieves, filters, and a compressor, removes nitrogen from the air, increasing the oxygen content.

Virgin America does however accept the following FAA approved Portable Oxygen Concentrators (**POCs**):

- | | |
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| 1. <i>AirSep Focus</i> | 13. <i>Invacare XPO2</i> |
| 2. <i>AirSep FreeStyle</i> | 14. <i>Invacare Solo 2</i> |
| 3. <i>AirSep FreeStyle 5</i> | 15. <i>Oxlife Independence Oxygen Concentrator</i> |
| 4. <i>AirSep LifeStyle</i> | 16. <i>Oxus Inc. RS-00400</i> |
| 5. <i>Delphi RS – 0400</i> | 17. Oxywell model 4000 |
| 6. <i>DeVilbiss Healthcare iGo</i> | 18. <i>Precision Medical EasyPulse</i> |
| 7. <i>Inogen One</i> | 19. <i>Respironics – EverGo</i> |
| 8. <i>Inogen One G2</i> | 20. <i>Respironics Simply Go</i> |
| 9. <i>Inogen One G3</i> | 21. <i>SeQual Eclipse</i> |
| 10. <i>Inova Labs Lifechoice</i> | 22. <i>SeQual SAROS</i> |
| 11. <i>Inova Labs LifeChoice Activox</i> | 23. SeQual Technologies eQuinox model 4000 |
| 12. <i>International Biophysics LifeChoice</i> | 24. VBOX Inc Trooper |

Guests traveling with a **POC** are required to present a physician's statement with the following information:

- Signature on physician's letterhead
- Travel is within one year from the physician's signature date
- Notation which phases of flight (taxi, takeoff, cruise, landing etc.) oxygen use is medically necessary

Emotional Support Animals

Emotional support animals may accompany a Guest with a disability on a flight. Virgin America requires documentation to substantiate the Guest's disability-related need for the animal to accompany them in the aircraft cabin. Acceptable forms of

documentation are listed below.

Guests may not travel with service animals that pose unavoidable safety and/or public health or safety concerns. Snakes, other reptiles, rodents and spiders fall within this category of animals.

Acceptable forms of documentation include a letter from a licensed mental health professional (e.g. psychiatrist, psychologist, licensed clinical social worker, including a medical doctor specifically treating the passenger's mental or emotional disability). The letter may not be more than one year old from the date of the guest's scheduled initial flight. It must include verification of all of the following information:

- That the Guest has a mental health-related disability; and
- That having the animal accompany the Guest is necessary for the Guest's mental health, treatment, or to assist the Guest (with his or her disability); and
- That the individual providing the assessment of the Guest is a licensed mental health professional; and
- That the Guest is under the care of the individual providing the documentation.

Wheelchairs

- One onboard wheelchair will be made available on board each aircraft at all times.
- Upon request, collapsible Guest wheelchairs will be accepted for up to two Guests and placed inside protective bags and stowed in the belly of the aircraft, on a first-come, first-served basis. (For wheelchairs that have batteries, see notes below.)
- All other wheelchairs that cannot be accommodated in the cabin or overhead storage bins will be transported as checked baggage.
- An assistive device such as a wheelchair will take precedence over other Guest baggage. In the event that other Guest baggage is unable to be transported in order to make room for assistive devices, Virgin America will transport such baggage on the next available flight to the Guest's destination.

Battery-operated wheelchairs

Battery-operated wheelchairs/mobility aids are permitted on Virgin America aircraft, subject to size constraints of the cargo door. Wheelchairs/mobility aids will NOT be transported if it exhibits evidence of previous leakage or damage.

Batteries - Batteries are classified as either "spillable" or "non-spillable." As used below, Spillable batteries include those batteries that lack required "non-spillable" labeling by the manufacturer. Virgin America has a limited number of battery packaging units available at each ticket counter, which are available to Guests on first come, first served basis. All batteries must, upon visual inspection (including removal, if necessary, by a qualified Team Member), reveal no obvious defects. All batteries must meet applicable requirements of 49 CFR Part 173 for transport. In addition:

Non-Spillable Batteries

Non-Spillable Batteries must meet the provisions of 49 CFR § 173.159 for non-spillable batteries and must be marked by the manufacturer as “NONSPILLABLE.”

Spillable Batteries

Batteries lacking non-spillable manufacturer labeling and spillable batteries that cannot remain in an upright position must be removed from the wheelchair/mobility aid. If necessary a qualified Team Member will be made available to assist the Guest in removing the battery. The battery must be transported in strong, rigid packaging under the following conditions:

1. The packaging must be leak-tight and impervious to battery fluid. An inner liner may be used to satisfy this requirement if there is absorbent material placed inside of the liner and the liner has a leak proof closure;
2. The battery must be protected against short circuits, secured upright in the packaging, and be packaged with enough compatible absorbent material to completely absorb liquid contents in the event or rupture of the battery; and

The packaging must be labeled with a CORROSIVE label, marked to indicate proper orientation, and marked with the words “Battery, wet, with wheelchair.”

Guests requiring Safety Assistants

Virgin America may require a safety assistant for any guest if Virgin America determines that an attendant is essential for that person’s safety. Virgin America will use the following criteria in assessing whether a Guest requires attendant safety assistant:

- Is there a mental disability that makes the Guest unable to comprehend or respond appropriately to safety instructions including the safety briefing?
- Is there mobility impairment so severe that the Guest is unable to assist in his or her own evacuation of the aircraft?
- Is there a severe hearing or severe vision impairment such that the Guest cannot establish some means of communication with Team Members?

Guests not requiring Safety Assistants

Virgin America will not require an attendant if all of the following conditions can be met:

- The Guest has a method of communication sufficient to receive a safety briefing; and
- The Guest is able to assist in his or her own evacuation of the aircraft in the event of an emergency; and

- The Guest is able to comprehend and, if necessary, respond to safety instructions from Virgin America Team Members; and
- The Guest is able to travel to aircraft bathrooms on his or her own accord with minimal assistance from Team Members.

If Virgin America determines that the Guest requires a safety assistant, but the Guest believes that she or he is capable of traveling without a safety assistant, Virgin America may require a safety assistant– either a Virgin America Team Member or other safety assistant selected by Virgin America, or a safety assistant selected by the Guest. In this situation, Virgin America will not charge for the transportation of the Guest’s safety assistant.

Other Equipment

Incubators and stretchers are not permitted in the aircraft for Guest use nor may they be carried on board, however, they may be used per the Guest’s physician’s direction prior to departure and upon arrival at either connecting or destination locations. The Guest, traveling companion, or attendant is responsible for setting up the concentrators when used during these periods. The oxygen bottles on board are for use by the crew only in accordance with aircraft and medical emergencies.

ACAA Regulations

The U.S. Department of Transportation (DOT) has issued regulations implementing The Air Carrier Access Act of 1986 (ACAA). These and other safety-related regulations address air travel by persons with disabilities and include provisions concerning the physical facilities and services to be provided to Guests with disabilities.

Virgin America makes every effort to comply with the DOT’s rules. It is important to note, however, that FAA safety regulations take precedence over individual airline policies for carriage of Guests with disabilities.

Complaint Resolution

If a person with a disability has a concern or complaint concerning their treatment on or by Virgin America, a Virgin America Complaint Resolution Official (CRO) is available to discuss such concerns with the Guest. At least one CRO will be made available at each airport served by Virgin America, either in person or by telephone.

To reach a CRO, contact a Virgin America airport supervisor through any Virgin America Team Member.

Allergies

Virgin America recognizes that some Guests are allergic to nuts, and that exposure to nuts can result in dire, or even fatal, consequences for Guests with the most severe allergies. Virgin America cannot guarantee an environment free of any allergies, including peanuts, peanut dust, peanut oil, or peanut remnants. Guests with severe allergies should advise Virgin America prior to travel.

Denied Boarding

A Guest may be voluntarily or involuntarily denied boarding in the event of an oversold flight. Please see section on “Denied Boarding Compensation” in the Fares, Travel Credit and Refunds section of this document.

Virgin America may refuse to provide transportation to any Guest, or to remove

Refusal to
Transport
Guests

any Guest from its aircraft in certain situations including but not limited to the following:

- Whenever such action is necessary to comply with any government regulation, security directive, or any governmental request for emergency transportation in connection with the national defense or other requisition for space.
- On the basis of safety or security, or when the transportation of a Guest would violate the Federal Aviation Regulations. (Note: This is not to be confused with denied boarding situations whenever it is necessary to comply with government regulations.)
- When such an action is necessary or advisable due to weather or other conditions beyond Virgin America's control (including but without limitation acts of God, force majeure, strikes, civil commotions, embargoes, wars, hostilities, or similar disturbances), including the need to restrict seating capacity.
- Any Guest who refuses a search of person or property for explosives or for deadly, controlled, or dangerous weapons, articles, or substances.
- Any Guest who, in the sole judgment of Virgin America, previously has engaged in conduct intended to defraud Virgin America, including but not limited to in the purchase of or claims regarding tickets, baggage, and Elevate credits.
- Any Guest whose conduct is disorderly, offensive, harassing, abusive or violent, or:
 - a. Commits, or threatens to commit, any act which would be detrimental to the safety of any Virgin America flight and/or its Guests or Team Members;
 - b. Appears to be intoxicated or under the influence of illegal drugs;
 - c. Attempts to, or has been known to attempt to, interfere with any member of the flight crew; or
 - d. Refuses to obey instructions from any flight crew member or to comply with federal regulations or security directives.
- Any Guest who is not wearing both top and bottom apparel. Further, clothing that is offensive or might interfere with the safety of the flight or safety of other Guests is prohibited.
- Any Guest over the age of five (5) who is not wearing shoes, unless for medical reasons.
- Any Guest who fails to comply with the Virgin America Contract of Carriage.
- Any Guest who requires medical oxygen. Oxygen, as a compressed gas, is classified as a restricted article that may not be carried by passengers aboard aircraft. Virgin America does not provide medical oxygen on any of its aircraft. Oxygen is provided on an emergency basis only. However, Guests may bring aboard FAA approved portable oxygen concentrators which do not contain compressed gases or other hazardous materials and

which otherwise comply with the requirements of Part 382 of the Federal Aviation Regulations.

- Any Guest who is unwilling to comply with seating requirements under the Additional Seat Purchase policy as specified in this Contract of Carriage. Failure to enforce or willingness not to enforce its Additional Seat Purchase policy for a passenger traveling on a given flight does not preclude Virgin America from requiring such passenger to purchase two seats on a subsequent flight.

In enforcing these Refusal to Transport guidelines, Virgin America will fully comply with the requirements of Part 382 of the Federal Aviation Regulations for the transportation of Guests with disabilities, including that:

- a. Virgin America will not limit the number of qualified Guests with disabilities on any flight.
- b. Virgin America will not require a medical certificate, or impose any condition, restriction or requirement for a Guest with a disability that would not be imposed on a Guest without a disability.
- c. Virgin America will not refuse to transport a qualified Guest with a disability solely because the disability results in appearance or involuntary behavior that may offend, annoy or inconvenience crew members or Guests.

All Guests are asked to refrain from engaging in any conduct that would authorize Virgin America to refuse transport under these Refusal to Transport guidelines. The sole recourse of any Guest refused carriage or removed en route for any reason specified in this section shall be recovery of the refund value of the unused portion of his or her ticket as provided in the Denied Boarding Compensation section below. As an express precondition to the issuance of any refund, Virgin America shall not be responsible for damages based on the refusal to transport of any kind whatsoever.

Check-in Requirements

Guests are required to check in for domestic flights on the web ninety (90) minutes prior to departure or at the airport via kiosk or ticket counter at least thirty (30) minutes prior to departure, or as otherwise published at www.virginamerica.com, and must be at the boarding gate at least twenty (20) minutes prior to scheduled departure time.

Guests are required to check in for international flights on the web ninety (90) minutes prior to departure or at the airport via kiosk or ticket counter at least sixty (60) minutes prior to departure, or as otherwise published at www.virginamerica.com, and must be at the boarding gate at least thirty (30) minutes prior to scheduled departure time.

Baggage must be checked at the airport at least forty-five (45) minutes prior to flight departure for domestic flights and sixty (60) minutes for international flights. Due to distance and baggage travel time, certain airports may require a baggage check-in time greater than forty-five (45) minutes. Please refer to our FAQs at www.virginamerica.com for specific requirements including those for international flights.

Electronic Surveillance of

The airport security checkpoint is intended to prevent or deter the carriage of weapons, explosives, incendiaries, or other deadly or dangerous weapons or

Guests and
Baggage

material by Guests and other persons aboard an aircraft or into the sterile area.

Since shortly after September 11, 2001, the Transportation Security Administration (TSA) has been responsible for the operation of airport security checkpoints in the U.S. As a result of TSA and other regulations, Guests must submit to electronic surveillance of themselves and their baggage.

Smoking

Smoking is not allowed on any Virgin America flights in compliance with Federal law.

Federal law prohibits tampering with, disabling or destroying any smoke detector in an aircraft lavatory.

RESERVATIONS

**Confirmed
Reservations**

Reservations may be booked online at www.virginamerica.com or by calling Virgin America Reservations at 1.877.FLY.VIRGIN (359.8474).

Tickets purchased from Virgin America through our reservation call centers will cost an additional \$20 per guest itinerary. Any added cost associated with purchasing tickets from Virgin America through our reservation call centers will be non-refundable.

A fee of \$20 will apply to services requested from Virgin America Reservations that can be performed without charge at www.virginamerica.com.

No Guest shall be considered confirmed until full payment has been received.

Privacy Policy

Please see our Privacy Policy as posted on our website at www.virginamerica.com, which is incorporated in this Contract of Carriage by reference.

**Changes or
Cancellations**

Reservation Changes

Virgin America will notify Guests in a timely manner of any flight changes or cancellations.

Guests may make changes to their reservations directly online at www.virginamerica.com or by calling Virgin America Reservations at 1.877.FLY.VIRGIN (359.8474). To change or cancel a reservation made with Elevate Points please call the reservation center.

Changes to reservations are permitted following the fare rules for the particular reservation up to the time of departure.

Same Day Changes

On the ticketed day of departure, Guests holding confirmed reservations may standby at no charge on the flight scheduled to depart immediately before the originally ticketed flight between the same origin and destination.

For a fee, a Guest holding a confirmed reservation may change the reservation to an earlier or later confirmed flight for travel on the same date and between

the same origin and destination as the original itinerary.

Same day standby requests and same day confirmed travel changes may only be made at the airport on the day of and prior to the departure of the originally ticketed flight, and are subject to availability on a first-come, first-serve basis. For current same day travel change fees please see <http://www.virginamerica.com/vx/fees>.

Failure to Show For a Flight

If a Guest misses their scheduled flight (fails to check-in prior to the specified check-in time) and reports to the airport within two hours of the flight's departure, the Guest may pay the Same Day Travel Change fee to confirm, if space is available, on next scheduled flight only (even if the next scheduled flight is the following day).

Alternatively, the Guest will be permitted to standby for the next scheduled flight (even if the next scheduled flight is the following day) at no additional charge. If the next available flight is fully booked, the Guest may standby on a "roll over" status on the subsequent flight(s).

If a Guest fails to show for a reserved Virgin America flight prior to the specified check-in times described herein and fails to notify Virgin America prior to the flight's scheduled departure, Virgin America will cancel that flight reservation and all subsequent segments for continuing or return flights and the fare or Elevate points redeemed for all such reservations will be forfeited.

Reservation Cancellations

Virgin America's cancellation guidelines can be found in the Frequently Asked Questions (FAQs) on www.virginamerica.com under the Help link, which are incorporated in this Contract of Carriage by reference.

Cancellations can be made directly online or by calling Virgin America Reservations at 1.877.FLY.VIRGIN (359.8474). To cancel a reservation made with Elevate Points please call the reservation center.

Reservations must be cancelled prior to the scheduled departure time or the flight reservations and all associated fares or Elevate points redeemed will be forfeited. If a refundable fare has been purchased, please call Virgin America Reservations for a refund. If a refundable fare was purchased through a travel agent using a Global Distribution System, please contact your travel agent for a refund.

24-Hour Hold Policy

A Guest can place a reservation on hold through Virgin America Reservations for 24 hours without payment, as long as the rules of the fare are met. If the Guest has not completed payment for the reservation within 24 hours, the reservation will be cancelled without penalty

Group Reservations

Group reservations must be made through Virgin America Reservations and such reservations must be made when ten (10) or more Guests are booked as a group traveling on the same itinerary. Group reservations are subject to all applicable group policies and procedures established by Virgin America. Specifically:

- Groups can book six (6) months in advance of travel.

If a reservation is made more than 45 days prior to departure, a payment deposit of \$100 per guest is due within seven (7) days after making the reservation; the remaining balance is due 45 days prior to departure.

- If booking is made less than 45 days prior to departure, full payment is due within 24 hours after making the reservation.
- The fare is guaranteed at the time of payment of the deposit.
- Changes to group reservations will be subject to a \$100.00 change fee per person and any applicable fare difference.
- If a group cancels its reservation prior to 45 days from departure, a full refund will be made to the original form of payment. When a cancellation is made less than 45 days from departure, the group forfeits all monies.
- The names of all traveling Guests are due thirty (30) days before the date of departure.

Pre-Assigned Seats

Advanced seat assignments may be made at time of reservations. Advanced seats are assigned as a courtesy, and may not be available at time of booking and are not guaranteed.

Seats can be assigned online or by calling Virgin America Reservations. Seats will be assigned according to the cabin purchased (First Class, Main Cabin Select or Main Cabin).

If a Main Cabin Select guest chooses either seat 3C or 3D there is a rare possibility that Virgin America may need to reaccommodate that guest into another Main Cabin Select seat or other available seat on the aircraft. The unlikely event that would require such a move is if a Guest with either a service animal or a fused/immobile leg is in need of the seat.

Stopovers

Stopovers are not permitted on any published fare. A stopover is any voluntary interruption of the Guest's journey at an intermediate location that exceeds four (4) hours.

FARES, TRAVEL CREDIT AND REFUNDS

Fares

General

The amount quoted to any Guest for transportation on Virgin America will be the lowest fare, plus any applicable taxes and fees, available through the Guest's mode of reservation, at the time a reservation is confirmed and a confirmation number is issued.

If a Guest requests a Main Cabin Select Class itinerary, the lowest available overall fare will not be offered, only the lowest available Main Cabin Select fare will be quoted.

If a Guest requests a First Class itinerary, the lowest available overall fare will

not be offered, only the lowest available First Class fare will be quoted.

Guests are encouraged to book through www.virginamerica.com to avoid any additional costs when booking through the Virgin America Reservations Center. The lowest fares may not always be available through Virgin America Reservations, but only through the Virgin America website.

Additional fare rules can be found in the Frequently Asked Questions (FAQ) on www.virginamerica.com under the Help link, and are incorporated in this Contract of Carriage by reference.

Currency

All fares and fees are stated in United States Dollars (\$).

Routing

Fares only apply to the locations specified for that fare and via Virgin America's published routings and schedules. The fare is not valid for travel to or from intermediate locations.

Special Fares

Virgin America may from time to time offer special discounted fares that are not changeable or cancellable like Virgin America's regularly published fares. In these cases, restrictions will be specified by Virgin America.

Virgin America does not offer discounted fares for children, youths, senior citizens, or bereavement.

Fully Refundable Fares

Virgin America offers a fully refundable Main Cabin fare, a fully refundable Main Cabin Select fare, and a fully refundable First Class fare. These may be purchased either on www.virginamerica.com or by calling Virgin America Reservations at 1.877.FLY.VIRGIN (359.8474).

Upgrades

If available, and within the specified timeframes per cabin, a Guest may purchase an upgrade to a Main Cabin Select or First Class seat on the day of departure at check-in at airport kiosks, check-in counters, and on the web. Fees must be purchased with Cash, Credit Card or existing Virgin America guest credit or gift certificates; guests may not use Elevate Points to purchase upgrades. Upgrade fees are based on trip length and are charged per segment. Please see our FAQs on www.virginamerica.com for more information.

Additional Seat Purchase

Additional Seat Purchase – The purchase of more than one seat for use by a single Guest is required in the following circumstances:

- At Virgin America we value the safety and comfort of all of our guests. To accommodate a guest of size who encroaches on an adjacent seat area and/or is unable to sit in a single seat with the armrests lowered, we ask that our guests of size purchase two seats. To book two seats, please call 1.877.FLY.VIRGIN (1.877.359.8474).

If a guest purchases two main cabin seats and the flight goes out with at least two empty seats (the extra seat they purchased and another empty

seat) we are happy to refund the cost for the extra seat to that guest upon request.

If a guest purchases two Main Cabin Select (MCS) Non-Refundable or Refundable MCS seats and the flight goes out with at least two empty MCS seats, the Guest is entitled to a refund of the extra MCS seat upon request. If MCS is full but there are empty seats in the Main Cabin the guest is NOT entitled to a refund of the extra MCS seat.

All refund requests must be made through the Guest Relations Center.

- To transport a Guest who, because of his or her particular disability, would be unable to travel without the purchase of additional space on the aircraft; or
- When necessary to transport large musical instruments or electronic audio/video, medical, or other sensitive equipment unsuitable for carriage as checked baggage.

It is the Guest’s responsibility to notify Virgin America of a unique seating need. As described in this Contract of Carriage, Virgin America may refuse to transport individuals who are unable or unwilling to comply with these seating requirements.

Fare Change Fees

Additional Charges

Prior to the start of travel, Virgin America reserves the right to collect additional taxes and fees imposed by a government entity after a reservation is confirmed and paid.

Virgin America reserves the right to adjust fares and may do so at varying intervals with no prior notice. Guests, who confirm a reservation with payment, or as allowable under the “24 Hour Hold Policy” section, are guaranteed that particular fare. In the event of a fare increase after the time of confirmation, the Guest may travel on the originally confirmed reservation without additional payment. If the fare decreases, a guest may change his or her reservation to receive the new fare, however a change fee will apply.

The below chart illustrates our change fees for flights on Virgin America. The fees listed are in addition to any applicable fare difference between the original flight and the new flight on the same date or different date. If the flight change results in a credit, after the applicable fees are deducted, the amount credited will be placed in a Virgin America credit file valid for use towards a new purchase for 12 months from the issuance date.

Class of Service	For All Changes
Changes within Main Cabin	\$75 for changes made to bookings within the Western Region (within LAS, LAX, PDX, PSP, PVR, SAN, SEA, SFO, SJC, SJD only), \$150 for changes to long haul and medium haul market bookings (AUS, DFW, CUN, MCO, FLL, ORD, IAD, DCA, BOS, JFK, EWR, PHL) Through our website or Call Center, at the airport, and with our travel partners

Changes within Main Cabin Select Non-Refundable to Main Cabin Select Refundable	\$75 for changes made to bookings within the Western Region (within LAS, LAX, PDX, PSP, PVR, SAN, SEA, SFO, SJC, SJD only), \$150 for changes to long haul and medium haul market bookings (AUS, DFW, CUN, MCO, FLL, ORD, IAD, DCA, BOS, JFK, EWR, PHL) Through our website or Call Center, at the airport, and with our travel partners
Change from Main Cabin to Main Cabin Select Non-Refundable or Main Cabin Select Refundable	\$75 for changes made to bookings within the Western Region (within LAS, LAX, PDX, PSP, PVR, SAN, SEA, SFO, SJC, SJD only), \$150 for changes to long haul and medium haul market bookings (AUS, DFW, CUN, MCO, FLL, ORD, IAD, DCA, BOS, JFK, EWR, PHL) Through our website or Call Center, at the airport, and with our travel partners
Changes involving Fully Refundable Main Cabin	No Charge
Changes involving Main Cabin Select Refundable	No Charge
Changes involving First Class and Fully Refundable First Class	No Charge

* For tickets purchased prior to February 7, 2014 change fees are \$100 for Main Cabin and Main Cabin Select Non-Refundable to Main Cabin Select.

Note: For reservations made in any class of service using Elevate Points and subsequently changed by the Guest, there will be a \$100 change fee.

If a reservation is changed within 24 hours from the time the original booking was made, Virgin America will refund any difference due to the Guest via the original form of payment and no fee will be charged. Difference in fare will apply.

Travel credit files

Making a change to a reservation may result in receiving a credit “file” for future travel on Virgin America, less any applicable fees.

Unless a reservation indicates otherwise, credit for future travel is valid for transportation for one year from date of initial use, or if unused, for one year from date of cancellation.

Fare Cancellation Fees

The below chart illustrates our cancellation fees for flights on Virgin America. When a flight is cancelled, the cancellation fee will be deducted from the total balance and then the remaining balance will be credited to a travel credit valid within 12 months from the date of cancellation.

Class of Service	For All Cancellations
Main Cabin	\$75 for cancellations made to bookings within the Western Region (within LAS, LAX, PDX, PSP, PVR, SAN, SEA, SFO, SJC, SJD only), \$150 for cancellations to long haul and medium haul market bookings (AUS, DFW, CUN, MCO, FLL, ORD, IAD, DCA, BOS, JFK, EWR, PHL) Through our website or Call Center, at the airport, and with our travel partners
Main Cabin Select Non-Refundable to Main Cabin Select Refundable	\$75 for cancellations made to bookings within the Western Region (within LAS, LAX, PDX, PSP, PVR, SAN, SEA, SFO, SJC, SJD only), \$150 for cancellations to long haul and medium haul market bookings (AUS, DFW, CUN, MCO, FLL, ORD, IAD, DCA, BOS, JFK, EWR, PHL) Through our website or Call Center, at the airport, and with our travel partners
Fully Refundable Main Cabin	No Charge
Main Cabin Select Refundable	No Charge
First Class and Fully Refundable First Class	No Charge

* For tickets purchased prior to February 7, 2014 cancellation fees are \$100 for Main Cabin and Main Cabin Select Non-Refundable to Main Cabin Select.

Note: For reservations made in any class of service using Elevate Points and subsequently cancelled by the Guest, there will be a \$100 redeposit fee.

Guests who have credits in Fully Refundable Main Cabin, Main Cabin Select, or Fully Refundable First Class may contact Virgin America Reservations if they prefer a refund to their original form of payment.

If a travel credit is not used to book an itinerary within twelve (12) months from the date of change or cancellation, or refund requested to original form of payment for Fully Refundable Main Cabin, Main Cabin Select, and Fully Refundable First Class, all travel credit is forfeited.

Most fares for travel on Virgin America are non-refundable. Fares may only be refunded if the guest has purchased a fully refundable Main Cabin fare, the

Main Cabin Select fare, the fully refundable First Class fare, or under circumstances described in the “Involuntary Refunds” section or in the specific fare rules.

If a reservation is cancelled within 24 hours of the time the original booking was made, Virgin America will refund the amount paid, via the original form of payment and no fee will be charged.

In certain extenuating circumstances a refund may also be given. In these limited circumstances, itineraries paid with a credit card will be refunded within seven (7) business days of the refund authorization and cash refunds will be honored within twenty (20) days.

E-Tickets

Virgin America uses electronic-tickets (“e-tickets”) exclusively, which include a confirmation code. Guests are required to present their confirmation code for transportation. In the event a Guest does not have a confirmation code at check-in, a Virgin America Team Member will assist in locating the confirmation code using the Guest’s name, government-issued identification, and, if needed, valid credit card. In the event the Guest does not present the confirmation code and no record is located by Virgin America, Virgin America has the right, in its sole discretion, to deny transportation.

Denied Boarding Compensation

Overbooking

If at departure time more guests with confirmed reservations are present than there are seats available, Virgin America will first ask for volunteers who are willing to give up their seats in exchange for compensation and a confirmed seat on a later flight. On extremely rare occasions, a guest may be denied boarding on an involuntary basis, if a sufficient number of volunteers are not obtained. With few exceptions, persons denied boarding involuntarily are entitled to compensation under federal law.

Voluntary Denied Boarding

In the event of an oversold flight, Virgin America will solicit volunteers for denied boarding compensation, and shall advise them if they are in danger of being involuntarily denied boarding and, if so, the compensation that Virgin America is obligated to pay if they are involuntarily denied boarding. Guests who are voluntarily denied boarding will be offered accommodation on a case-by-case basis, to be determined in the sole discretion of Virgin America Team Members staffing the flight. Accommodation may include, but is not limited to, rebooking on another flight (either on Virgin America or another airline) to the same or nearby destination, travel credits, hotel, or other accommodations.

Involuntary Denied Boarding

- When a flight is oversold and a sufficient number of volunteers has not been obtained, Virgin America will involuntarily deny boarding to one or more guests on the oversold flight according to the following boarding priority rules:
 - Guests with a confirmed reservation holding a seat assignment who check in and present themselves at the boarding gate in compliance with Virgin America's Check-In Requirements will be accommodated before guests with confirmed reservations who do not hold a seat assignment or do not present themselves at the boarding gate in compliance with Virgin America's Check-In Requirements.
 - Guests with a confirmed reservation who do not hold a seat assignment but who check in and present themselves at the boarding gate in compliance with Virgin America's Check-In Requirements will be accommodated as follows:
 - Guests who have been rebooked to the present flight as a result on an irregular operation of a previously booked flight
 - Elevate Gold guests
 - Elevate Silver guests
 - All other guestsWithin each of the foregoing groups, guests are prioritized first by class of service and then by time of check-in.
 - Special Needs Guests - because of the special needs of guests with disabilities, unaccompanied minors, aged or infirmed guests, and active members of the U.S. Armed Forces on travel orders, Virgin America reserves the right to accommodate these guests without regard to the boarding priority rules above.
- No compensation is due to guests who are involuntarily denied boarding

and are rebooked on a flight planned to arrive within one (1) hour of their original planned arrival time.

- No compensation is due to guests who did not fully comply with Virgin America's reservation and check-in requirements, or cannot be accepted for transportation under the rules set forth in the Acceptance of Guests section.
- No compensation is due to guests who are involuntarily denied boarding if Virgin America substitutes a smaller-capacity aircraft for safety or operational reasons. Guests will be accommodated on the next available flight.
- No compensation is due where Virgin America offers accommodations, or seats the guest, in a section of the aircraft other than that specified on his/her ticket at no extra charge; provided however that if a guest is seated in a section for which a lower fare applies, the guest will be entitled to a refund of the difference in fare.
- Guests who are involuntarily denied boarding and are re-accommodated on alternate transportation planned to arrive more than one (1) hour but less than two (2) hours after their original planned arrival time will be paid 200% of the fare, including all mandatory taxes and fees, to the guest's next stopover, or if none, to his or her final destination, not to exceed \$650.00. Guests who are involuntarily denied boarding and are re-accommodated on alternate transportation planned to arrive (2) hours or more after their original planned arrival time will be paid 400% of the value of the fare, including all mandatory taxes and fees, to the guest's next stopover, or if none, to his or her final destination, not to exceed \$1,300.00. For purposes of applying the foregoing payment amounts in cases of a "zero fare" ticket (e.g., a ticket acquired without a substantial monetary payment such as by using frequent flyer miles or vouchers, or a consolidator ticket obtained after a monetary payment that does not show a fare amount on the ticket), the fare will be determined by the value of the lowest cash, check, or credit card payment charged for a ticket in the same class of service on the flight on which the guests intended to travel. A "zero fare" ticket does not include free or reduced rate air transportation provided to airline employees, their companions or similar such guests.
- If all conditions for compensation are met, Virgin America will make any involuntary denied boarding payment on the day and at the place where the denial of boarding occurred, in cash or immediately negotiable check; provided, however, that if alternate transportation arranged for the passenger's convenience departs before the payment can be made to the passenger, then payment will be made by mail or other means within 24 hours after the denied boarding occurs. Guests may, at their option, elect to receive a travel credit in lieu of this cash or check payment, in which case the value of the travel credit shall be equal to or greater than the cash/check payment to which the guest would otherwise be entitled.

Involuntary Refunds

In the event of Virgin America's refusal to transport (other than instances of voluntary denied boarding or involuntary denied boarding for which denied boarding compensation is provided) the following amounts will be offered to Guests for travel credit or refund (at the guest's option):

- If the reservation is totally unused, the full amount as well as all ancillary fees will be credited or refunded (with no service charge or refund penalty); or
- If the reservation is partially used, the applicable fare for the unused segment/s and all unused ancillary fees will be credited or refunded.

In the event of a flight cancellation, diversion, significant delay or a delay that will cause a guest to miss connections, Virgin America will, at the guest's request, provide a travel credit or refund (at the guest's option), as described above.

In the event a guest who holds a confirmed reservation in First Class or Main Cabin Select and has complied with Virgin America's Check-In Requirements can only be accommodated in the Main Cabin, Virgin America will provide a travel credit or refund (at the guest's option) equal to the fare differential.

Whether the refund is voluntary or involuntary, Virgin America reserves the right to refuse to make any refund in a currency other than the currency of purchase or in a country other than the country of purchase.

General Refund Policy

Regardless of the reason, it is Virgin America's policy to process all completed and approved refund requests within seven business days for payments made via credit card and within twenty days for payments made via cash or check.

BAGGAGE

General Acceptance

The United States Government requires that baggage tendered for transportation either as checked baggage or as carry-on baggage will be subject to inspection for security reasons. Guests and their baggage are subject to inspection with an electronic detector or other inspection devices with or without the Guest's consent or knowledge. If items unacceptable for carriage, as determined by the United States Government, its designees or per this Contract of Carriage are found the Guest or the Guest's baggage may be denied transportation.

Acceptable Articles

Virgin America will accept for transportation as checked or carry-on baggage those items or personal property which are necessary or appropriate for the use of the Guest for their trip.

These articles must be enclosed in a sturdy, durable container suitable for transportation by air (i.e., suitcases, clothing bags, trunks, etc.). Cardboard boxes and other nonstandard suitcases will be accepted but must be checked with a limited liability release tag affixed to them.

Conditionally Acceptable Articles

Other items which are not well-suited for transportation (with or without Virgin America's knowledge) are accepted only at the Guest's own risk. In such cases Virgin America will not be liable for damage, loss or spoilage of the items. A list of fragile, irreplaceable and perishable items can be found in the baggage liability section of this document. Virgin America may, in its discretion, refuse to carry any fragile or perishable goods.

Minimum Check-in Requirements

All Virgin America baggage must be checked in at the airport no later than forty five (45) minutes before departure for domestic flights and sixty (60) minutes for international flights or as otherwise posted at www.virginamerica.com. Checked baggage must have an identification tag, legibly bearing the Guest's name and contact information, to be placed on the outmost side of the bag or container.

Security rules provide that no Guest may check in baggage on any flight for which he/she does not hold a confirmed reservation.

Carry-On Baggage

Each Guest is allowed to carry onboard one piece of carry-on baggage and one personal item. This is in accordance with Virgin America's FAA-approved carry-on baggage program.

A personal item includes, but is not limited to a briefcase, purse, laptop, tote bag, infant bag, reading material, umbrella, shopping bag or any form of child restraint. A child restraint seat may be used onboard the aircraft as long as the child restraint displays an FAA certification sticker on the back panel of the seat as described in the "Acceptance of Guests" section above.

Please see the Transportation Security Administration (TSA) website at www.tsa.gov for TSA's most current permitted and prohibited carry-on items.

Any assistive devices such as crutches, canes, and walkers may be carried

onboard and will not count as a personal item. Canes must be stowed on the floor at the Guest's seat so as not to impede an evacuation.

At least one collapsible wheelchair may be carried onboard. The Inflight Team will fasten the wheelchair in place for the duration of flight. If room is unavailable to stow an additional collapsible wheelchair or a non-collapsible wheelchair in the cabin, it will be priority checked and retrieved at the destination city. Please see the "Acceptance of Guests" section above for more details.

Essential medication and/or currency should always travel on a Guest's person and should never be checked.

Dimensions and Weight

Carry-on baggage is limited to maximum dimensions that may not exceed an outside linear measurement of 50 inches. For example, 10 inches in height + 16 inches in width + 24 inches in length equal an acceptable 50 inch linear measurement. The carry-on bag must be able to fit comfortably in an overhead bin or under the seat in front of you, so as to not obstruct the evacuation process during an emergency. Overhead bin Guest space is limited, so please plan accordingly.

Baggage exceeding the above limitations will be handled as a checked bag. An additional fee may apply if you are over the number and weight allotment granted for check-in.

Musical Instruments

Large oversized items or musical instruments may be secured in a Guest cabin seat, and the Guest will be charged the going fare for that seat. Maximum weight for such items is 180 pounds and must be of a size that allows it to be secured in a seat.

Small instruments may be carried onboard if space permits. If a cabin seat must be utilized, Guests will be charged the going fare for that seat.

Carry-On Pets (Cabin Pets)

General

Virgin America gladly accepts small cats and dogs in the aircraft cabin on domestic and international flights. These pets must not be dangerous or offensive to other guests.

Virgin America does not accept pets of any kind as checked baggage or as cargo.

Please keep in mind:

- There is a non refundable pet fee per one way direction per pet. For current pet fees please see the FAQs at www.virginamerica.com.
- Virgin America will not accept pets as checked luggage or cargo in the cargo hold (belly) of the aircraft.
- There is no limit on the number of pets in the cabin on a particular flight.
- The combined weight of your pet and carrier may not exceed 20 pounds.
- Virgin America does not sell, or rent pet carriers.

- Your pet and carrier will count as your one personal item.
- Pets cannot be accepted in First Class due to limited space under the seats.
- Pets cannot be accepted in an emergency row for safety reasons
- Pets cannot be accepted in Main Cabin Select due to the fact that Main Cabin Select seats are either in a row with a bulkhead or in the emergency exit row and pet carriers are prohibited for safety reasons.
- Pets cannot be accepted for guests traveling on interline itineraries.
- A pet confined to a carrier will be accepted as long as the carrier fits properly under the seat in front of the guest.
- Only one pet is allowed in each carrier
- Guests are responsible for complying with any applicable laws and/or governmental regulations of the destination to and from which the animal is being transported, including providing valid health and rabies vaccination certificates when required.

Before Heading to the Airport

Make sure you obtain the following items before you travel. You will be asked to present them at check in.

- Current identification tag and license.
- A pet carrier that meets the following criteria:
 - The carrier is highly recommended to be soft sided; however, hard sided carriers may be used as long as it complies with the hard sided carrier measurements.
 - Carrier Measurements:
 - Soft sided carriers must not exceed eighteen (18) inches in length plus fifteen (15) inches in width plus eight (8) inches in height.
 - Hard sided carriers must not exceed eighteen (18) inches in length plus fifteen (15) inches in width plus seven and a half (7.5) inches in height.
 - The carrier must be enclosed and allow room for the pet to stand, sit, breathe, and rest comfortably.
 - The carrier must be easy to open, strong enough to withstand the stress of flying, and free of objects that could injure the pet.
 - The carrier must have a leak proof bottom and be well ventilated.

When You Arrive at the Airport

Make sure you take advantage of pet relief areas that can be found on most airport maps prior to checking in at the ticket counter. Please keep in mind:

- That your pet must travel with you.
- Your pet and carrier will count as your one carry-on personal item.
- It is recommended that for your pet's safety, your pet remain in its carrier while at the airport.

If any incidents arise with concerns for the safety of you, your pet or other guests while at the airport, please contact a Guest Services Teammate.

Onboard the Aircraft

- Pet carrier must remain under the seat in front of the guest during taxi, takeoff and landing.
- Pets must remain in the carrier during the entire flight.

If any incidents arise with concerns for the safety of you, your pet or other guests while onboard the aircraft, please contact an Inflight Teammate.

Checked
Baggage

Baggage Allowance

Virgin America will accept assistive devices and certain other devices at no additional charge. These items include but are not limited to: wheelchairs, walkers, strollers, and infant or child safety seat.

All other checked baggage for Main Cabin Guests will follow the chart below:

Baggage Allowance*	Baggage Fee	Interline Bag Fee
1 st Checked Bag (up to 50 lbs.)	\$25.00	Virgin America interlines with a variety of carriers. In these instances, since the interline partner is marketing (selling) the flights, their baggage fees and allowances will apply at the beginning of the passenger's journey and throughout his or her entire itinerary. Details of interline partner bag fees may be found on the web site of the interline carrier.
2 nd Checked Bag (up to 50 lbs.)	\$25.00	
3 rd – 10 th Checked Bag (up to 50 lbs.)	\$25.00	
Overweight Checked Bag (51-70 lbs.)	Applicable checked baggage fee plus \$50.00	
Overweight Checked Bag (71-100 lbs)	Applicable checked baggage fee plus \$100.00	
Oversize Checked Bag (Over 62 inches)	Applicable checked baggage fee plus \$75.00	

*A maximum of ten (10) bags may be checked per Guest.

- Main Cabin Refundable, Main Cabin Select and Main Cabin Select Non-Refundable to Main Cabin Select Guests may check one (1) piece of baggage up to 50 pounds, free of charge. All other checked baggage follows the policies in the chart above.
- First Class Cabin Guests may check two (2) pieces of baggage up to 50 pounds each. All other checked baggage follows the policies in the chart above.

Dimensions

The dimensions of a checked bag may not be any larger than an outside linear measurement of 62 inches. The height plus the width plus the length cannot exceed 62 inches. Oversized baggage exceeding the 62 inch maximum will require a charge of \$50.00 per bag in addition to the checked bag fee.

Checked baggage cannot exceed 80 linear inches.

Excess Weight Charges (applied in addition to the checked bag fee):

- The fee for bags 1-10 weighing more than 50 up to 70 pounds is \$50.00.

For all bags:

- The fee for bags 1-10 weighing more than 70 up to 100 pounds is \$100.00.

Interline guests may not check a bag weighing more than 70 pounds.

Any bag weighing more than 100 pounds will not be accepted for check in at the airport. The Guest will be directed to call the local freight facility.

Exceptions to the size/weight allowance are as follows:

- Sporting equipment which does not carry a service charge may be substituted for another piece of checked baggage per the checked baggage policy above
- Hanging garment bags, sample bags and bags with an outside length, width and height not exceeding 80 inches will be accepted if the bag is flexible or soft sided.
- Active Duty Military Guests are permitted to check in up to 10 bags free of charge when traveling on orders and up to 5 bags free of charge when traveling for leisure. Military family and dependents with travel orders and current ID may check up to 5 bags free of charge, when traveling for leisure normal baggage rules apply. All bags are subject to Virgin America's checked bag weight and size allowances. For Military Guests, one duffel bag, b-4 bag, or sea bag which exceeds the 62 outside linear dimensions will be accepted as two checked bags.

Hazardous Materials

Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples include but are not limited to: paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals.

Certain personal items carried by Guests may be allowed under the following conditions:

- Non-radioactive medicinal or toiletry articles (including aerosols and perfumes) may be carried in checked or carry-on baggage. Any division 2.2 aerosol with no subsidiary risk and a protective cap can be carried in checked baggage only. The aggregate quantity of all hazardous items carried by each person allowed may not exceed 70 oz. by mass or 68 fl. oz. (2L) by volume. Each individual container cannot exceed 18 oz. (0.5 kg.) by mass or 17 fl. oz. (500 ml) by volume.
- Virgin America allows 2.5 kg or 5.5 lbs of dry ice to be carried onboard the aircraft by a Guest. Dry ice can also be checked in as baggage as long as it does not exceed the 2.5 kg or 5.5 lb. limit.
- Guests are allowed one self-defense spray not exceeding 4 fl. oz. that incorporates a positive means to prevent accidental discharge, in checked baggage only.

Firearms and Ammunition

Guests are responsible for ensuring the legality of the possession of their firearms at their point of origin and destination and for obtaining any local, state, or federal permits, licenses, and/or authorizations necessary in order to possess and transport as checked baggage certain firearms and/or ammunition.

Acceptable items

- One pistol case, containing no more than four pistols.
- One shotgun case, containing no more than two shotguns and a small tool set.
- One rifle case containing not more than two rifles (with or without scopes), one

shooting mat and a small tool set.

Conditions for checked firearms and associated equipment

- Guests must be 18 years of age to check in a firearm.
- Guests must declare the existence of a weapon to security personnel if a security checkpoint is located before Virgin America's check-in counter.

- The firearm must be unloaded by the Guest prior to checking in the firearm.
- An "unloaded" declaration must be signed by the Guest.
- The item must be in a crush-proof, hard sided, lockable case.

Ammunition

- Must be packaged separately from a firearm.
- Is limited to 10 pounds total.
- Must be packaged in the manufacturer's original container or an equivalent, sturdy container that provides for adequate cartridge separation. Under no circumstances may a Guest transport ammunition in the cabin of the aircraft.

Sporting Equipment

Sporting equipment accepted as checked baggage

The following equipment may be accepted as checked baggage in accordance with the check baggage policy.

Bowling equipment

One bag includes: one bowling ball in a bowling bag and one pair of bowling shoes.

Fishing equipment

One bag of fishing equipment includes: two rods, one reel, one landing net, one pair of fishing boots (properly encased), and one fishing tackle box.

Golfing equipment

One bag of golfing equipment includes: one golf bag containing no more than 14 clubs, 12 golf balls, and one pair of golf shoes. All must be properly encased, as Virgin America will not assume responsibility if the packaging is improper.

Snow skiing equipment

One bag of skiing equipment will include: one pair of skis or snowboard, one pair of ski poles, one pair of ski bindings, and one pair of ski boots.

Water skiing equipment

One bag consists of: one pair of water skis, a rope, and a life preserver.

Sporting Equipment with Fees

Sporting equipment accepted as checked baggage for a charge

The following equipment is subject to a charge of \$50.00 as checked baggage regardless of class of service, in lieu of the appropriate checked bag fee. Additional overweight charges apply if the 1st item exceeds 50 lbs and the 2nd through 10th bag **exceeds** 50 lbs.

Bicycles

Virgin America will not accept responsibility for bicycles packaged in cardboard boxes or bicycles with a foam packaging. Bicycles will be accepted in a hard side or padded bicycle case. Virgin America does not supply bike boxes.

Surfboards

Surfboards may be checked in, however, due to the dimensions and construction of these items Virgin America cannot be held responsible for any damages incurred during transportation, unless the surfboard is packaged in an appropriate hard-sided case.

Antlers or Horns

Antlers or horns will be accepted when packaged in a sealed, leak-proof shipping container which can hold the entire item(s). Items wrapped in bubble wrap, then sealed in a plastic bag is also acceptable.

Windsurfing Equipment

One item of windsurfing equipment may be transported. One item consists of one windsurfing board with an aluminum wishbone style boom, one mast with a maximum length of 15 feet, and a sail. Virgin America cannot be held responsible for any damages incurred during transportation, unless it is packaged in a in a hard-sided case.

Baggage Claim

Virgin America strongly urges Guests to make sure there is identification including a name and phone number on all baggage.

Virgin America will attempt to deliver Guests' luggage to the carousel, or other designated pick-up point, in a timely manner.

Checked baggage may be claimed only by the holder of the baggage claim check. Baggage will not be released unless all sums due Virgin America are paid. Baggage claim checks must be returned to Virgin America on request. Virgin America is not responsible to determine whether the holder of a claim check is entitled to the baggage. If baggage claim checks are lost, proof of ownership may be required prior to release of the baggage.

The acceptance of baggage by the bearer of a claim check without the filing of a written complaint shall constitute evidence of delivery by Virgin America of a Guest's baggage.

Baggage Delivery

In the event a Guest's checked bags do not arrive on his or her flight, Virgin America will make good faith efforts to reunite Guest with his or her delayed baggage within 24 hours of when the initial claim is filed. Virgin America's goal to return baggage within 24 hours applies only when Virgin America is the carrier taking the Guest to his or her final destination.

Listed below are some circumstances that may inhibit Virgin America's ability to return your bags within 24 hours:

- No local name/address/phone numbers are provided on the bag.
- Guest is located at a remote location or an unreachable address, such as a cruise ship or a camping site.
- Guest changed his or her delivery address and did not notify Virgin America.
- Virgin America has limited flight schedules to Guest's destination.

- Operational circumstances prevent Virgin America from being able to locate or deliver a Guest's bags within this time frame.

In the event that a Guest's bag is not recovered after five business days, the claim will be transferred to Virgin America's Central Baggage Team who will continue efforts to locate the Guest's bag. If after 30 days from reporting the lost bag, the bag is not recovered the settlement process will begin. If a bag is not recovered, bag fees paid to Virgin America to transport the bag will be returned to the Guest's original form of payment.

Virgin America offers a toll free number for Guests to check the status of their claim at 1.877.FLY.VIRGIN (359.8474).

LIABILITY

Baggage Liability

The liability, if any, of Virgin America for loss of, damage to, or delay in the delivery of checked baggage and/or its contents is limited to delivery to Virgin America of all necessary receipts for the contents of a bag or the bag itself. For travel between U.S. points, Virgin America's liability is limited to the actual value of the baggage or \$3,400.00, whichever is less.

Virgin America will be liable for up to the original purchase price of lost or damaged wheelchairs or mobility devices.

Virgin America will not offer the option of purchasing excess valuation insurance for any checked or carry-on baggage.

Exclusion from Liability

Virgin America will not assume liability or responsibility for:

- Property left on aircraft, (but the company will do its best to return lost property).
- Items damaged as a result of items contained in checked or transferred baggage.
- Articles carried in the aircraft cabin.
- Broken or missing baggage wheels, locks, pockets, pull handles, zippers, hooks, and straps, or minor damage such as scratches, scuffs, stains, dents, cuts and dirt or resulting from normal wear and tear.
- Recreational/sports items not presented in a hard-sided case.
- Musical instruments not presented in a hard-sided case.
- Damage to contents if the outside of the hard-sided case is not damaged.
- Damage to or loss of protruding baggage parts such as wheels, straps, pockets, pull handles, hanger hooks or other items attached to the baggage.
- Any indirect, consequential, incidental, punitive or special damages resulting from loss, damage or delayed delivery of checked or transferred baggage, including, without limitation, damages for lost revenue or profits, loss of use,

lost wages, or business interruption.

- Damage, loss or spoilage of irreplaceable, fragile or perishable items including the following items in a Guest's checked baggage:

Fragile or unsuitably packaged items

- Glass
- Ceramics
- Mirrors or other items subject to breakage in transit
- Musical instruments not presented in a hard-sided case
- Antiques
- Art
- Car seats, not packaged in a box and/or without proper wrapping
- Strollers
- Musical instruments
- Bottles of wine
- Small appliances
- Radios
- Televisions
- Electronic equipment
- Computers and computer equipment
- Cameras
- Precision tools
- Microscopes
- Medical equipment
- Animal antlers
- Trophies

Items that are considered to be irreplaceable

- Currency, checks, or negotiable papers
- Jewelry, precious stones or metals
- Antiques or artifacts
- Heirlooms, collectible items
- Paintings, works of art
- Natural fur products
- Irreplaceable business documents
- Non-prescription optics
- Car, house or other keys
- Samples
- Other similar valuable items

Perishable items

- Fish, meat
- Flowers, or plants
- Fruits and vegetables

OPERATION IRREGULARITIES

Schedules and Operations

Virgin America will endeavor to carry Guests and their baggage with reasonable dispatch; however, times shown in timetables, advertisements, or elsewhere are not guaranteed and form no part of this Contract of Carriage. Virgin America may, without notice, substitute alternate carriers or aircraft and, if necessary, may alter or omit stopping places included in the Guest's original flight itinerary. Schedules are subject to change without notice. Virgin America is not

responsible for or liable for failure to make connections, or to operate any flight according to schedule, or for a change to the schedule of any flight. Under no circumstances shall Virgin America be liable for any indirect, consequential, incidental, punitive or special damages including, without limitation, damages for lost revenue or profits, loss of use, lost wages, or business interruption arising from the foregoing.

Force Majeure

In the event of any Force Majeure event, Virgin America may, without notice, cancel, terminate, divert, postpone or delay any flight or the right of carriage or reservation of traffic accommodations without liability except to issue an involuntary refund. The involuntary refund will be made in the original form of payment in accordance with involuntary refund rules for any unused portion of the ticket. Virgin America will also reserve the right to determine if any departure or landing should be made without any liability except the aforementioned involuntary refund.

Delays at the Airport

- Virgin America will notify Guests within 30 minutes of becoming aware of a delay.
- An accurate and honest explanation of the delay will be relayed to all Guests in a timely manner and updates will be given every 30 minutes.
- A Guest Service Team Member will be stationed at the gate through the length of the delay to assist Guests with alternate arrangements or questions.

Cancellations at the Airport

- Virgin America will notify Guests immediately upon notification of a flight cancellation.
- An accurate and honest explanation of the cancellation will be relayed to Guests in a timely manner.
- A Guest Service Team Member will be available to arrange alternate flights, accommodations and to issue compensation when necessary.

Delays or Cancellations Prior to Departure Date

- Virgin America will make every effort to contact Guests in advance by phone or e-mail if their flight is delayed or cancelled.
- Although Virgin America will make an effort to contact Guests in the event of a delay or cancellation, the company recommends that Guests reconfirm their itineraries 24 hours prior to departure.
- Flight status can be checked on www.virginamerica.com or by calling 1.877.FLY.VIRGIN (359.8474).

Delays On Board the Aircraft

- In the event of a ground delay, the flight crew will provide accurate and updated information on the flight's status every 30 minutes.
- In the event of a diversion, the flight crew will keep Guests informed as to where and why the flight is diverting every 30 minutes.

Lengthy Ground Delays

- In the event of a lengthy ground delay, Virgin America will make every reasonable effort to accommodate Guests with food, beverages, use of the restrooms, and access to medical treatment.

- Frequent announcements will be made by Virgin America Team Members to keep Guests up to date of the status of the situation.
- The safety of our Guests and Team Members is of utmost importance and will take precedence over any services and/or use of restroom facilities.

Delays related to travel with Interline Partners

If a guest is unable to leave the United States on the ticketed departure date, and Virgin America is at fault for the delay or cancellation (Virgin America is not responsible for delays or cancellations due to weather), Virgin America will provide, at its own cost, hotel accommodations, ground transportation to and from the hotel (if applicable), and meals for the delay period in accordance with Virgin America's contract of carriage. Virgin America will work with the interline partner to rebook guests on alternative flights. Guests should contact the interline partner regarding delays that are caused by the interline partner.

Responding to Guest Complaints

Virgin America will respond to Guests' concerns and/or requests within sixty (60) days. All Guest feedback is extremely important and will be documented, tracked and monitored on a daily basis and reported to the respective areas on a monthly basis.

Guests can contact Virgin America by email, US Mail, telephone, or fax:

- Online: www.virginamerica.com
- US Mail: Virgin America Guest Relations
555 Airport Blvd., Suite 500
Burlingame, CA 94010
- Telephone: 1.877.FLY.VIRGIN (877.359.8474) within the United States, 001.877.359.8474 in Mexico, or +1 650 762 7005 if calling from other countries.
- Fax: 650.648.0493 Attn: Guest Relations

Please know guests of an airline also have the right to contact the United States Department of Transportation if they wish to file a complaint.

In-Flight Entertainment System Usage

When you are in one of our planes, you are in an open space. Please use your best judgment when viewing content. Some of our content may not be suitable for all audiences such as children. We can't take responsibility for the content of live TV, movies and other programs shown, or communications or entertainment choices of our guests. The system may also be monitored, and information on its usage may be collected. Lastly, please be considerate of the person sitting in front of you and tap LIGHTLY when using the interactive touch screen feature.