



## Covid 19 Ticketing and Travel Update - Air Tahiti Nui - Wednesday, April 15, 2020

### April and May Flights Suspended

Dear Colleagues/ Ia Orana

Here is a further update providing waiver fees, ticket re issuance for a variety of travel dates. Air fare surcharge for higher seasonality may be waived in addition to higher booking class for travel scheduled in April and May. For other dates and conditions, please see below.

### Date Change and Ticketing:

**For all tickets issued on/before March 16, 2020 and for travel originally scheduled for 27 March- 31 May, 2020:**

Application: All Air Tahiti Nui routes:

- Date change fee is waived, ticket must be re issued by 30 September 2020.
- Higher seasonality fare difference is waived.
- Re booking should be done in the original ticketed, booking class - if the original booking class (RBD) is not available, okay to rebook up to the next two higher classes (RBD) without surcharge. Note - must be in the same cabin. i.e. Economy cannot move to Premium, Premium cannot move to Business.  
For questions please contact Inside sales or our call center
- *New travel must commence on/before 30 June 2021.*
- Apply waiver COVID19 - enter in Endorsement box.



**For all tickets issued on/after March 17, 2020 and on/before 22 March, for any travel period:**

Application: All Air Tahiti Nui routes:

- Normal fare rules apply
- Travel must be completed by 31 December 2020

**For all tickets issued 23 March -30 April 2020 for any travel date:**

Application: All Air Tahiti Nui routes:

- Normal fare rules apply except:
- Min/Max stay and stopover conditions are waived.
- Travel must be completed on or before 31 March 2021.
- Tickets are full refundable if not used.
- Waiver COVID19- enter in Endorsement box.

**Ancillary Items Purchased:**

- Ancillary products purchased on any itinerary are transferable to the new itinerary, subject to availability.
- The refund of Ancillary items is tied to the type of ticket purchased. If the ticket is nonrefundable, Ancillary items are also nonrefundable.

*Note - Rules are subject to change as the situation evolves.*

**Flight Schedules and Operations:**

In light of international travel and safety measures taken by the Presidency of French Polynesia and the High-Commissioner of the French Republic in French Polynesia, as well as restrictions in the United States, New Zealand, Australia and the European



Union, some of which include compulsory repatriation of all non-residents to their home Country, entrance only for residents, quarantines and restriction of domestic and international flights, Air Tahiti Nui informs you that *effective from March 28th, through May 31, 2020 the Company is not able to operate its normal flights, with the exception of special charters.*

Normal flight operations, subject to Government Directions, are set to resume from June 1<sup>st</sup>.

The schedule from June 1<sup>st</sup> onwards is subject to change and all passengers must reconfirm their reservation at least 72 hours prior to departure, if not earlier.

Wishing you well during these difficult times. Should you have any questions on this policy please contact our Inside Sales Team by email at [insidesales@airtahitinui.com](mailto:insidesales@airtahitinui.com) or Monday-Friday, PDT 9:00 AM- 4:30 PM or on Friday to 3:30 PM , phone 310 662 1860.

Very cordially

Air Tahiti Nui