



AIR TAHITI NUI

Air Tahiti Nui
5901 W Century Blvd #1414
Los Angeles CA, 90045
(877) 824-4846

Covid-19 Ticketing and Travel Update - Air Tahiti Nui
Update: Monday, May 4th, 2020

April, May and June Flights Suspended

Dear Colleagues/ Ia Orana

Here is a further update providing waiver fees, ticket reissuance for a variety of travel dates. Flights in June have now been cancelled due to government travel regulations in effect. Airfare surcharge for higher seasonality may be waived in addition to higher booking class for travel scheduled March 18- 30 June, 2020. 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 18 March - 30 June 2020:

Application: All Air Tahiti Nui routes:

- New travel must commence on/before 30 June 2021.
- Date change fee is waived, ticket must be reissued by 30 September 2020.
- Higher seasonality fare difference is waived.
- Rebooking 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.
- Apply waiver COVID19 – enter in Endorsement box.

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

Application: All Air Tahiti Nui routes:

- Travel must commence on or before 30 June 2021.
- Normal fare rules apply except:
 - Min/Max stay and stopover conditions are waived.
 - Tickets are fully refundable if not used, except in the case of no show.
- 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.



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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 June 30, 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 July 1st, 2020.

The schedule from July 1st 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, or by phone Monday - Thursday, PDT 9:00 AM – 4:30 PM and Friday, PDT 9:00 AM- 3:30 PM, at 310 662 1860.

Very cordially,

Air Tahiti Nui

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