



Covid-19 Ticketing and Travel Update – Air Tahiti Nui Update: Tuesday, March 31st, 2020

Dear Colleagues/ Ia Orana !

With this Tahitian welcome, this update is provided regarding flights and date change information. Air fare surcharge for higher seasonality may be waived in addition to higher booking class. Conditions apply, please see below.

Passengers holding a ticketed reservation during this flight cessation, may change their booking for travel to be completed by March 31, 2021, without a change fee. Please do note the new booking must be in the same fare class and may be subject to a seasonality fare differential. **Re-booking should be done as soon as possible to secure the desired flight and booking class, but no later than September 30, 2020**. The policy is as follows:

Date Change and Ticketing:

For all tickets issued on or before March 16, 2020 and for travel originally scheduled 27 March- 30 April:

Application: All Air Tahiti Nui routes:

- Date change fee is waived.
- Higher seasonality fare difference is waived.
- Re booking should be done in the original ticketed class – if the original booking class (RBD) is not available, please contact ATN Inside Sales or Call Center, who may be able to confirm in another booking class.
- New travel to be completed by March 31, 2021.
- Apply waiver **2020LAX20066** for any of the above tickets.

For all tickets issued or before March 16, 2020 and for travel originally scheduled 01 May- 31 May:

Application: All Air Tahiti Nui routes:

- Date change fee is waived.
- Seasonality Surcharge applies.
- Booking class (RBD) must be the same.
- New travel with a free waiver for date change to be completed by March 31, 2021.
- Apply waiver **2020LAX20067** for any of the above tickets.

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 April 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 May 1st.

The schedule from May 1st onward 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.

Very cordially,
Air Tahiti Nui