



From : Trade Pool – Business Development Department

To : Trade partners

Subject : **[Extended period]** Exemption from change and refund fees due to weather conditions

Date : 12/02/2024

Dear partners, 'Ia ora na,

Following the recent bad weather, we would like to inform you that we are extending the period of exemption from modification and cancellation fees for passengers requesting it.

### **MODIFICATION AND CANCELLATION CONDITIONS**

#### **Situations :**

- When the passenger wishes to modify or cancel the reservation;
- When the passenger has been rescheduled on a fictitious flight but wishes to modify or cancel the reservation.

#### **Applicability:**

- All requests received from 07/02/2024 to **13/02/2024**;
- For a trip where one of the flight segments is scheduled between 07/02/2024 and **13/02/2024 included.**

**Ticket(s) concerned:** all types of ticket to/from all islands;

**Modification:** authorized for the same itinerary free of charge and in the same booking class. A fare realignment is required if the original booking class is no longer available.

- o Automatic ticket modification is possible (the system will automatically insert a Waiver code).

**Cancellation/Refund:** no charge.

- o Automatic ticket refunds are possible (the system will automatically insert a Waiver code).

In cases where automatic modification and/or cancellation/refund are not available (e.g. when the initial fare was charged manually) and the customer is entitled to a fee waiver, the agent will have to proceed manually.

### **FOR ALL OTHER TRIPS**

- \* The modification and refund conditions associated with the fare from which the passenger benefited apply (modification fees) for ticket coupons for travel beyond **13/02/2024**.

### **OTHER EXPENSES**

As this situation is due to external causes to Air Tahiti, the company does not cover other expenses such as accommodation, transfers or passenger meals.

We thank you for your understanding and cooperation during this delicate period.  
We remain at your disposal should you require any further information.

Marketing and Sales Department