

NOTE #9 – UPDATED AIR TAHITI POLICY FOR MODIFICATION & CANCELLATION (VISITOR FARES)

Dear Partners, 'Ia Ora Na,

We would like to inform you that we have updated our modification & cancellation policy applicable to all Air Tahiti tickets issued at visitor fares. Please find it hereafter:

I) Air Tahiti's Modification & Cancellation Policy for Tickets Issued at Visitor Fares

Policy	Date of Issue	Travel Dates	Modification & Cancellation
COVID19	Prior to May 1, 2020	from March 12, 2020 to December 31, 2020	<p>- <u>Cancellation</u>: air credit refundable in full 10 months after the voucher's issuance with the COVID19 mention in endorsement field.</p> <p>- <u>Postponement</u>: no modification fee for a travel until December 31, 2021 (limit date for the last departure in PNR); in the event of a reissuance, please add the COVID19 mention in endorsement field.</p> <p><i>* in the event of a flight cancellation: no fare difference applicable for the travel postponement (must keep the same itinerary)</i></p>
		from January 1, 2021	Please refer to the « GIE Tahiti Tourisme » Policy hereunder
GIE Tahiti Tourisme	from May 1, 2020 to March 31, 2021	from May 1, 2020 to June 30, 2021	<p>- until Day-8 before departure:</p> <p>- <u>Cancellation</u>: immediate refund in full*</p> <p>* if automatic refund is unavailable in your GDS, please submit your refund application via BSP-link and send us an email at trade@airtahiti.pf.</p> <p>- <u>Postponement</u>: no modification fee* within the limit of ticket validity</p> <p><i>* in the event of a flight cancellation: no fare difference applicable (must keep the same itinerary)</i></p> <p>- Between Day-7 and D-Day:</p> <p>fare rule applies*</p> <p><i>* except for modification/cancellation due to the "extenuating circumstances" detailed in point II or in the event of a flight cancellation.</i></p>
Regular Air Tahiti Policy	For tickets issued from April 1, 2021 and/or with travel dates from July 1, 2021		<p>fare rule applies*</p> <p><i>* except for modification/cancellation due to the "extenuating circumstances" detailed in point II or in the event of a flight cancellation.</i></p>

II) Special conditions: Modification & Cancellation due to specific « extenuating circumstances »

Specific « extenuating circumstances »	Modification & Cancellation
<p><u>Special conditions apply for the following « extenuating circumstances »:</u></p> <p>a) a quarantine restriction in passenger's home country</p> <p>b) a border closing affecting passenger's transit to French Polynesia</p> <p>c) a quarantine restriction in French Polynesia</p> <p>d) passenger testing positive for COVID-19 within 72h prior to his international departure (please provide medical proof by mail at trade@airtahiti.pf)</p> <p>e) passenger testing positive for COVID-19 during his stay in French Polynesia (please provide medical proof by mail at trade@airtahiti.pf)</p> <p>f) passenger has a ticket for flights to/from Rarotonga</p>	<p><u>Modification & Cancellation policy for « extenuating circumstances »:</u></p> <p>- <u>Cancellation</u>: immediate refund in full*</p> <p>* if automatic refund is unavailable in your GDS, please submit your refund application via BSP-link and send us an email at trade@airtahiti.pf.</p> <p>- <u>Postponement</u>: no modification fee nor fare difference (must keep the same itinerary) within the limit of ticket validity; in the event of a reissuance please add the « COVID19 » mention in endorsement field.</p>

III) Air Credit: Issuing Air Tahiti Vouchers

In order to issue a voucher on Air Tahiti flights for our mutual passengers, please reissue your initial flight tickets as follows:

- 1) *Book fictitious flight segments for travels in 2021 and for the same itinerary*
- 2) *Reissue your flight tickets without modification fee nor fare difference for these fictitious travel dates with the COVID19 mention in endorsement field. The reissued tickets will serve as a voucher.*
- 3) *Cancel the fictitious flight segments in PNR to avoid any no-show at the airport.*

N.B. We recommend to book a fictitious date for a departure as far as possible.

Example: for a voucher issued on November 18, 2020, book a fictitious flight for November 17, 2021.

- **Refund:** air credit becomes refundable free of charge 10 months after the date of reissue

- **Travel postponement:** air credit can be exchanged for new tickets without modification fee nor fare difference for the same itinerary and a travel until December 31, 2021 (limit date for the last departure in PNR).

- **Voucher expiry:** valid 12 months from the date of reissue. Voucher expires beyond that date and cannot be exchanged for new flight tickets nor refunded anymore.

We thank you for your attention and remain available should you need complimentary information.

Regards,

The Commercial & Marketing Department.