



## **AIR VANUATU COMMERCIAL POLICY**

### **CUSTOMERS WITH EXISTING BOOKINGS WITH AIR VANUATU**

With the ongoing COVID19 pandemic, international borders continue to be closed; customers who hold an existing Air Vanuatu ticket (218) may choose to keep the value of their ticket as credit with Air Vanuatu up to 31 December 2022.

### **REISSUES & TICKET CHANGES**

For all departures up to 31 December 2022 - Customers will be entitled to One (1) free travel date change per ticket, any subsequent changes after this will incur a rebooking fee of:

- Australia: AUD50 per ticket
- New Zealand: NZD50 per ticket
- New Caledonia: XPF5,000 per ticket
- Fiji: FJD100 per ticket
- Vanuatu: As per fare rule

When rebooking if the original fare or class is not available or there is an increase in taxes; than the difference between the old fare / taxes and the new fare / taxes will have to be collected.

If reissuing for another sector where the fare is higher than the original fare purchased, then the fare difference will be applicable

All travel must be completed by 31 December 2022.

### **REFUNDS - For Flights Cancelled by Air Vanuatu.**

Passengers may change their tickets to either a specific date or opt to hold their tickets in credit, with all travel to be completed for a future booking with Air Vanuatu by 31 December 2022.

The credit can be used as payment for any future booking(s) with Air Vanuatu.

Tickets are non-refundable, unless specified in the fare conditions of the ticket purchase.

Due to high volumes of refund requests, the processing time is indefinite, we seek your patience and understanding.

Existing bookings are not transferrable to a third party.

Where flight has not been cancelled by Air Vanuatu, all ticketing conditions apply and other rules and conditions remain unchanged.

NO SHOW passengers are not eligible for this waiver.

### **NEW BOOKINGS**

To provide customers with some level of flexibility and assurance for future travel with Air Vanuatu, customers who have a ticketed domestic booking and later decide they no longer wish to travel, can cancel their flight and retain the value of the ticket as Air Vanuatu travel credit.

Change fee and fare difference must be collected at the time of rebooking; this applies to new booking made from 15 March 2020 until 31 July 2020.

This new policy supersedes existing commercial fare rules.

### **LIABILITY**

The COVID-19 pandemic continues to severely affect the travel and tourism business. Air Vanuatu is operating under strict guidelines from the Civil Aviation Authorities of Vanuatu (CAAV) and in compliance with the National Disaster Management Office (NDMO) and other relevant agencies.

Our liability is therefore very limited. As outlined in our conditions of carriage, Air Vanuatu will not be liable for any extraordinary costs such as accommodation, meals or other forms of transportation.

### **CONTACTING US**

If you have booked your ticket(s) with a Travel Agent or with a 3rd party website (Expedia, Webjet etc.), you will need to contact them directly to make changes to your booking.

If you have booked your ticket directly with Air Vanuatu, please contact our Sales & Reservation Team.

	Email	Telephone Contact
Vanuatu & Rest of the World	reservation@airvanuatu.vu	+678 20 200 (select Option 1)
Australia	sales@airvanuatu.com.au	1300 780 737
New Zealand	airvanuatu@airvanuatu.co.nz	(09) 373 3435
New Caledonia	axxessreservation@axxestravel.net	+687 28 66 77

You can also view your Reservation with Air Vanuatu by going to “Manage my Booking” at [www.airvanuatu.com](http://www.airvanuatu.com)