



COMMERCIAL POLICY

Cancelled & Rescheduled Services 737 AOG

Commercial Policy | Issued 19 September 2023

NFCOM/VU2317.1_19SEP23

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| Waiver Event | Air Vanuatu Services Cancelled or Rescheduled due to Aircraft AOG |
| Waiver Application | Tickets issued on/before 19 September 2023 |
| Affected Destination | Flights between VLI, SYD, AKL, MEL, BNE & NAN |
| Impacted Travel Date | 20 September 2023 to 29 September 2023 |
| Point of Sale | Worldwide |
| Market | International |
| Authority Number | VUCOM2317 |

For customers holding an Air Vanuatu (218) Issued Ticket(s)

| Options | Permitted Actions | Conditions |
|---------------|---|--|
| Cancel | <ul style="list-style-type: none"> Retain the value of the ticket in credit. Tickets can be held for credit up to 12 months from the date of ticket issuance. New travel dates must be within ticket validity. Recalculate and update applicable taxes. | <ul style="list-style-type: none"> Reissue with authority VUCOM2317 entered in the endorsement box. Additional taxes will apply at the time of rebooking. Change fee and fare difference waived. |
| Rebook | <ul style="list-style-type: none"> Rebook into the same RBD. If the same booking class is not available request a class change via Revenue Management. Recalculate and update applicable taxes. | <ul style="list-style-type: none"> Reissue with authority VUCOM2317 entered in the endorsement box. Additional taxes will apply at the time of rebooking. Change Fee waived. All details of the original ticket including fare basis and fare calculation to be shown on the new ticket. |
| Refund | <ul style="list-style-type: none"> Tickets are refundable. | <ul style="list-style-type: none"> Full refund. |

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| <p>No-Show</p> | <ul style="list-style-type: none"> • Guests who no-show on flight – rebook onto new flight (rebook options apply). | <ul style="list-style-type: none"> • NO-SHOW fee waived. • Reissue ticket inside the same RBD, fare difference and change fees waived, and rebook with authority code VUCOM2317. |
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COMMERCIAL POLICY CONDITIONS

- Flights no longer required must be cancelled prior to scheduled departure.
- All Air Vanuatu flight changes need to be actioned (reissued or revalidated) prior to travel
- All other rules and conditions of the ticket remain unchanged.
- Once a ticket has been reissued using this authority, subsequent changes are subject to fare rules and conditions (unless covered by this or another commercial policy).

For customers with unticketed bookings:

For unticketed bookings, alternate flights/routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.