



COMMERCIAL POLICY

NAN Service Cancellation

Commercial Policy | Issued 13NOV23

NFCOM/VU2320.1_13NOV23

Waiver Event	NAN Service Cancellation – Tropical Low over Fiji
Waiver Application	Tickets issued on/before 13 November 2023
Affected Destination	Flights between VLI & NAN
Impacted Travel Date	14 November 2023
Point of Sale	Worldwide
Market	International
Authority Number	VUCOM2320

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. Additional fare difference to be collected. 	<ul style="list-style-type: none"> Reissue with authority VUCOM2320 entered in the endorsement box. Additional taxes will apply at the time of rebooking. Change fee and fare difference apply.
Rebook	<ul style="list-style-type: none"> Rebook permitted. If the same booking class is not available, then book to the next available class and collect fare difference. Recalculate and update applicable taxes. Collect change fees if applicable. 	<ul style="list-style-type: none"> Additional taxes will apply at the time of rebooking. Change Fee applies. 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"> As per the fare rule. 	<ul style="list-style-type: none"> Refund fees apply.

No-Show	<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 apply. • Reissue ticket inside the same RBD, fare difference and change fees apply, and rebook with authority VUCOM2320.
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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.