



COMMERCIAL POLICY

Schedule Change due to Aircraft Maintenance

Commercial Policy | Issued 27MAR24
NFCOM/VU2406.1_01APR24

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| Waiver Event | Schedule Changes due to AC (737-800) C-Check |
| Waiver Application | Tickets issued on or prior to 27 March 2024 |
| Affected Destination | Flights between VLI & AKL / BNE / SYD / MEL / NAN |
| Impacted Travel Date(s) | 01 April 2024 – 30 April 2024. |
| Point of Sale | Worldwide |
| Market | International |
| Authority Number | VUCOM2406.1 |

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 VUCOM2406 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. Insert authority code VUCOM2406 as an RX item in the PNR. |
| Involuntary Rerouting | <ul style="list-style-type: none"> Involuntary rerouting permitted. | <ul style="list-style-type: none"> Ensure tickets are reissued as invol-reroute. MUST be booked into correct RBD on receiving carrier. For invol onto alternative NF service MUST rebook into same RBD as per original booking. Reissue with authority VUCOM2406 entered as an RX item in the PNR. |

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| Refund | <ul style="list-style-type: none"> • Refunds permitted. | <ul style="list-style-type: none"> • Apply for refund and refer to Commercial Policy Number VUCOM2406. |
| 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 applies. • Reissue ticket into the same RBD, fare difference and change fees apply, and rebook with authority VUCOM2406. |

Commercial Policy Conditions

- Flights no longer required must be cancelled prior to scheduled departure.
- All Air Vanuatu flight changes need to be actioned (reissued) 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.