

APG in Hong Kong

APG Hong Kong

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Hong Kong

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Airline Profile

AIR TAHITI (VT)



AIR TAHITI is the main airline in French Polynesia. It covers a network of 47 islands in French Polynesia, across an area the size of Europe, with a fleet made up of ATRs, Twin Otters and Beechcrafts. Also, Air Tahiti operates flights to Rarotonga, in the Cook Islands.

GDS:

Amadeus
Galileo
Worldspan

Check our updates
www.apg-ga.hk

AIR TAHITI (VT)

Special ticketing guideline due to COVID-19

Due to the evolution of the pandemic and the containment restrictions enacted by the French Polynesian government, we would like to announce the following updates on Air Tahiti's penalty policy applicable to tickets issued with visitor fares. The present measurements cancel and come in replacement of any procedure communicated previously.

General Principles:

The postponement must be suggested in priority. However, passenger can opt for one of the following options:

	Type of action	Commercial procedure	
		Amadeus	1S and Travelport
OPTION #1	Postponement within a year following the issuance date (validity period of the flight ticket)	Canceled flight: without penalty fees and no fare difference applicable. Operated flight: penalty fees and fare difference applicable	
OPTION #2	Postponement to an unknown date.	Hold the ticket value in credit by issuing an EMD valid for a year following its issuance date	Revalidate the flight ticket to a date in February 2021. Flight ticket can be used until February 2022
OPTION #3	Cancellation	Hold the ticket value in credit by issuing an EMD. 10 months after its issuance date, the EMD becomes eligible for a refund without penalty fees.	

N.B :

We inform you that to refund the EMD, all requests must be processed through the BSP via 'refund application' option. The auto-refund functionality has been disabled.

When reissuing a ticket with no fees or no fare difference applicable, please add the COVID19 mention in the ENDORSEMENT section.

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I. Canceled flights – to/from the islands and to/from Rarotonga

The present policy applies to flight tickets to/from the islands & to/from Rarotonga:

- With at least one flight segment canceled by Air Tahiti
- With departures until July 31, 2020

I.a Passenger wants to postpone to a new travel date

- New departure date within 12 months following the issuance date:
 - No penalty fee
 - No fare difference applicable
 - If booking class & seasonality are the same: ticket revalidation
 - If booking class and/or seasonality are different : ticket reissuance with the COVID19 mention in the ENDORSMENT section

N.B : the 12 months after emission limit matches the validity period of the flight ticket.

I.b Passenger wants to postpone and does not know his new travel dates yet

- For Amadeus users:
 - Cancel the PNR
 - Issue an EMD RSVR in exchange for the ticket. EMD is valid one year following its Issuance date
 - When issuing the new ticket in exchange for the EMD, make sure it is still valid by checking its issuance date.
 - new ticket can be issued in exchange for the EMD with no penalty fees nor fare difference. Add the COVID19 mention in the ENDORSMENT section

➤ For 1S & Travelport users:

Due to technical restrictions, we are unable to provide the EMD solution on 1S & Travelport GDS. Please, proceed as follows:

- Revalidate or reissue the ticket to a date in February 2021
- Passenger can use the ticket until february 2022
- When passenger decides on a new travel date, revalidate or reissue the ticket with no penalty fees nor fare difference with the COVID19 mention in the ENDORSMENT section

I.c Passenger wants to cancel

- For Amadeus users:
 - Cancel the PNR
 - Issue an EMD RSVR in exchange for the ticket. EMD is valid one year following its issuance date
 - 10 months after the EMD issuance date, passenger can claim the refund without penalty fees. Please process the refund application via the BSP.
- For 1S & Travelport users:
 - Please refer to I.b

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II. Operated flights – to/from the islands & to/from Rarotonga

The present policy applies to flight tickets to/from the islands & to/from Rarotonga:

- With all flight segments operated
- Issued before April 10, 2020
- With departures between the resumption of Air Tahiti's flight schedule and July 31, 2020.

II.a Passenger wants to postpone to a new travel date

- Fare rule applies.

II.b Passenger wants to postpone and does not know his new travel dates

- For Amadeus users:
 - Cancel the PNR
 - Issue an EMD RSVR in exchange for the ticket. EMD is valid one year following its issuance date
 - When issuing the new ticket in exchange for the EMD, make sure it is still valid by checking its date of issue
 - New ticket is issued in exchange for the EMD according to fare rule.

- For 1S & Travelport users:

Due to technical restrictions, we are unable to provide the EMD solution on 1S & Travelport GDS. Please, proceed as follows:

- Revalidate the ticket to a date in February 2021
- Passenger can use the ticket until february 2022
- When passenger decides on a new travel date, revalidate or reissue the ticket according to fare rule.

II.c Passenger wants to cancel

- For Amadeus users:
 - Cancel the PNR
 - Issue an EMD RSVR in exchange for the ticket. EMD is valid one year following its issuance date
 - 10 months after the EMD issuance date, passenger can claim the refund without penalty fees. Please process the refund application via the BSP.
- For 1S & Travelport users:
 - Please refer to II.b

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III. Ticket issued on/after April 10, 2020 or with a departure date on/after August 1, 2020.

The present policy applies to flight tickets to/from the islands & to/from Rarotonga:

- Ticket issued on/after April 10, 2020, whatever the departure date.
- Ticket issued before April 10, 2020 with a departure date on/after August 1, 2020
- Fare rule applies.

We would like to remind you that our Trade department will be telecommuting to fulfill its functions. All requests will be processed on a priority basis, please contact us at trade@airtahiti.pf.

Due to high volume emails, the waiting time might extend to unusual delays.

We thank you for your understanding and send you our most sincere encouragements in these troubled times.

As BSP representative of AIR TAHITI in Hong Kong, should you have any questions, please do not hesitate to contact us at +852 2524 3233 or email sales@apg-ga.hk.

