



# “MAEVA PLUSGRADE”

## General Terms and Conditions

### 1. THE “MAEVA PLUSGRADE” PRODUCT

#### 1.1. Description

Air Tahiti Nui offers an online auction solution "Maeva Plusgrade" which allows you to bid up to 6 hours before the flight, for an upgrade:

- From Moana Economy class to Moana Premium Economy class
- From Moana Premium Economy class to Poerava Business class
- From Moana Economy class to Poerava Business class.

Air Tahiti Nui is offering this product in partnership with PLUSGRADE.

If you win the bid for the upgrade, you will receive all the services associated with the higher class of travel in which you will be traveling.

Please note that when you win the bid, we cannot guarantee the assignment of the seat of your choice. And if your reservation has more than one passenger, we cannot guarantee to sit side by side. Your seat(s) will be assigned to you based on availability at the time of check-in.

#### 1.2. Accepted currencies and payment methods

The currencies accepted for the auctions are EUR, USD, and XPF.

Payment cards accepted are Visa and Mastercard.

### 2. HOW THE OFFER WORKS

#### 2.1. General Principles

After your ticket has been issued, if your flight is eligible, and if you and everyone in your booking file are eligible for the Maeva Plusgrade offer, you may bid for an upgrade from the email you receive or by visiting our website.

An offer submitted is per passenger and per flight segment, and its amount applies by default to all passengers in the same reservation file, whether they are adults, children or infants occupying a seat.

Any person who submits a bid on behalf of another passenger is deemed to have been authorized by the passenger(s) for whom the bid is made. Consequently, all passengers in the same reservation file are bound by these general terms and conditions.

Finally, an auction is nominative and non-transferable.





## 2.2. Rules of operation

The result of the auction will be communicated by email at the latest 5 hours before the flight departure.

A submitted offer can be modified or cancelled at any time and without any amount being charged to your credit card, as long as the result of the auction has not been communicated by email.

If your bid is unsuccessful, no amount will be charged to your card and your reservation will remain unchanged. If your bid is successful, your card will be charged for the amount indicated and your reservation record will be automatically updated without a new electronic ticket being sent to you.

## **3. CONDITIONS OF ELIGIBILITY**

### 3.1. Eligible flights

Only flights operated by Air Tahiti Nui with a flight number beginning with "TN" are eligible for the Maeva Plusgrade offer.

### 3.2. Eligible travelers

The offer is available to any traveler occupying a seat with a ticket number beginning with "244" and whose reservation was created through the Amadeus reservation system.

### 3.3. Exclusions

The Maeva Plusgrade offer is unavailable:

- If your reservation was made on a distribution system other than Amadeus,
- If the fare basis of your ticket is \*NOBGPF or \*\*NOBGPF or \*\*PMB1PF or \*\*FCS1PF.
- If the fare basis of your ticket is Tier 1A/1B or confirmed ZED 1A/1B.
- If the fare basis of your ticket is ZED MIBA or confirmed ZED MIBA.
- If the booking class of your ticket is F, R, I, U, G, X, N.
- If your booking includes a SK XUPG remark,
- If your ticket is issued by another airline or with a flight number other than TN (e.g.: codeshare partner),
- If you are traveling with an animal in the cabin,
- If you are part of a group of at least 10 people reserved in the same booking,
- If you are traveling as part of a medical evacuation with one of the following remarks in your booking: SSR MEDA, SSR STCR, SSR AOXY,
- If you are traveling with an infant under 2 years old who does not occupy a seat,
- If you are on the same booking reference as someone who is ineligible for the service,
- If you are a minor, you are traveling alone and have booked our "Tiare Kids" service with the SSR UMNR (Unaccompanied minor) in your booking.





## 4. MODIFICATION OF YOUR TRIP

### 4.1. Voluntary modification

In the event that you voluntarily change the reservation on which you have submitted a bid for an upgrade:

- If the result of the auction has not been communicated yet, your auction is automatically transferred to your new flight if all the following conditions are met:
  - o Your booking reference is unchanged,
  - o The origin and destination points of the new flight are the same as initially,
  - o The new flight is eligible for the Maeva Plusgrade offer,
  - o The number of passengers in the reservation file is the same or lower than the one existing at the time of your offer submission.

If at least one of the above conditions is not met, the initial auction is automatically cancelled.

- If the result of the auction has already been communicated and your bid has been accepted, it is non-changeable and non-refundable.

### 4.2. Involuntary modification

In the exceptional event that Air Tahiti Nui changes the original departure date and/or time of the flight and/or the flight number on which you have submitted a bid for an upgrade. Your bid is automatically transferred to your new flight if all the following conditions are met:

- Your booking reference is unchanged,
- The origin and destination points of the new flight are the same as initially,
- The new flight is eligible for the Maeva Plusgrade offer,
- The number of passengers in the reservation file is the same or lower than the one existing at the time of your offer submission.

If at least one of the above conditions is not met, the initial auction is automatically cancelled.

Finally, in the event that the auction is cancelled after your bid has been officially accepted, either due to non-compliance with the above conditions or due to the unavailability of seats in the next class of travel on your new flight, it will be refunded in full.





## 5. CANCELLATION OF YOUR TRIP

### 5.1. Voluntary cancellation

In the event that you voluntarily cancel the reservation on which you bid for an upgrade:

- If the outcome of the auction has not been announced yet, your bid is automatically cancelled,
- If the auction result has already been communicated and your bid has been accepted, it is non-refundable unless the applicable terms and conditions of your original ticket allow for a refund and you request a refund of your ticket prior to being deemed a "no-show".

### 5.2. Involuntary cancellation

In the exceptional case where Air Tahiti Nui cancels the flight for which you have bid for an upgrade:

- If the result of the auction has not been announced yet, your bid is automatically cancelled,
- If the result of the auction has already been communicated and your bid has been accepted, it is cancelled and refunded.

## 6. REFUND

If your bid is refundable, you may submit your refund request to the Customer Relations Department (<https://www.airtahitinui.com/us-en/customer-services> ) under the heading "Feedback related to a flight", then "Check-in", enclosing the email confirming your confirmed upgrade offer on that flight.

## 7. FARES CONDITIONS

The fare conditions of the ticket you originally purchased remain valid and applicable, even when your bid for a higher class of travel has been accepted.

