



“MAEVA UPGRADE”

General Terms and Conditions

1. THE “MAEVA UPGRADE” PRODUCT

1.1. Description

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

- From Moana Economy class to Moana Premium class
- From Moana Premium 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 Upgrade 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 Upgrade 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 Upgrade 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

If you voluntarily change your flight after submitting a bid for an upgrade, and the outcome of your bid has not yet been communicated, your bid will be automatically transferred to your new flight, provided that all the following conditions are met:

- Your booking reference is unchanged,
- Your new flights maintain the same departure and arrival points (origin and destination) as originally planned,
- Your new flight is eligible for the Maeva Upgrade offer,
- The number of passengers in your reservation remains the same as when you initially submitted your bid or is lower.

You may cancel or modify your bid up to 6 hours before departure. Please note that these conditions are cumulative; failure to meet any of the above conditions will result in the automatic cancellation of your original bid.

If the outcome of your bid has already been communicated, and your bid has been accepted, it cannot be modified or refunded, except as permitted by the terms and conditions of your original ticket.

4.2. Involuntary modification

In the event Air Tahiti Nui changes the original departure date and/or time and/or flight number for the flight on which you have submitted a bid for an upgrade, and the outcome of the bid has not yet been communicated at the time of your reservation change, your bid will be automatically transferred to your new flight, provided that all the following conditions are met:

- Your booking reference is unchanged,
- Your new flights maintain the same departure and arrival points (origin and destination) as originally planned,
- Your new flight is eligible for the Maeva Upgrade offer,
- The number of passengers in your reservation remains the same as when you initially submitted your bid or is lower.

These conditions are cumulative, and failure to meet any of the above conditions will result in the automatic cancellation of your initial bid.

If the outcome of the bid has already been communicated and your bid has been accepted but is later canceled due to a failure to meet the above conditions or because of unavailability of seats in the higher class on your new flight (resulting from circumstances beyond your control), you will receive a full refund for your bid.





5. CANCELLATION AND REFUND POLICY FOR YOUR TRIP

5.1. Voluntary cancellation

If you voluntarily cancel the reservation for which you submitted a bid for an upgrade:

- If the bid result has not yet been communicated, your bid is automatically cancelled,
- If the bid result has 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. In this case, a refund request must be made before being classified as a "no-show".

5.2. Involuntary cancellation

In the unlikely event that Air Tahiti Nui cancels the flight for which you have submitted a bid for an upgrade:

- If the outcome of your bid has not yet been communicated, your bid will be automatically cancelled,
- If the outcome of your bid has been communicated and your bid has been accepted, it will be canceled and refunded.

If your bid is refundable, you may submit your refund request to the [Customer Relations Department](#) under the category "Feedback *related to a flight*", then select "Check-in", and include the email confirming your accepted upgrade offer for the flight.

6. FARES CONDITIONS

The fare conditions of the ticket you originally purchased will remain valid and applicable, even if your bid for an upgrade to a higher class of travel is accepted.

