



## General terms and conditions of sale « EXCESS BAGGAGE »

### 1. SERVICE DEFINITION

The "Excess Baggage" service refers to any checked baggage that exceeds the allowance specified on the electronic ticket receipt for each passenger, in terms of the number of bags, weight, or maximum size permitted per bag.

These general terms and conditions apply exclusively to flights operated by Air Tahiti Nui, when it is the only operating carrier mentioned on the itinerary. In cases where the itinerary involves multiple operating carriers, these terms and conditions apply when Air Tahiti Nui is deemed the Most Significant Carrier according to the definition outlined in IATA Resolution 302.

There are three (3) types of excess baggage:

- Excess in quantity: When a customer wishes to check in a number of bags exceeding the permitted allowance, regardless of the total weight of checked baggage.
- Excess in weight: When a customer intends to check in a bag weighing between 24 and 32 kilograms while traveling in Moana Premium Economy or Economy class.
- Excess in size: When a customer wants to check in a bag where the sum of dimensions (length + width + height) falls between 159 cm and 200 cm.

In case of multiple excesses, the excess fees are cumulative.

For example, a customer wishing to check in an additional bag that exceeds the authorized weight and dimensions will be charged for three (3) types of excess for that baggage: excess in quantity, excess in weight, and excess in size.

Baggage weighing over 32 kg or exceeding 200 cm can only be transported via cargo.

The airline reserves the right to refuse the transportation of checked baggage in excess if it does not comply with the general transport terms and conditions or in case of unavailability in the aircraft's hold on the day of the flight.

### 2. RESERVATION CONDITIONS AND RESTRICTIONS

The "Excess Baggage" service is nominative and non-transferable. The rate is determined by:

- The type of excess (quantity, weight, size),
- The origin and/or destination of the trip<sup>1</sup>,
- The point of origin of the flight checked in,
- The destination to which the baggage is registered.

The "Excess Baggage" service is exclusively offered on Air Tahiti Nui's operated flights, adhering to the Origin-Destination of the booked itinerary on the scheduled date.

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<sup>1</sup> Special provisions exist for departures from or arrivals into the USA and Canada (IATA Resolution 302)



The service is exclusively offered from the ports of calls served by Air Tahiti Nui:

- Papeete (PPT)
- Los Angeles (LAX)
- Seattle (SEA)
- Paris (CDG)
- Auckland (AKL)
- Narita (NRT)

It can be booked through the following point of sales:

- On the Air Tahiti Nui website,
- At Air Tahiti Nui sales offices,
- By phone with our sales advisors,
- At travel agencies,
- At the airport/check-in counters.

### 3. PAYMENT

The "Excess Baggage" service is available only once the ticket is issued.

For reservations made online with the "lock my fare" option, payment for the service can be deferred for up to 72 hours after the reservation.

Customers holding a Club Tiare card can use their miles<sup>2</sup> to buy the "Excess Baggage" service.

### 4. MODIFICATION

Modification of the service is permitted at no charge in the event of a change to the original travel date for which the service has been associated and subject to availability on the new desired travel date.

### 5. REFUND

The service is refundable if:

- The ticket associated with the service is refundable, and the customer requests a refund for the unused ticket.
- Air Tahiti Nui modifies your reservation, and you travel on a flight that is not operated by Air Tahiti Nui.
- A full upgrade is purchased, granting access to a higher travel class for the entire segment (e.g., *Papeete-Paris CDG or Paris CDG-Papeete*), and providing a two-piece baggage allowance on the day of departure. Only passengers upgrading from Moana Economy (1-piece allowance) to either Moana Premium or Poerava Business (2-piece allowance) are eligible for a refund for one extra piece of baggage purchased prior to the upgrade. Upgrades from Moana Premium to Poerava Business are not eligible for this refund.

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<sup>2</sup> Please refer to section 2.6.2.15 of the club Tiare general terms and conditions for further details.



The service is non-refundable if:

- The ticket for which the service was purchased is non-refundable.
- You add or cancel a stopover in your itinerary.
- You change your flight to one operated by another airline.
- You want to use your Club Tiare miles to obtain an excess baggage award.
- A partial upgrade is purchased, allowing travel in a higher class of service for one leg of the segment (*e.g., on the Papeete-Paris CDG segment, the partial upgrade applies to either the Papeete-Los Angeles leg or the Los Angeles-Paris CDG leg*)