TN schedule change policy 24AUG22

Dear travel partners,  
  
We do not have any policy for unticketed booking.  
  
For ticketed booking, we check for an alternative and issue a waiver when the alternative is agreed upon.  
  
Regards,  
  
  
--------------- Original Message ---------------  
**From:** Travel Innovation Group - Fares [fares@travelinnovationgroup.com]  
**Sent:** 7/14/2022 4:51 AM  
**To:** [insidesales@airtahitinui.com](mailto:insidesales@airtahitinui.com)  
**Cc:** [fares@travelinnovationgroup.com](mailto:fares@travelinnovationgroup.com); [daniel.royle@aviateworld.com](mailto:daniel.royle@aviateworld.com)  
**Subject:** Air Tahiti Nui schedule change policy  
  
Good Afternoon,

I hope everyone is well.

Our teams are currently dealing with a large amount of schedule changes from all of our airline partners, as such we are reaching out so that we can provide our team with general guidelines and handling procedures. Do you have a standard schedule change handling policy, which covers both un-ticketed and ticketed bookings which we can provide to our teams?

If not, would you be able to provide general guidelines which we can use in the following situations?

**Un-ticketed bookings**

1. What flexibility do we have to rebook flights with cancellations greater than 2 hours/which no longer meet connection/are cancelled outright (e.g. +/- how many days, is same cabin any rbd rebooking permitted, can we re-book to another airline if there are no Air Tahiti Nui flights available)

**Ticketed bookings**

1. What flexibility do we have to rebook flights with cancellations greater than 2 hours/which no longer meet connection/are cancelled outright (e.g. +/- how many days, is same cabin any rbd rebooking permitted, can we re-book to another airline if there are no Air Tahiti Nui flights available)
2. Can you confirm that we are able to refund in full any bookings affected by the above circumstances?

If you would like any further information to support this query please let me know. For your reference our agency trading name is Aviate Management and our IATA is 91283614.

Kind regards,

Adam