

AIR MOANA REFUND POLICY

NM RBD	Z / T	W	E / U
Rate title	Flex 46 K	Standard 23 K	Special Offer 23 K
Baggage Allowance	46 kg	23 kg	23 kg
Stay duration	0 to 90 days	0 to 30 days	0 to 30 days

Modification Fees*	7 days and more before departure	No fees + rate adjustment	No fees + rate adjustment	No fees + rate adjustment
	Less than 7 days before departure	No fees + rate adjustment	No fees + rate adjustment	No fees + rate adjustment
	No show fees*	25% of ticket value tax-free	50% of ticket value tax-free	50% of ticket value tax-free
Cancellation Fees*	7 days and more before departure	No fees	50% of ticket value tax-free	50% of ticket value tax-free
	Less than 7 days before departure	No fees	75% of ticket value tax-free	75% of ticket value tax-free
	No show fees*	Non refundable	Non refundable	Non refundable

*Fees in XPF, applicable by coupon. Fees are applicable by leg within the same pricing category. A rate adjustment can be applied pending availability. Fees applicable after ticket issued.

7. REFUND

1. Refund of the passenger ticket

Some specific fares are subject to special conditions.

For more information, contact your travel agency or your Air Moana agency.

In the event of partial use of the ticket, no refund of unused tickets is authorized.

2. Refund of individual taxes and fees

In the event that your passenger ticket is no longer valid and has not given rise to transport, you have the right to reimbursement of individualized taxes and charges, payment of which proceeds from your actual boarding.

To obtain refund of these sums, you can send your reimbursement request to your Air Moana agency.

For tickets purchased from a travel agency, a reimbursement request must be made directly to this operator.

3. Refund of Service Fees

Reimbursement of service charges is not authorized.

Article XIV - REFUND

Refund of a ticket, in whole or in part, will be made according to the terms defined in this article, in accordance with the fare conditions of the ticket and, in any event, with the regulations applicable in the matter.

The refund, if authorized by the fare conditions of the ticket, will be made on the basis of the fare including VAT of the ticket paid.

Request to obtain a refund for the ticket must be made to the ticket issuer (carrier or accredited agent, as the case may be).

The carrier may refuse to refund any ticket:

-
- a) If the request is made after the expiry of the validity date.
 - b) Who satisfies the legislative or regulatory obligation to possess a ticket allowing the passenger to leave the country, unless the passenger provides sufficient information to establish that he is authorized to stay in the said country or that he will leave using another carrier, or by any other means of transportation.
 - c) Whose holder has not been admitted by the destination or transit authorities of the planned route, and if the passenger has therefore been returned to his point of embarkation or to any other destination.
 - d) A stolen, falsified or counterfeit ticket.
 - e) When the carrier has refused carriage to its holder, with the exception of the passenger registered on the list of persons prohibited from boarding the carrier's aircraft.

Refunds are subject to the applicable regulations of the country in which the ticket was originally purchased and/or the applicable regulations of the country in which the refund must be made.

For additional information, please contact airmoana.arc@apg-ga.us