GENERAL SALES CONDITIONS OF THE "A LA CARTE SEATING" SERVICE

1. SERVICE DEFINITION

The "A la carte Seating" service allows the customer to obtain a guaranteed seat in "Moana Economy" class. If you do not select your seat in advance, your seat will be allocated to you at check-in on the day of departure.

The service is available to any passenger travelling with a confirmed ticket on flights operated by Air Tahiti Nui and whose ticket fare class is lower than **booking class H.**

Tickets in classes Y/M/K and H are eligible for free "Preference" seats only. "Comfort" seats remain chargeable.

The « A la carte Seating » service is presented as follows:

- The "**Preference Seats**" are spread throughout the "Moana Economy" cabin offering seating near the window, or at the front of the cabin for faster disembarkation or simply to ensure you travel next to the person of your choice.
- The "**Extra Comfort Seats**" offer more legroom and are located facing the bulkhead in the first row of "Moana Economy" cabins and at the emergency exits.

2. RESERVATION CONDITIONS AND RESTRICTIONS

The « A la carte Seating » is nominative and not transferable to a third party.

The service is available when booking the ticket and at the latest 48 hours before flight departure, at all of the following points of sale:

- Online on the Air Tahiti Nui website,
- With Air Tahiti Nui sales advisors or travel agencies.

Not available for sale at the time of the web check-in.

Passengers who wish to sit side by side but have separate reservations will need to book their seats individually. For confidentiality reasons, Air Tahiti Nui will not disclose any pre-reserved seat details with other passengers.

3. SEATING CONDITIONS

3.1 EXIT SEATS: 31 ABC JKL

Exit seats are regulated; the passengers must meet the following conditions:
Passengers must be at least 15 years old to be seated at the Exit Seats.

In case of emergency.

- Be willing to assist other passengers and crew,
- Be able to understand and transmit the crew's instructions orally to other passengers.
- Have enough mobility, strength, and dexterity in both arms, both hands, and both legs to assist the crew and passengers at the exit door.

Any person booking an "A la carte seat" service declares to have read, understood and accepted these general conditions of sale.

The following people are not eligible for seats near the emergency exits:
- Passengers responsible for one or more other passengers sitting in a different row.
- Passengers travelling with someone who needs assistance in an emergency.
- Passengers travelling with a pet in cabin.
- Passengers with physical disability and/or People with Reduced Mobility (PWD).

Reminder: Exit seats 31A and 31L are Free of Charge because the comfort space is reduced by the exit doors.

In case of non-compliance with the conditions noted on the day of the flight, the airline's personnel will assign the passenger another seat. In this case, the pre-reservation of the initial seat is non-refundable.

In the exceptional case where the passenger can no longer, for medical reasons, fulfill the physical conditions required after the purchase of his seat, he must send a medical certificate to Air Tahiti Nui within 7 days and at least 72 hours before the flight to be refunded.

3.2 SEATS IN FRONT OF A BASSINET POSITION: 18 AL and 32D

For more information on bassinet-facing seat eligibility, refer to our webpage "Travelling with children".

These seats are free of charge for the passenger traveling with an infant booked in his/her reservation (INFT code).

The availability of these seats is only for passengers traveling with infants, up to 15 days before flight departure.
Within 14 days before the departure date, accessibility to these seats is open to all other passengers.

On the day of departure upon availability, these seats are assigned in priority to passenger traveling with an infant.

3.3 SEATS FOR FAMILY TRAVELLING WITH AN INFANT: 18 BK and 32E

Seats 18B, 18K, and 32E are available for sale up to 15 days prior to departure as a priority for the travelling companion to the person travelling with an infant and seated in seats 18A or 18L or 32D.

They are available for sale for anyone within 14 days before departure.

3.4 SEATING ACCOMODATION FOR PASSENGERS WITH DISABILITIES

For safety reason, the following seats are not accessible to Passengers with Disabilities:
- The emergency exit seats: 31 ABC JKL,
- 28 DF, 44 DF, 45 DF et 46 DF seats.

For information most of our seats in "Moana Economy" class have foldable or lowerable armrests except the following seats for which the armrests are fixed:

- 18 ABC DEF JKL
- 31 ABC JKL
- 32 DEF.

The "**Preference Seats**" are free of charge for Passengers with Disabilities as soon as the following service request codes are booked in their reservation: **WCHC/WCHP-WCHS-WCHR-DPNA-BLND-DEAF-SVAN.**

The "**Extra Comfort Seats**" are chargeable for all passengers and for Passengers with Disabilities however, depending on their availability on the day of departure, these seats are allocated to them in priority and in priority for PWD traveling with a service animal (SVAN code).

4. PAYMENT

The service is payable at the time of booking and provided the ticket is issued.

In case of an online reservation for which the "Time to Think" option has been purchased; payment for the service may be deferred/postponed until 72 hours after booking.

5. VOLUNTARY CHANGE

In the event of voluntary modification of the initial travel date of the trip for which the service was associated, the modification is authorized free of charge subject to availability on the new desired date of departure.

The service is non-changeable at the time of online web check-in.

6. REIMBURSEMENT

The service is refundable if:

- The ticket for which the service has been associated is refundable and the customer requests a refund of the unused ticket.
- Air Tahiti Nui was not able to provide the service for operational reasons related to operating irregularities, safety and/or security requirements AND the company was unable to reassign you to the same flight to a seat with the same characteristics (window seat, middle seat, or aisle seat) or of the same value.
- Due to operating irregularities Air Tahiti Nui must modify your reservation, and your rescheduled trip is no longer 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*), along with a complimentary seat assignment in the new travel class on the day of departure. Only passengers who have purchased a seat prior to the full upgrade are eligible for a refund of that seat.

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The service is non-refundable if:

- The ticket for which the service has been associated is non-refundable.
- You change your travel dates, and your new booking class (Y, M, K and H) entitles you to a complimentary seat reservation.
- You purchase an additional seat ("Extra Seat") which requires us to move you to another seat.
- You change the date of travel, and your new flight is operated by another airline.
- You make a travel date change, and your original seat is not available on your new flight.
- You change your initial seat reservation on the web check-in.
- You add or cancel a stopover to your itinerary.
- You do not meet the eligibility conditions for exit row seats. Unless a medical certificate is presented within 7 days and at the latest 72 hours before the flight.
- Air Tahiti Nui was able to reassign you to a seat with the same characteristics (window seat, middle seat, or aisle seat) and of the same value for operational reasons related to operating irregularities, safety and/or security requirements.
- You decide to change your seat selection from a "Preference Seat" to an "Extra Comfort Seat". The "Preference Seat" initially purchased will not be refunded. Likewise, changing voluntarily from an "Extra Comfort Seat" to a "Preference Seat" does not entitle you to any refund.
- You will be denied boarding if you do not comply with your obligation under the « General Conditions of Carriage ».
- 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 Angeels-Paris CDG leg*).

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