“MAEVA UPGRADE”

General Terms and Conditions

Last Update: July 02, 2026

1. THE “MAEVA UPGRADE” PRODUCT

1.1. Description

Air Tahiti Nui offers an online upgrade service called "Maeva Upgrade", operated in partnership with PLUSGRADE.

Maeva Upgrade provides passengers with two options:

Auction

- Passengers may submit a bid for an upgrade up to 6 hours before departure.
- Passengers may cancel or modify a bid up to 6 hours before departure.

Instant upgrade

- Passengers may purchase an upgrade immediately at the displayed price.

Available upgrades include:

- From Moana Economy class to Mānava Premium class
- From Mānava Premium class to Poerava Business class
- From Moana Economy class to Poerava Business class.

For the purpose of these Terms & Conditions:

- **Offer** means a bid submitted through the Auction option.
- **Confirmed Upgrade** means a cabin upgrade obtained either through successful Auction offer or through the purchase of an Instant Upgrade.
- **Pending Auction Offer** means an Offer that has been submitted by a passenger through the Auction option and is awaiting the auction result. A pending Auction Offer does not constitute a Confirmed Upgrade and may be modified, cancelled, transferred or become void in accordance with these Terms & Conditions.

Passengers holding a Confirmed Upgrade are entitled to the services associated with the upgraded cabin, subject to these Terms & Conditions.

1.2. Important information

- Seat selection is not guaranteed.
- Adjacent seating for passengers travelling under the same booking reference is not guaranteed.
- Seats are assigned at check-in, subject to availability.
- The fare conditions of the original ticket remain unchanged following a Confirmed Upgrade.

1.3. Accepted Currencies and Payment Methods.

Accepted Currencies:

- EUR
- USD
- XPF

Accepted Payment Methods:

- Visa
- Mastercard.

2. ELIGIBILITY

2.1. Eligible Flights

Maeva Upgrade is available only on flights:

- Operated by Air Tahiti Nui; and
- Bearing a flight number beginning with “TN”.

2.2. Eligible Passengers

Passengers must:

- Hold a ticket number beginning with “244-“;
- Have a booking created in Amadeus,
- Occupy a seat.

2.3. Exclusions

Maeva Upgrade is not available for:

- Booking made through a system other than Amadeus,
- Ticket with fare basis codes: **NOBGPF, **NOBGPF, **PMB1PF, **FCS1PF
- Tickets with fare basis: Tier 1A/1B or confirmed ZED 1A/1B
- Tickets with fare bases: ZED MIBA or confirmed ZED MIBA
- Tickets booked in the following classes: F, R, I, U, G, X, N
- Bookings containing SK XUPG remarks
- Tickets issued by another airline or with a flight number other than TN (e.g.: codeshare partner),
- Passengers traveling with a pet in the cabin
- Group bookings of 10 people or more passengers,
- Medical evacuation passengers (SSR MEDA, SSR STCR, SSR AOXY)
- Passengers traveling with an infant (under 2) not occupying a seat
- Booking containing at least one ineligible passenger
  Unaccompanied minors (UMNR / “Tiare Kids” service).

3. GENERAL CONDITIONS

3.1. Availability

Eligible passengers may access Maeva Upgrade:

- Through the invitation email received from Air Tahiti Nui; or
- Through the Air Tahiti Nui website;

Beginning 7 days before departure.

3.2. Upgrade Processing Rules

All upgrade transactions are processed:

- Per passengers; and
- Per flight segment

Unless otherwise specified, the selected Offer or Instant Upgrade applies to all eligible passengers within the same booking reference.

Any person submitting an Offer or purchasing an Instant Upgrade on behalf of another passenger is deemed authorized to do so and accepts these Terms & Conditions on behalf of all passengers associated with the booking.

Offers are personal and non-transferable.

4. AUCTION

4.1. Submitting an Offer

Eligible passengers may submit an Offer until 6 hours before departure.

The amount proposed constitutes an Offer to purchase a cabin upgrade and does not guarantee selection.

No charge will be made unless the Offer is accepted.

4.2. Modifying or Cancelling an Offer

Passengers may modify or cancel their Offer up to 6 hours before departure.

Once an offer has been accepted, it cannot be modified or cancelled.

4.3. Offer Outcome

Passengers will be informed of the auction result by email no later than 5 hours before departure.

Unsuccessful Offer

If an Offer is unsuccessful:

- The payment card will not be charged.
- The booking remains unchanged.

Successful Offer

If an Offer is successful:

- The payment card will be charged.
- The booking will be updated automatically.
- No new electronic tickets will be issued.
- The passenger will receive a Confirmed Upgrade via email.

4.4. Voluntary Flight Changes

Before the Offer outcome is communicated, an Offer may be transferred to a new flight provided that:

- The booking reference remains unchanged;
- The origin and destination remain unchanged;
- The new flight is eligible;
- The number of passengers is unchanged or reduced.

If any of these conditions are not met, the Offer becomes void.

If a flight change occurs after an Offer has been accepted, the Confirmed Upgrade cannot be transferred and modified.

5. INSTANT UPGRADE

5.1. Purchase

Eligible passengers may purchase an Instant Upgrade from 7 days prior to departure, at the displayed price and subject to availability.

5.2. Confirmation

The upgrade is confirmed immediately upon successful payment.

Once confirmed:

- The booking is updated automatically;
- No new electronic ticket is issued;
- The passenger receives a Confirmation Upgrade via email.

5.3. Refundability

Instant Upgrades are non-refundable and non-changeable except as expressly provided in these Terms & Conditions.

5.4. Voluntary Flight Changes

If a passenger voluntarily changes their itinerary after obtaining a Confirmed Upgrade through Instant Upgrade, the upgrade may be refunded provided the original ticket is reissued for new travel dates.

6. CHANGES, CANCELLATIONS AND REFUNDS

6.1. Involuntary Flight Changes

If Air Tahiti Nui modifies a flight:

Pending Auction Offer

The offer will be transferred subject to the eligibility conditions described in Section 4.4.

If those conditions are not met, the Offer will be cancelled automatically.

Confirmed Upgrade

If a Confirmed Upgrade cannot be honored, including due to:

- Schedule changes;
- Aircraft changes;
- Unavailability of upgraded seats;

the Confirmed Upgrade will be fully refunded.

6.2. Voluntary Booking Cancellation

Pending Auction Offer

If the booking is cancelled before the auction result is communicated, the Offer will be cancelled automatically.

Confirmed Upgrade

Confirmed Upgrades are non-refundable except when:

- The original fare conditions allow a refund; and
- A refund request is submitted for the ticket before its status changes to no-show.

In such circumstances, only the amount paid for the Confirmed Upgrade may be refunded.

6.3. Involuntary Flight Cancellation

If Air Tahiti Nui cancels the flight:

Pending Auction Offer

The Offer will be cancelled automatically.

Confirmed Upgrade

The Confirmed Upgrade will be cancelled and fully refunded. A refund request must be submitted as described in the following section.

6.4. Refund Requests

Refund requests must be submitted to Air Tahiti Nui Customer Relations through the online Contact Us form:

1. Select “Past flight”
2. Select “Check-In”
3. Submit your refund request

Passengers must attach their upgrade confirmation email to the request.

4. FARE CONDITIONS

The fare rules, restrictions and conditions associated with the original ticket remain fully applicable after a Confirmed Upgrade has been obtained.

A Confirmed Upgrade modifies only the cabin of travel and does not alter the underlying ticket fare conditions.