GENERAL SALES CONDITIONS OF THE « TIARE KIDS » SERVICE

1. SERVICE DEFINITION

"Tiare Kids" is a paid service that we offer to families wishing to have an unaccompanied minor travel on Air Tahiti Nui-operated flights. It is a supervision service aimed at ensuring their safety and comfort throughout their journey until their final destination.

The service is mandatory for children aged 5 to 11 traveling alone. It is optional for children aged 12 to 17.

The "Tiare Kids" service includes childcare under the following conditions by the airline staff:

- **Departure**: once check-in has been completed by the accompanying adult, the child shall be escorted by the accompanying adult to the boarding gate where permitted by airport procedures, security requirements and applicable local regulations. Where such access is not permitted, a designated meeting point shall be communicated to the accompanying adult. The child shall then be taken into the care of a ground agent and shall remain under the supervision of the airline until being handed over to the operating crew prior to general boarding.
- **During the flight**: Throughout the duration of the flight, our trained cabin crew will ensure the child's safety and comfort.
- **Transit via the United States (Papeete to Paris CDG)**: In cases of transatlantic travel, the child will be handed over to a ground agent who will facilitate transit procedures before the child is transferred to the relief crew on board the aircraft.
- **Arrival:** The child will disembark after all other passengers have done so. The cabin crew will transfer the child to a ground agent who will assist with entry procedures and the retrieval of their checked baggage. Finally, the child will be handed over to the individual designated on the "Tiare Kids" form in the public area.

Children benefiting from the "Tiare Kids" service are identifiable by:

- The UMNR code inserted in their booking record,
- A "Tiare Kids" UM pouch and identification card containing:
  - The child's passport
  - Travel documents such as visas, immigration forms, health forms, etc.
  - The authorization forms to leave the territory ("AST" departing from Paris and Papeete).
  - The completed and signed "Tiare Kids Form" of liability waiver by the child's legal guardian.
- A "Tiare Kids" bracelet, available only at the airport, on which the child's seat number will be indicated.
- "Tiare Kids" luggage tags to be placed on the child's luggage.

We kindly request the accompanying adult at the departure point to:

- Arrive at the check-in counter with the child 3 hours prior to the scheduled departure time.
- Remain at the airport until 30 minutes after the aircraft's departure from the origin airport.

We kindly request the authorized adult at the arrival point to:

- Present a valid photo ID to confirm their identity before picking up the child.

2. RESERVATION CONDITIONS AND RESTRICTIONS

2.1 Tiare Kids Service

The « Tiare Kids » service is designed for children travelling alone on flights operated by Air Tahiti Nui (Tn flight number) and applies to each child and each segment of their journey. The service is personal and non-transferable.

The service can be booked through the following authorized channels:
- Air Tahiti Nui's ticket office
- Over the phone* with the help of our travel consultant.
- Travel agencies

*A visit to Air Tahiti Nui's agency office is still necessary to collect the "Tiare Kids" kit.

The fare applies per child and per segment of the journey.
The « Tiare Kids » service is available to passengers holding a ticket with a TN flight number on flights operated by Air Tahiti Nui.

2.2 Restrictions

- The service is subject to availability (quota).
- It is only available on flights operated by Air Tahiti Nui.
- Unaccompanied minors benefiting from the "Tiare Kids" service are not eligible for the paid partial upgrade service, which allows travel in a higher class than originally planned for part of a segment (e.g., on the Papeete-Paris segment, the partial upgrade applies either to the Papeete-Los Angeles leg or the Los Angeles-Paris CDG leg).

3. SPECIFIC CONDITIONS

3.1. Specific seats allocation

Minor travelling unaccompanied are allocated seats on flights operated by Air Tahiti Nui as follows:
- In Moana Economy class : 36-37-38-39-40 DEF
- In Mānava Premium class : 11 DE
- In Poerava Business Class : 4D

Air Tahiti Nui gives preference to seating an adult female passenger next to the unaccompanied minor.

3.2. Parents travel on the same flight as a child but in a different class.

In this case, if the child is aged between 5 and 11 years inclusive, they must be declared as an unaccompanied minor and enroll in the "Tiare Kids" service. The child will remain under the supervision of the cabin crew throughout the flight.

The parents will be allowed to visit their child in their seat in economy class, but the child will not be permitted to visit the parent traveling in the upper class. The cabin crew will be available throughout the journey to coordinate visits as desired by the child.

The parent wishing to disembark with the unaccompanied minor at the final destination, must inform the crew members before arrival and sign the "Tiare Kids" form.

3.3. Lounge access for Poerava Business class passenger with "Tiare Kids" service:

Unaccompanied children (UM) booked in Poerava Business class are not permitted access to airport lounges at Air Tahiti Nui served airports.

3.4. A child with disabilities

A child with disabilities is eligible for the UM service if they can independently perform all of the following actions:

- Fasten and unfasten their seatbelt.
- Eat and drink.
- Use the restroom.
- In case of an emergency: understand evacuation procedures, follow crew instructions, and evacuate.
- In the event of cabin depressurization: reach and put on their oxygen mask.

3.5. An unaccompanied minor traveling with a pet

An unaccompanied minor (UM) may travel with a pet in the cabin (PETC) if:

- They are not presenting any signs of handicap.
- They are at least 12 years old.

3.6. Cancelled or delayed flight

In the event of flight delay or cancellation, your child will receive priority assistance from the staff of Air Tahiti Nui and will be under the supervision of our personnel at all times, ensuring their well-being and assistance in the best possible conditions.

4. PAYMENT

The service is payable at the time of booking, provided that the ticket has been issued.

5. MODIFIATION

The service can be modified at no additional cost when changing the original travel date it was associated with, provided that availability exists on the new desired travel date.

6. REFUND CONDITIONS

The « Tiare Kid » service is refundable if the ticket associated with the service is refundable and the customer requests a refund for their unused ticket.

The « Tiare Kid » service is non-refundable in the following cases:

- When the ticket associated with the service is non-refundable.
- When the ticket is used, and the originally booked service goes unused.