General Terms and Conditions

Those terms and conditions are important and are related to the Club Tiare, Air Tahiti Nui's Frequent Flyer Program.

As a Club Tiare member we recommend you to read them.

A member is deemed to have noted and accepted all of these General Terms and Conditions.

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I – GLOSSARY OF TERMS

1.1 Terms and expressions are defined as follows

1.1.1 « Air Tahiti Nui » is defined as the Company, or "the Airline", with its registered office in Papeete, Tahiti, French Polynesia.
1.1.2 « Terms and Conditions» are defined as the terms and conditions governing the Program.
1.1.3 « Enroll date » is defined as the date the member is enrolling to the program on the airline website.
1.1.4 The « Date of First Activity » refers to the date on which the Member completes their first earning activity in the program after enrollment. This first activity is exclusively related to the completion of a trip with the Airline.
1.1.5 The « Password » refers to the personal authentication code that provides access to the Member's personal account.
1.1.6 « Calendar year » is defined as a period starting on January 01st and ending on December 31st on the same year
1.1.7 The « Program » is defined as the Club Tiare loyalty program offered by the Company and developed to reward Members who frequently travel with Air Tahiti Nui. The Member can access to three tier levels which depend on the number of Miles earned within a calendar year.
1.1.8 « Member » is defined as a member of the Program, who has been assigned a program membership number by the Company. Only Members are entitled to benefit from the services and benefits proposed in the Program.
1.1.9 « Club Tiare Tahia » is defined as the first status of the program. Member will be automatically getting this status when first enrolling to the Program.
1.1.10 « Club Tiare Silver » is defined as one of the status offered by the Club Tiare program. A member registered to the Program can access this status by accruing 30 000 Tier Miles within a calendar year.
1.1.11 « Club Tiare Gold » is defined as one of the status offered by the Club Tiare program. A member registered to the Program can access this status by accruing 60 000 Tier Miles within a calendar year.
1.1.12 « Membership cards » are defined as the Program's membership card issued and distributed by the Company to the Club Tiare Silver and Club Tiare Gold members.
1.1.13 « Promotional offers» is defined as special temporary offers that give a Member the opportunity to earn Bonus Miles, Tier Miles and/or use a reduced number of Award Miles.
1.1.14 « Booking class» is defined as the class is determined for an airfare and for which specific conditions apply. This booking class is available when the ticket is purchased.
1.1.15 « Cabin class » is defined as all benefits related to class of service and in accordance with a fare level.
1.1.16 « Partner» is defined as an airline Partner or non-airline Partner of the Company.
1.1.17 « Codeshare partner» is defined as airlines with which Air Tahiti Nui has entered into a commercial agreement. This agreement allows the Airline to market a flight operated by another airline under a TN flight number.
1.1.18 « Force majeure » is defined as an unforeseeable event that is beyond the control of the Company and that could not have been avoided even if all reasonable measures had been taken.
1.1.19 « Airline benefits» are defined as benefits offered on Air Tahiti Nui's or its airline partners for who award miles can be redeemed for airline ticket and baggage.
1.1.20 « Non airline benefits» are defined as benefits with a non-airline partner of the company which list is available on the website www.airtahitinui.com.

1.1.21 « Communication » is defined as the name for all means of communication used in the Program which includes program brochure, notifications, newsletters, letters, enrollment form, website, and chart.
1.1.22 «Group fare» designates a fare applying to a group of person travelling together on the same itinerary, same travel dates with a special fare and conditions.
1.1.23 « Cash & Miles » is a payment method that allows Club Tiare Members to use Miles in partial or full payment of tickets issued at public fares.

1.2 Terms or expressions related to Miles

1.2.1 « Miles » is defined as the unit of measurement chosen by the cCompany to reward frequent travelers. Miles are valid for twenty-four (24) months.
1.2.2 « Award Miles» is defined as all Miles earned and accrued on the Member's account. Award Miles can be used to obtain awards for airline or non-airline benefits.
1.2.3 « Tier Miles » is defined as Miles accumulated within a calendar year from flights operated by Air Tahiti Nui or its codeshare partners, provided the flights are marketed under a TN flight number. Unlike Award Miles, Status Miles are solely used to evaluate the Member's loyalty level and to determine eligibility for advancement to a higher tier in the Program.
1.2.4 « Non-airline partner Miles» design Miles earned by the Member through a non-airline partner. These Miles do not contribute to tier status upgrades but do extend the validity of Award Miles.
1.2.5 « Bonus Miles » is defined as Miles granted by the Airline. They do not contribute to Tier status upgrades nor do they extend the validity of Award Miles.
1.2.6 « Extra Miles » are Miles sold to Members by the Airline. They are considered Bonus Miles.
1.2.7 « Award Miles Balance» is defined as the total number of award Miles that are available and credited to the Member's account.
1.2.8 "Travel Activity" is defined as any flight-related activity through which the Member is eligible to earn Miles under the Club Tiare Program.
1.2.9 "Miles-Extending Activity" is defined as any activity that results in the accrual of Miles by the Member on eligible flights or any other qualifying earning activity expressly designated as extending the validity of the Member's Award Miles Balance, including but not limited to payments made using co-branded credit cards as referenced in the Air Tahiti Nui communication.
1.2.10 "Non-Miles-Extending Activity" is defined as any other earning activity or credit/debit transaction that is not recognized as extending the validity of the Member's Award Miles Balance.

1.3 Definitions of Terms Related to Award (Rewards) and Benefits Offered

1.3.1 « Award » is defined as the award obtained within the Program by redeeming Award Miles.
1.3.2 An « Award ticket » is defined as an award allowing the Member to travel on Air Tahiti Nui.
1.3.3 An « Upgrade Award » is defined as an award allowing the Member to travel in a higher class of service by redeeming Award Miles. Upgrade Award is non-endorsable and cannot be used on an airline other than Air Tahiti Nui.
1.3.4 An « Extra baggage Award » is defined as an award allowing the Member to purchase an extra bag by redeeming Award miles. This award is non-endorsable and cannot be used on an airline other than Air Tahiti Nui.
1.3.5 «Overweight or oversize baggage Award » is defined as an award allowing the Member to pay for an overweight/or oversize by redeeming Award miles. This award is non-endorsable and cannot be used on an airline other than Air Tahiti Nui.
1.3.6 « Non-airline Partners Award» allows the Member to benefit from a service from a Non-airline Partner without the Company being responsible for the performance of the service. The Non-airline Partner Award is non-refundable and non-exchangeable once issued.

II - GENERAL CONDITIONS FOR THE CLUB TIARE PROGRAM

Each Member shall be deemed to have read, understood, and accepted these General Terms and Conditions, which are binding upon all Members participating in the Club Tiare Loyalty Program.

2.1 Program's definition

The Club Tiare program is owned by Air Tahiti Nui. It has been developed to reward Members who frequently travel with Air Tahiti Nui or use the services of airlines and non-airline Partners which qualify for miles based on a predetermined scale (see scale and miles redemption conditions) and under the following conditions.

2.2 Enrollment conditions to Club Tiare program

2.2.1 Enrollment to the Club Tiare loyalty program is free of charge on the Airline website www.airtahitinui.com.
2.2.2 Members of the Program must be at least two (2) years of age. A Member may register only once and shall hold only one account in their name. In the event that a Member holds multiple accounts, the account(s) with the lowest number of accumulated Miles shall be closed, and the Miles accumulated on such account(s) shall be transferred to the account with the highest balance. All transactions carried out on the closed account(s), as well as the related account history, shall be permanently lost.
2.2.3 No new account shall be created on the grounds of an identity error concerning a Member (including but not limited to spelling mistakes in the name or inaccuracies in the date of birth). In such cases, the Member must submit a formal request for correction along with valid identification to clubtiare@airtahitinui.pf. Changes to contact details, specifically telephone number, mailing address, or email address, may be made directly by the Member via their account login.
2.2.4 Any person whose membership application has been accepted by the Company will receive a unique Member number and must set a password to access Club Tiare Loyalty's online services. The Member number will be required for any request related to the account. Air Tahiti Nui will not store any passwords; the Member is responsible for the use of their account and agrees not to disclose their password to any third party. The Member is solely responsible for maintaining the confidentiality of their password, restricting access to their account, and, more generally, for the equipment used to access their account. Consequently, any operation performed from a Member's account is deemed to have been performed by that Member.
2.2.5 The Member must promptly notify Air Tahiti Nui of any change in their contact details by logging into their profile at www.airtahitinui.com or by contacting Air Tahiti Nui's reservation services. The Company reserves the right to request any supporting documents deemed necessary to process these changes.
2.2.6 Air Tahiti Nui will reject any membership application that does not meet the Program's criteria and reserves the right to cancel any account that fails to comply with the requirements set out in Section 2.2.2 of these General Terms and Conditions.
2.2.7 Any person who submits an online membership application is deemed to have read and accepted the Program's General Terms and Conditions.
2.2.8 Legal entities are not eligible to join the Club Tiare Program.
2.2.9 Throughout the current calendar year, the Club Tiare Program offers status upgrades based on the accumulation of Tier Miles by the Member. On December 31 of each year, Air Tahiti Nui reviews the Tier Miles balance. If the required threshold for an upgrade is met, the Member will be promoted to Silver or Gold status. Conversely, if the required threshold for a given tier level is not maintained, the Member will be downgraded to the previous status.

2.2.10 The benefits associated with each tier level apply only to Members traveling on a ticket issued by Air Tahiti Nui (244) on flights operated by Air Tahiti Nui and/or marketed under the Airline's code.
2.2.11 As part of its commitment to environmental sustainability, Air Tahiti Nui does not issue plastic membership cards for Club Tiare Tahia tier level. Members may obtain a digital copy of their card by clicking on the visual available online after logging into their personal account. Only Members with Club Tiare Silver or Club Tiare Gold tier levels are eligible to receive a physical membership card, which will be issued and sent in the event of a tier level upgrade.
The Member is responsible for notifying the Company of any loss or theft of their card by submitting a request to clubtiare@airtahitinui.pf.
In the event of loss or theft of a Club Tiare Silver or Club Tiare Gold card, a replacement fee of 2000 XPF or equivalent in currency will be charged. The Company disclaims all liability for any fraudulent use of a Card or for any failure by the Member to comply with this provision.
2.2.12 In the event of the Member's death, Air Tahiti Nui will close the Member's account and cancel all Miles accumulated upon receipt of the death certificate. The Miles of the deceased Member cannot be transferred to another account.
2.2.13 The Member guarantees the accuracy of all information provided, including but not limited to their mailing address and email address. The Member shall be solely responsible for any incorrect, incomplete, or outdated information. All data, including personal data, shall be used and shared by Air Tahiti Nui and its Partners for the proper operation of the Program and in compliance with the provisions set out in Section V – Personal Data of these Terms and Conditions. For data protection and privacy reasons, tour operators and travel agents are not authorized to enroll a customer in the Program on their behalf.
2.2.14 All Miles, as well as any resulting Rewards, must be earned, accrued, and used in accordance with the rules and guidelines set forth in these Terms and Conditions. The Company retains final authority to determine whether an earning activity qualifies for the accrual of Miles.
2.2.15 Miles will not be awarded for transactions or tickets that are unused, confiscated, fraudulent, lost, expired, or refunded. Award and Tier Miles will not be granted in cases where an individual attempts to use tickets by fraudulently identifying themselves using the name and contact details of a Member.
2.2.16 The Club Tiare account, Awards, tier level, and Miles earned by a Member have no monetary value and may under no circumstances be converted into cash. They may not, under any circumstances, be pooled, transferred, or inherited, whether for consideration or free of charge, except for transfers expressly authorized by the Company and set forth in these Terms and Conditions. Furthermore, they may not be sold or assigned, whether for consideration or not, to any other person, except as expressly permitted by the Company under these Terms and Conditions. Only paid transfers of Miles from one account to another are permitted, subject to the conditions outlined in these Terms and Conditions.
2.2.17 Any violation of the Company's General Conditions of Carriage or these Terms and Conditions, abuse of the Program, including failure to comply with Reward conditions or any misrepresentation of facts related thereto misconduct, including inappropriate behavior or harassment toward any employee of Air Tahiti Nui or its Partners, unruly conduct onboard or in airport lounges, refusal to comply with instructions from Company personnel, or if the Member is officially listed as prohibited from boarding Company-operated flights, may result in termination of the Member's account, forfeiture of all accumulated Miles, cancellation of any previously issued but unused Awards, and obligation for the Member or passenger to pay the full applicable fare for any segment flown using Awards obtained fraudulently or misused.
2.2.18 In the event of a violation as defined in section 2.2.17 of these Terms and Conditions, the Company reserves the right to initiate any legal actions and proceedings it deems necessary against the Member, as well as to claim all damages, attorney's fees, and court costs arising from such violation.

2.3 Miles accrual

2.3.1 The Club Tiare Program uses "Miles" as its standard unit of calculation.
2.3.2 The Member is provided with a Club Tiare account where the Miles earned are credited.
2.3.4 Miles are earned exclusively by traveling on a ticket issued by Air Tahiti Nui (244) for flights operated by Air Tahiti Nui or marketed under its code. If a Member of the Club Tiare Program is simultaneously enrolled in a loyalty program of a Partner airline, it is expressly stipulated that the same flight or service cannot give rise to double credit in both programs.
The Member must, prior to check-in or consumption of the service, designate the loyalty program to which he wishes the associated benefits to be credited. The accumulation of Miles or similar benefits across multiple programs for the same service is strictly prohibited.
Purchasing a ticket from a Partner airline, whether under a codeshare agreement or not, means that the accrual of Miles will be exclusively governed by the loyalty program of the airline that issued the ticket. Therefore, even if one or more flight segments are operated and/or marketed under an TN code (244), these flights will not qualify for Miles accrual in the Club Tiare Program; credit will be reserved for the loyalty program of the airline from which the ticket was originally purchased. Air Tahiti Nui may expand its Club Tiare Program by adding other partners. The list of such Partners will be communicated to Members and made available on the official website. www.airtahitinui.com.
2.3.5 The Member must provide their membership number at the time of booking or ticket issuance to ensure that their Miles are automatically credited once the trip is completed.
The Member is responsible for verifying that this information is correctly recorded in their booking file, including when the booking is made via a website or through a travel agency.
2.3.6 The percentage of Miles awarded to the Member is subject to the booking class and the ticket fare.
2.3.7 Miles may also be earned through paid services from non-airline Partners.
The terms and conditions for awarding Miles and the earning scale are defined by the Partner.
2.3.8 Miles will only be credited if the travel has actually been completed.
In the event of flight cancellations for reasons beyond the control of Air Tahiti Nui or its airline Partners (whether codeshare or not), including cancellations due to weather conditions, labor disputes, or security reasons, the Member shall not be entitled to claim Miles for flights not flown. In cases where the Member is rebooked on another flight or another airline due to unforeseen circumstances, the Member will earn Tier Miles and Award Miles based on the original air Tahiti Nui's flight on which the ticket was purchased, and not on the itinerary actually flown, provided that the rebooking was made by Air Tahiti Nui onto another Air Tahiti Nui flight or a flight operated by another airline. This provision also applies when an airline operates a flight on the Member's itinerary and that flight is canceled or delayed for reasons beyond the control of that airline.
2.3.9 Miles earned on the amount of a ticket paid using the Cash and Miles option are credited through a different process than those for a ticket paid entirely in cash. The Miles crediting delay is more than 48 hours after the flight.
2.3.10 Miles earned by the Member will be credited to their account regardless of the identity of the person who paid for the ticket. The Member can verify the number of Miles earned after each trip by logging into their online account or via the mobile app.
2.3.11 In the case of earning an upgrade award, the number of Miles credited after the trip will correspond to the booking class of the originally purchased ticket, and not the travel class in which the Member flew using their upgrade award.
2.3.12 In the case of a paid upgrade at a public fare, the number of Miles credited after the trip will correspond to the travel class in which the Member flew.
This rule does not apply to Award tickets or preferential fares originally booked in classes X, U, I, F, or R. The Member will be able to check the amount of their earnings by consulting the online mileage chart or by contacting Air Tahiti Nui's reservation service.

2.3.13 Miles accumulation may be reduced or excluded for certain booking classes or fare categories on Air Tahiti Nui or on any of its codeshare flights. Excluded tickets notably include Award tickets, upgrades purchased with award Miles, promotional fares, preferential fares, or free tickets granted under sponsorship/referral programs, as well as tickets booked in classes X, U, I, F, R, and O. The Member will be informed of the Miles earning conditions applicable to each fare at the time of purchase, either by a sales advisor or online in the case of internet bookings.
Employees, executives, beneficiaries of any airline, travel agency, or any legal entity engaged in tour operator activities, or acting on behalf of a tour operator, may not benefit from these Terms and Conditions for services offered by the Company at special prices or reduced fares intended for employees or travel industry professionals.
2.3.14 The Company offers the Member the possibility to submit a request for retroactive credit of Miles, provided that the flight was taken on a ticket marketed by Air Tahiti Nui, on a flight operated by Air Tahiti Nui and/or identified by an TN flight number. All requests must be submitted within six (6) months following the flight date, in accordance with the conditions stated above. Retroactive credit requests must be made online by logging into the Member's Club Tiare personal account or by filling out the contact form available on the Company's official website.
Requests concerning tickets purchased directly from other Partners or airlines must be addressed to the relevant Partner. Similarly, requests related to eligible services purchased from non-airline Partners must be submitted directly to those Partners.
The Company only processes retroactive credit requests related to its own flights or services. It reserves the right to request, at any time, any documentation necessary to verify the credited Miles.
2.3.15 In the case of an Award ticket or a reduced or promotional fare that does not grant Miles accrual, only the travel dates will be recorded in the Member's activity history. Furthermore, the Company regularly audits Members' accounts and transaction flows. It reserves the right to adjust any Member's account, without prior notice, by either debiting Miles incorrectly credited or awarding additional Miles in case of any detected anomalies.

2.4 Extra Miles purchase

2.4.1 In the event of insufficient award Miles, the Member may purchase additional Miles to complete the redemption of an Award. Miles purchases can be made exclusively online by logging into their Club Tiare account on the website www.airtahitinui.com. Miles cannot be purchased at airports. The purchase of additional Miles is only possible if the Member has a minimum balance of at least 100 Miles. The Member may purchase a minimum block of 2,000 Miles at a cost of 6,000 XPF or an equivalent amount in the local currency of the Member's country of residence. Additional blocks of 2,000 Miles can be purchased at a cost of 6,000 XPF per block.
The maximum authorized amount for extra Miles purchases online is 250,000 Miles per transaction or per year. Online Miles purchases to credit the account of a minor, for the purpose of completing an Award, are explicitly permitted.

2.5 Miles Transfer

2.5.1 This service is exclusively reserved for use by a Member during their lifetime. A Member may transfer Miles from their account to that of another Member for the purpose of redeeming an Award. The Member initiating the Miles transfer online must be of legal age; the recipient Member must be a Program Member without age restriction (subject to the minimum age requirement set forth in Article 2.2.2 of these General Terms and Conditions). Requests for Miles transfers must be submitted exclusively online by accessing the Member's Club Tiare account on the website www.airtahitinui.com.

Transfer requests will not be accepted at airport locations. Transfers originating from a minor's account are not authorized online; such transfers may be requested through Air Tahiti Nui's services upon presentation of written consent from both parents. The number of Miles transferred may not exceed the available balance in the transferring account. The minimum transfer amount is a block of 2,000 Miles. The fee for transferring one block of 2,000 Miles is 3,000 XPF or the equivalent amount in the local currency of the Member's country of residence. Additional blocks of 2,000 Miles may be transferred at the same fee per block. The maximum amount permitted for online Miles transfers is 180,000 Miles per transaction or per calendar year.

2.6 Miles redemption

2.6.1 General provisions

2.6.1.1 Once a Member has accumulated a sufficient number of award Miles, the Member may request an Award. Awards include flight tickets, upgrades, additional baggage, overweight or oversize allowances, and other services offered by Air Tahiti Nui on its own flights or on flights marketed under its code. Non-airline Partner awards can be redeemed with Club Tiare's listed Partners through its online store.
2.6.1.2 The Member may graciously assign an Award to a beneficiary of their choice, subject to compliance with these General Terms and Conditions. The Member must provide all necessary supporting documents for verification and allocation of the Awards. The use of an Award for a beneficiary travelling without the Member is not available online. Any such request must be submitted to Air Tahiti Nui's reservation services.
2.6.1.3 The Member or the beneficiary of any Reward is responsible for paying all applicable taxes, fees, and surcharges related to the issuance or use of a Reward and must hold all necessary travel documents for the Reward Ticket, such as visas, vaccination certificates, and insurance.
2.6.1.4 In the event that the Member is legally incapable of performing transactions (whether of legal age or a minor), any Award request must be signed by the Member's legal representative or guardian. In such cases, supporting documentation must be provided to the Company in addition to the beneficiary's identification. If an Award is booked online on the account of a legally incapacitated Member, the booking of the Award is presumed to have been made by the Member's legal representative or guardian. Air Tahiti Nui disclaims all liability and reserves the right to apply the provisions of Article 2.2.18 of these General Terms and Conditions, which may include termination of the Member's enrollment.
2.6.1.5 The Member shall have access to his personal online account, where he will be able to consult his information and activity, update his contact details, purchase additional Miles, transfer Miles, request retroactive credit of Miles, or print his Member card free of charge. This access is secured and requires a password. Account information sent by mail or email is provided for informational purposes only.
2.6.1.6 As part of the Program, Air Tahiti Nui will use various communication channels, including notifications and newsletters about offers. By joining the Program, the Member will periodically receive notifications at his email address informing him of account activity, the status of his award Miles, any tier changes, as well as promotional communications. However, Air Tahiti Nui cannot be held responsible for the non-receipt of these notifications. This dynamic communication is available only if an email address has been provided in the Member's profile. The Member is responsible for providing and maintaining up-to-date contact information.

2.6.2 Redeeming Miles for air travel services

Award Tickets, upgrade awards, Baggage awards

2.6.2.1 An Award ticket allows travel on Air Tahiti Nui according to the conditions for the use of Miles set by Club Tiare. The number of Miles deducted from the Member's account will be determined per segment according to a predefined scale and based on the booking class. In the case of a journey involving multiple segments with Miles deducted from multiple accounts, an Award ticket will be issued for each segment. Taxes as well as change and cancellation penalties will be charged for each Award ticket issued.
2.6.2.2 Award rewards are defined according to a predetermined scale, which may be modified without prior notice.
2.6.2.3 Only the Member is permitted to request an Award and to authorize the redemption of award Miles. The Member may request an Award for himself or for any other person he designates. If the beneficiary is someone other than the Member, the request must be signed by the Member and include a copy of the Member's identification.
2.6.2.4 An Award ticket is booked subject to availability in the following specific fare classes: U (economy), I (premium), and F (business). The Award ticket must be issued within seven (7) business days after the reservation is confirmed, except for online bookings, where the ticket must be issued on the day of reservation. The Company reserves the right to apply blackout periods based on the destination and travel timeframe.
2.6.2.5 The Award ticket is valid for one (1) year from the date the journey begins; the return segment must be completed within twelve (12) months of departure. If the ticket is not used on the scheduled departure date, the Member has one year from the ticket issuance date to use it. After this period, the ticket will be deemed expired.
2.6.2.6 In the case where the Member is a minor, he may allow one of his two parents to benefit from his award Miles, provided that both parents or the legal guardian have signed the request for Miles redemption and upon presentation of supporting documents.
2.6.2.7 A Member may redeem an Award for an infant, with the miles deducted from the account of the accompanying Member. The infant will not be assigned a confirmed seat due to their infant status. Should the Member wish for the infant to have a confirmed seat, the regular Award for a confirmed seat, as per the established Club Tiare award chart, will apply. The Award for an infant can be changed without any fee within twelve (12) months for the same reservation. In case of cancellation, the Award is refundable, subject to a penalty of 5,000 XPF or an equivalent amount in the local currency at the place of purchase.
2.6.2.8 An Award ticket may not be used for stretcher services or to secure an additional seat.
2.6.2.9 A request to redeem an upgrade Award can be made on eligible flights operated by Air Tahiti Nui, provided that a full-fare ticket has been issued. The value of the Award will depend on the booking class of the originally purchased ticket. Miles used for an upgrade Award must be deducted from a single Club Tiare account. Redemption of Miles for an upgrade on group fare tickets is not allowed. Booking or purchasing an upgrade Award is not available online.
Discounted tickets, booked in classes X and I, are not eligible for paid upgrades. They also cannot be upgraded using Miles.
Notwithstanding the foregoing, for promotional fare tickets, an upgrade Award may only be purchased during the promotional sales period of the ticket and/or during the validity period of the related Club Tiare offer.
2.6.2.10 Unless otherwise stated, Award tickets and upgrade Awards are valid only for travel on Air Tahiti Nui operated or marketed flights. An Upgrade Award is applicable exclusively to tickets purchased at public fares. If a Member wishes to travel in a higher cabin class, a new Award ticket must be issued, in accordance with Article 2.6.2.11 of these General Terms and Conditions.

2.6.2.11 Once issued, the date change of an Award ticket or an upgrade Award is permitted on Air Tahiti Nui's operated or marketed flights, in accordance with the original itinerary. This change is subject to availability in the relevant classes (U, I, or F). However, any change request will incur a penalty of 5,000 XPF or an equivalent amount in the local currency of the ticket purchase location if the modification is made before the journey begins. If the modification occurs during the trip, the change fees will be calculated based on the penalty applicable in the country of issuance and converted at the exchange rate in the country of reissue. In the case of a multi-leg journey, where Miles were donated by another Member to cover at least one segment, the penalty will apply to each Award that was used.
For Award tickets booked in Economy and Premium classes, any request to change the date along with an upgrade to a higher class will result in a new Award ticket being issued in the upgraded class. The change of fee will be waived, provided the new Award ticket is issued on the same day the modification request is made.
2.6.2.12 A refund for an Award ticket is allowed within twelve (12) months from the date of issue, provided the journey has not commenced. The refund request will incur a penalty of 10,000 XPF or an equivalent amount in the local currency of the ticket's purchase location. For journeys with multiple segments, where Miles were deducted from another Member's account for any segment, the penalty will be applied to each Award used. Once a roundtrip award ticket has been issued and the journey has commenced, the ticket will be non-refundable, even partially.
2.6.2.13 Refunds for an upgrade Award are not permitted.
2.6.2.14 The additional baggage Award covers excess baggage and can be used to combine both weight and size excess when exceeding the standard baggage allowance. The additional baggage Award is only valid on flights operated by Air Tahiti Nui. For connecting flights not operated by Air Tahiti Nui, the passenger is subject to the general conditions of carriage of the connecting carrier and remains liable for any charges that may be imposed by that airline. The additional baggage Award is not accepted for the transport of oversized baggage or animals. The additional baggage Award can only be purchased through Air Tahiti Nui's services.
2.6.2.15 The additional baggage Award is non-refundable if not used; however, it can be modified in the event of a date change on the same itinerary and booking within twelve (12) months from the date of issue. Any modification request will be subject to a penalty of 5,000 XPF or an equivalent amount in the local currency of the Award's purchase location.
2.6.2.16 In case of no-show at check-in on the day of the flight, the unused additional baggage Award will not be refundable.
2.6.2.17 Unused air service Awards will expire twelve (12) months from their date of issue. In this case, they cannot be refunded, replaced, or extended.
2.6.2.18 All Air Tahiti Nui's flights are subject to the general conditions of carriage of Air Tahiti Nui. Failure to comply with the general conditions of carriage of Air Tahiti Nui or its airline and non-airline Partners, as well as any misuse or fraudulent activity within the Program, may lead to the cancellation of the Member's account and his exclusion from the Program. In such cases, any accumulated Miles and unused Awards previously issued will be forfeited.

Payment method Cash & Miles for partial or full payment of tickets issued at public fare

2.6.2.19 As part of its Cash & Miles payment method, Program Members can use Miles to partially or fully pay for a reservation of tickets issued at public fare, excluding taxes and service fees, which cannot be paid with Miles. The Miles used will be deducted from the payer's account. The option is available only during the first purchase. In case of modification of the booking, any amounts due must be paid in cash.
2.6.2.20 Tickets paid partially with Miles may be eligible for Miles accumulation in accordance with Article 2.3.13 of these Terms and Conditions. For clarity, Miles will be accumulated on the full ticket price, including the portion paid with Miles.

2.6.2.21 The portion of the ticket paid with Miles remains subject to the fare rules of the ticket issued at public fare, as well as any applicable taxes and service fees, in accordance with the general sales conditions based on the ticket's place of issuance. In the case of a non-refundable or non-changeable ticket issued at public fare, the Miles will be permanently forfeited upon cancellation. For refundable tickets, the Miles will be credited back to the ClubTiare account initially charged for the transaction. Any remaining balance will be refunded through the same payment method used for the original transaction. All refund conditions are governed by the general terms and conditions of the Air Tahiti Nui's Cash & Miles service.
2.6.2.22 Tickets paid partially or fully with the Cash & Miles payment method are not eligible for advance upgrade awards. Upgrades with Miles can only be requested on the day of departure at the airport, depending on seat availability.
2.6.2.23 Some fares are not eligible for Cash & Miles payment, including group fares, negotiated fares booked in non eligible booking class and discounted or preferential rates.
2.6.2.24 Club Tiare Fenua Student fares and Club Tiare Fenua Student companion fares are eligible for the payment option only through Air Tahiti Nui's reservation services.
2.6.2.25 The Cash & Miles payment method provides no additional benefits to a Club Tiare Member other than the ability to use their Miles for payment of tickets issued at public fare.

2.6.3 Use of Miles for non-flight services

2.6.3.1 All Reward requests with a Club Tiare Partner must be made exclusively on the website www.airtahitinui.com, in accordance with the applicable terms and conditions. Where allowed, and if the Member is not the beneficiary, they must provide the name(s) of the beneficiary(ies) at the time of booking. The Reward certificate, regardless of the beneficiary, will be automatically sent to the Member, with a copy forwarded to the Partner.
2.6.3.2 If the Member is a minor, he may transfer his Miles to a third party, provided that both parents or his legal guardian have signed the Miles usage form and submitted the necessary documents as required by Air Tahiti Nui.
2.6.3.3 Companies enrolled in the Club Tiare Corporate program can use their bonus Miles, credited to the company's account, to purchase certain non-airline services. Since these offers are not available online, all requests must be made through Air Tahiti Nui's reservation services.
2.6.3.4 Any beneficiary of a non-flight Award must meet the requirements for using the desired service and comply with the terms and conditions of the Partner.
2.6.3.5 Any use of a non-airline Award is the Member's responsibility. The Award is non-changeable and non-refundable. Prior to confirming his request, the Member must have booked the service with the Partner, specifying that it is a Club Tiare Award.

III Validity of Miles awards

3.1 If no activity be recorded on the account for a period of twenty-four (24) months, Air Tahiti Nui will cancel the Member's Miles and the account will become inactive. The validity of Miles will be extended each time an activity that qualifies to extend their life is registered. Activities that extend the life of the Miles include air travel, the redemption of any type of Award, and Miles earned through the cobranded Air Tahiti Nui / American express credit card program.

IV Air Tahiti Nui's Liability Limitations

4.1 The Awards offered by Air Tahiti Nui and its Partners are subject to availability and valid only within the specified periods. Air Tahiti Nui is not responsible for any unavailability or inability to make a reservation.
4.2 Air Tahiti Nui and its Partners reserve the right to restrict or limit the redemption of an Award during certain periods.

4.3 The use of any Award from a Club Tiare Partner is subject to the Partner's terms and conditions.
4.4 Air Tahiti Nui reserves the right to cancel any Partner's participation in its Program.
4.5 The Member is fully responsible for the use of his Award Miles, whether they are used by the Member himself or a beneficiary.
4.6 Air Tahiti Nui Awards are subject to the general terms and conditions of carriage of Air Tahiti Nui. Air Tahiti Nui reserves the right to exclude any Member from the Club Tiare Program who has misused the privileges granted under the Program, made false statements, fraudulently used Air Tahiti Nui travel documents, or failed to comply with these General Terms and Conditions or any other terms of Air Tahiti Nui.
4.7 Legislations in certain countries may impose restrictions on the terms and conditions of participation in the Club Tiare Program. In order to comply with these laws, Air Tahiti Nui reserves the right to immediately apply any new legal conditions and modify its Program accordingly, without prior notice.
4.8 Air Tahiti Nui and its airline Partners disclaim any liability for damages incurred during the use of a Reward, except for damages occurring during transport, for which the carrier's liability applies under international conventions. Air Tahiti Nui shall not be held responsible for any damages, of any nature, caused during the provision of services by its Partners

V Personal data

5.1 While using the services available on its website and mobile app, Air Tahiti Nui may collect and process personal data. This data will be recorded and retained by Air Tahiti Nui for the time required for processing, to enhance its offerings and services for Members, prospects, and visitors of its website and mobile app. Once this period has passed, the data will be automatically deleted.
5.2 Air Tahiti Nui complies with privacy protection rules, including those related to the processing of personal data implemented within the accessible services, as well as with all local legislation, notably the provisions of the French Data Protection Act of January 6, 1978 (as amended), and the European Regulation 2016/679.
5.3 The information collected through the Club Tiare enrollment form will be processed for the purposes of the Club Tiare Program. Furthermore, this information may be used by Air Tahiti Nuin to offer Members products and services, as well as for direct marketing or communication purposes.
5.4 In accordance with the French Data Protection Act of January 6, 1978 (as amended) and European Regulation 2016/679, any Member may, at any time, exercise their right to access their data, request its deletion, have it corrected, object to its processing on legitimate grounds, or set instructions regarding the handling of their data in the event of death by writing and attaching a copy of their identity document to the following address, with the mention 'Data Subject Rights.: Air Tahiti Nui, DPO, Immeuble Tua Rata, PK 5,6 côté mer, près de l'aéroport de Tahiti - Faa'a. BP 60044 - 98702 Faa'a, Tahiti or by email to : dpo@airtahitinui.pf.
In order to allow Air Tahiti Nui or its Partners to offer products and services, as well as for direct marketing or communication purposes, information regarding Members and their participation in the Program may be exchanged confidentially between Air Tahiti Nui and the Partners, for their exclusive use.
Each Member may exercise the rights previously outlined. However, exercising certain rights may limit the information provided by Air Tahiti Nui to the Member, particularly regarding activities related to their account. The exercise of these rights by a Member will have no impact on their status as a Member of Club Tiare. Only the exercise of the right to deletion may result in the Member losing their status as a Member of Club Tiare.
The Company is firmly committed to respecting each Member's privacy. For more information, Members can refer to the Data Security and Privacy Policy.

5.5 The consent of a legal representative or guardian is required when collecting and processing personal data of minors under the age of sixteen (16).
5.6 Members' personal data is retained only for the time strictly necessary for the purposes for which it was collected and processed.
If there is no active relationship for a period exceeding six (6) years, Air Tahiti Nui reserves the right to cancel the Member's account, which can only be reactivated upon the Member's explicit request. In compliance with the legal and operational obligations of Air Tahiti Nui, data necessary for managing the contractual relationship and handling potential disputes will be retained for a maximum of five (5) years from the end of the contractual relationship. After this period, the data will be permanently deleted. No data will be retained for marketing purposes beyond this timeframe.

VI Miscellaneous

6.1 Air Tahiti Nui reserves the right to modify this Program at any time, without prior notice (including but not limited to payment terms, participation conditions, mileage earning and usage scale, and mileage validity period). The applicable conditions will be those in effect on the date of travel, not at the time of booking the trip.
6.2 Air Tahiti Nui reserves the right to cancel the Club Tiare Program with three (3) months' notice given to the Member.
6.3 The Member has the right to cease participating in the Club Tiare Program. He must notify Club Tiare in writing and return any cards in his possession. The termination of an account results in the loss of accumulated Miles.
6..4 Upon registration, the Member is required to provide a valid phone number and email address. The physical address is optional but helps the Club Tiare Program provide better service to its Members and contact them when needed. For Club Tiare Silver or Gold Members, the physical address is necessary for the delivery of their Membership cards
6.5 In case of any inconsistency in the translation or interpretation of these General Terms and Conditions or any related documentation of Club Tiare, the French version shall prevail, and the courts of Papeete shall have exclusive jurisdiction to resolve any disputes.
6.6 These General Terms and Conditions supersede any previous version. Each Member of the Program confirms that he has read and accepted these General Terms and Conditions.
Members of the Club Tiare Program can stay up to date with any changes to these General Terms and Conditions on the Air Tahiti Nui www.airtahitinui.com website.
6.7 Complaints on the Air Tahiti Nui website: Each Member has the right to submit an online complaint by completing the post-flight claim form in the 'CONTACT US' section.