

23<sup>rd</sup> March 2020.

## Waiver of Conditions for Corona Virus

To assist passengers travelling on Nauru Airlines flights make changes due to the impact of the Coronavirus.

The following options are available to Nauru Airlines passengers holding a valid ticket issued on/before 16 March 2020 for travel between 17 March 2020 and 30 June 2020.

1. Passengers may change their bookings without fees and fare differential until 30 April 2020. Standard charges will apply after this date.
2. Passengers booked on separate tickets may change their bookings without fee & fare differential on Nauru Airlines flights only.
3. Passengers may nominate to hold their bookings in credit to use for future flights. Reissue fees or penalty fees will not be applied for the initial rebooking within the same cabin. Fare differential fees may apply for reroutes or voluntary upgrades. Nauru Airlines will honour these credits for the ticket validity period of 12 months from the date of issuance.

Please contact your agent or the Airline directly to discuss your booking and the available options.

## Conditions

- All changes must be made prior to the original ticketed departure.
- If the same booking class is not available, then the next available booking class can be booked within the same cabin.
- Nauru Airlines will not be liable for any other costs such as hotel or other ground transportation.
- Credits can be held for further travel for 12 months from the date of issuance.
- All other rules and conditions of the ticket remain unchanged.
- No show passengers are not eligible for any waiver

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## Cancelled Services

### Schedule reductions as a result of COVID-19

As a result of the on-going impacts of COVID-19, service cancellations are now in effect until further notice.

### Brisbane & Nadi Services

- Tuesday and Thursday services Brisbane to Nauru are cancelled.
- Tuesday and Sunday services from Nauru to Brisbane are cancelled.
- All flights from Nauru to Fiji (and return) are cancelled.

The following services will continue to operate:

- Friday return services from Brisbane to Nauru. This service will operate **fortnightly** from Friday 20<sup>th</sup> March 2020.
- All Freighter services will also continue to operate as scheduled.

Passengers who choose to be re-accommodated onto a Friday service must contact their agents or the Airline to check availability. The initial reissue will not be charged.

Ticketed passengers not wishing to travel will be refunded less administrative charges.

### Majuro & Tarawa Services

Nauru Airlines cancelled the following services after Friday 13<sup>th</sup> March 2020. These services will remain cancelled until further notice in response to the directive from the Republic of the Marshall Islands and travel restrictions of Kiribati.

- ON049 Nauru – Majuro – Tarawa – Nauru
- ON048 Nauru – Tarawa – Majuro – Nauru

Passengers from cancelled flights as a result of this directive are entitled to a full refund of their airfare, less administrative charges.

Nauru Airlines is not responsible for accommodation or other associated costs.

Please contact your agent or the Airline directly to discuss your booking and the available options.

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