



IMPORTANT REMINDER: REBOOKING OF TRAVEL - COVID -19 (effective 26 MAR 2020)
supersedes industry advice PX PXTA 320 and PXTA 420

Due to the 14 Day Travel Ban imposed by the PNG Government from 23 March 2020 to 06 April 2020, all Domestic Flights have been cancelled and all International Incoming travellers are banned from entering PNG. The ban includes all PNG Passport Holders during this 14 Day Ban.

International flights for Brisbane, Cairns and Singapore are operating for passengers who are travelling out of Port Moresby. It is advisable to always check the Travel Restrictions for each country and advise your clients accordingly to avoid inconveniences at the airport.

Please note that COVID-19 and Travel Restrictions of each country is beyond the airlines control, therefore;

The following options will apply for all passengers holding PX-656 tickets with travel dates between 23rd March to 6th April 2020.

- i. Rebook new flight(s), per original itinerary for travel after 6th April 2020, without any change fees.
- ii. Cancel the ticket and retain the value for future use on the same itinerary.
- iii. Cancel the ticket and use this value as partial credit towards the purchase of a PX ticket to an alternative PX destination.
- iv. New tickets must be used by 31 December 2021.
- v. Should refunds be requested, the standard refund conditions relating to the fare type purchased will apply.
- vi. For tickets not purchased via Air Niugini, please contact your Travel Agency directly for assistance.

Please advise your clients to wait till the ban is lifted before rebooking of flights.

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Reminders;

- Tickets are valid for 1 year at the time of ticket issuance.
- Tickets will be left open, once the travel ban is lifted, then tickets can be reissued upon waiver given by the Tariffs team
- No change fee, No additional charges will apply if the same class is booked.
- Additional fee will be charged if same class is not available
- New bookings to be created and tickets reissued once ban is lifted.
- For Refunds, all Penalties will apply as per the Fare Rules.
- Always remember to add the Passengers Contact Details in the SSR fields when creating a booking for PX flights;

*SSR CTCM Preferred Mobile Number

*SSR CTCE Email Address

*SSR CTCR Customer Declines to provide contact details

Para más información por favor, no olvidéis que en la web de Air Niugini encontraréis la información siempre actualizada.

PARA CUALQUIER DUDA DIRIGIROS AL TELÉFONO LOCAL +(675) 0500 1500 o bien via EMAIL QUE HAY EN EL SIGUIENTE ENLACE:

[Contacto AIR NIUGINI](#)