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**Air Niugini**

## Refund Handling Fee Policy

Updated: 01<sup>st</sup> January 2024

Air Niugini in compliance with IATA Resolution 737 Refunds, hereby furnishes its Refund Handling Fee policy to all Travel Partners effective 1<sup>st</sup> June, 2018.

This information will provide guidance and detailed information around the application of the Refund Handling Fee.

### Refund Handling Fee Policy

Air Niugini's Refund Handling Fee policy applies to our industry partners who issue tickets through the following Sales channels;

ARC	BSP	GSA's & Ticketing Agents	PX Area Offices	RSA's	Online / IBE
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### When is the Refund Handling Fee collected?

When a ticket is issued (656), Air Niugini accepts and recognises the sale made by the issuing party at time of ticket issuance. If a refund is initiated, a Refund Handling Fee will be charged. Refund Handling Fee is applied to wholly unused tickets or partially unused ticket coupons.

### Why is the Refund Handling Fee collected?

The Refund handling fee is collected to compensate for administrative, system charges and include third party agent fees that are incurred by Air Niugini.

### When is the Refund Handling Fee Waived?

The Refund handling fee is not applicable to tickets subject to involuntary operational interruptions by the airline which will require a waiver approval from Air Niugini Pricing & Tariffs department.

### Refund Handling Fee.

Refunds done by Air Niugini or its Travel Partners are subject to an administration fee of **PGK 110.00**

The standard applicable refund fee per currency is listed below;

AUD 65	CAD 45	CHF 32	CNY 240	DKK 227	EUR 35	FJD 75	GBP 30
HKD 280	IDR 475,600	JPY 4,000	KRW 45,000	MYR 150	NOK 320	NZD 55	PHP 1,700
RUB 2,460	SBD 285	SEK 320	SGD 50	TWD 1,050	USD 35	VUV 3,800	PGK 110
LKR 9600	INR 2500						

### Infant Refund Handling fee

Infant refund handling fee is 10% of the above applicable fees.

### Refund queries

Please talk to the Revenue Accounting Representatives at Air Niugini Head office or direct your queries to:

FinRefunds [fin\\_refunds@airniugini.com.pg](mailto:fin_refunds@airniugini.com.pg)