

GENERAL CONDITIONS OF SALE

Generalities

Any Air Calédonie ticket purchased on the www.air-caledonie.nc website, by telephone via our reservation service or in one of our travel agencies (sales point or airport ticketing office) implies that the customer accepts the General Conditions of Sale and the General Conditions of Carriage and, where applicable, special conditions according to the chosen ticket(s).

The hereafter mentioned General Conditions of Sale are accessible on the www.air-caledonie.nc website.

Ticket purchases are subject to New Caledonia's applicable laws and the present Conditions in which it is stated that the metropolitan code of tourism does not apply to New Caledonia.

Air Calédonie reserves the right to modify, or in more general terms, update the present General Conditions of Sale at any moment and without prior warning.

Fares

Indicated fares are in Pacific Francs and include taxes. Fares are not guaranteed after tickets are issued. Fares issued upon booking are not guaranteed and may be subject to change.

All charges, taxes and fees imposed by authoritative bodies will be at the customer's charge. Prices do not include cancellation, baggage or personal insurance.

Group trips

Groups are made up of at least fifteen people (both adults and children, infants not included). Group booking conditions and air transport ticket confirmation are determined by the group reservation convention as agreed between the airline and the group representative (designated adult).

Flight times

The flight times as indicated by Air Calédonie may be modified without prior notice. We advise you to check your flight times before your trip.

Online payment

You may pay for your online tickets with a credit card: Visa, Mastercard. Payment is fully secured by encryption and conforms to the highest industry standards. You will automatically receive a trip summary once your transaction has been completed. Online payment is irrevocable. In case of fraudulent use of the credit card, the purchaser may demand the cancellation of the payment by card, the sums paid will be credited or restituted. The holder of a credit card is not liable if the disputed payment has been proved fraudulently, at a distance, without the physical use of his card, and without negligence on his part. In order to obtain a refund of the fraudulent debit and any bank charges that the transaction may have caused, the cardholder must contest the debit in writing with his bank within the time limits stipulated in the contract binding him to his bank.

Reservation of property

Air Calédonie retains full ownership of the tickets sold until the full collection of the price, including principal, fees and taxes.

Passenger contact details

Passengers are required to provide the airline with detailed and correct contact information, enabling them to be contacted during their stay in New Caledonia. Any error in the passenger's surname, name, email address or telephone number is the passenger's responsibility.

Passengers requiring special assistance

Pregnant women whose pregnancy evolves without particularity, can travel without specific formality until the thirty-eighth (38th) week. From this date, the pregnant woman must provide a medical certificate of less than 24 hours, attesting to a very low risk of imminent delivery. However, the Company advises you to consult your doctor in any case before your departure. Sales agents should be informed of the pregnancy when booking.

For security reasons, the number of **children under 2 years of age** (infant) is limited to 6. An infant fare does not include a seat during the flight. Infants travel on the knees of one of its parents or an able-bodied and responsible adult over 18 years of age. A travel companion may only be responsible for one infant.

It is mandatory that **children from 2 to 11 years of age** travel with an able-bodied and responsible adult of more than 18 years of age, one of its parents or a legal guardian. Air Calédonie does not accept unaccompanied minors, "UM".

Reduced mobility passengers and passengers requiring special assistance must inform Air Calédonie upon booking at least 48 hours before departure. Air Calédonie reserves the right to refuse transportation for security reasons.

Baggage

Checked-in baggage must not exceed a certain weight and size. Excess baggage will be subjected to an excess baggage fee.

Passengers are responsible for the contents of their baggage and personal effects. Passengers must comply with aviation rules and regulations.

Checked baggage will be delivered to the bearer of the baggage receipt. In the event where baggage is damaged during transport, claims must be made to the airline as soon as the damage has been noticed, or in writing, no later than seven days from the date of baggage collection. In the event of a delay, claims must be filed within twenty-one days after baggage collection.

Customer commitment

Once the customer has clicked on "I confirm that I have read and accept the General Conditions of Sale", the latter is irrevocably linked to the carrier. This agreement may at no time be subject to reconsideration.

Personal data

The personal data which you provide will be mainly used for booking and purchasing tickets. Your personal details may be used in order to send you our newsletter.

In accordance with French and international applicable laws and regulations, non-communication or provision of incorrect information may lead to denied boarding without Air Calédonie's liability being incurred.

In very exceptional circumstances, Air Calédonie may, in accordance with French and international applicable laws and regulations, be legally required to provide confidential information to French public authorities (Customs, etc.)

Copyright

The website content and all intellectual property copyright is the property of AIR CALEDONIE and its partners.

There are no rights to the contents or the intellectual property rights of the website. Legal French property rights proceedings as applicable in New Caledonia may be brought against anyone making unauthorized use of all or part of the contents of the website and of the intellectual property rights related therewith.



Responsibility

Air Calédonie, in the process of distance selling (by telephone or online), is held only by an obligation of means. Its liability cannot be incurred for damage resulting from the use of the Internet or telecommunication network, such as loss of data, intrusion, virus, rupture of the service, or other unintentional problem.