



25 April 2025

PXTA 3-25

## INDUSTRY ADVICE

### REVISION- FAIL TO BOARD POLICY

Dear Industry Partners,

This notice serves to inform you that effective 28 April 2025, there will be a revision to the **Fail To Board** (FTB) policy.

The FTB policy was first introduced on 26<sup>th</sup> May 2020, stating that *“any passenger who checks in at the check-in counter and fails to board the flight shall have his/her ticket deemed as used or forfeited.”*

Under the revised policy, effective 28<sup>th</sup> April 2025, customers who fail to board will no longer have their ticket forfeited. Instead, any passenger who checks in (either at the counter or online via the Air Niugini website), is issued a boarding pass, but fails to board the flight for any reason, will now be charged a penalty fee to have their ticket rebooked, reissued, or refunded.

The updated Fail to Board (FTB) penalty fees are as follows:

- International: PGK520
- Domestic: PGK330

The FTB fee is to be collected using the XP Tax code.

This revised condition and associated fees will be updated in all relevant fare rules and published on the Air Niugini website under **Agency Policies**.

Tariffs Office can be contacted on email: [tariffs@airniugini.com.pg](mailto:tariffs@airniugini.com.pg) for any queries and always copy our Agency & Interline office.

Thank you and Warm Regards,