

FACT SHEET

Depart from Port-Vila

Many countries continue to have strict travel restrictions in place and the available options for international transportation remain limited.

Air Vanuatu is offering a number of guidelines to passengers travelling from Port-Vila to overseas.

Step I

Customers wishing to travel on any outbound Air Vanuatu international flights must ensure they are fully aware and meet the entry requirements of their final destinations, including applicable transit restrictions in Australia, New Zealand, New Caledonia and Fiji.

As country border and travel restrictions change rapidly with or without notice, airlines are not responsible for the changes in published itineraries.

Before purchasing your ticket(s) with Air Vanuatu:

1. Register with the Vanuatu Department of Foreign Affairs and International Cooperation (DFAIC) by providing your name(s), passport details, approved transit visa (if applicable) and other supporting documents as where required.
2. Due to limited space available on each flight, DFAIC will set a priority level.
Note: Brisbane has capped all international arrivals at 500 per week, while Auckland can receive no more than 440 passengers per week applicable to all operating airlines.
3. Registrations will be reviewed carefully on a case by case basis. You will be advised on your future travel date.
4. Upon confirmation of your details by DFAIC, DFAIC will inform you on the date and time you can purchase your ticket(s) with Air Vanuatu in Port-Vila.

Air Vanuatu will only sell tickets to the individuals who are registered and confirmed by DFAIC.

POINT OF CONTACT – Department of Foreign Affairs and International Cooperation

Eslyn Kaltongga
Senior Protocol Officer
Email – ekaltongga@vanuatu.gov.vu
Phone - 33180

Nathalie Vuti
Consular Officer
Email – nvuti@vanuatu.gov.vu
Phone - 33180

Opening hours - Monday to Friday: from 9:00am – 5:00pm
Closed on weekends and public holidays.

Air Vanuatu
WE KNOW VANUATU BEST

FACT SHEET

Depart from Port-Vila

Australia

Australia has strict border measures in place to protect the health of the Australian community. Very limited flights are currently available to and from Australia and you may not be able to travel at this time. Travel restrictions are subject to change. Please check back regularly. See: [National Cabinet media statement](#).

All travelers arriving in Australia, including Australian citizens, must quarantine for 14 days at a designated facility, such as a hotel in their port of arrival. See [Coronavirus \(COVID-19\) advice for travelers](#).

You may be required to pay for the costs of your quarantine. To find out more about quarantine requirements, contact the relevant [state or territory government health department](#).

You cannot enter Australia unless you are in an exempt category or you have been granted an individual exemption to the current travel restrictions.

New Zealand

People entering New Zealand must stay in managed isolation or quarantine for at least 14 days and complete a health assessment and return a negative COVID-19 test before they can go into the community. When they arrive, returnees will be taken to either a managed isolation facility (if they have no symptoms), or to a quarantine facility (if they have symptoms).

Returnees are not required to pre-book a space in the facilities.

In some circumstances a COVID-19 test may not be considered appropriate and a health assessment will be completed instead.

Only New Zealand residents and citizens (and their children and partners) are permitted to enter New Zealand. This includes the Realm countries (the Cook Islands, Niue & Tokelau), Australian citizens and permanent residents ordinarily resident in New Zealand.

People from any other countries can't enter New Zealand at this time, unless they have specific grounds for exemption, such as being essential workers or for medical reasons. These people will need to apply to Immigration New Zealand for an exception to the border closure.

For more information, please visit: <https://www.immigration.govt.nz/>

FACT SHEET

Depart from Port-Vila

New Caledonia

Unless a special Government exemption is provided (ie. Medivac, compassionate cases), New Caledonia is currently not allowing any inbound travelers into the territory, including its own citizens or permanent residents until 1st October 2020.

If you do receive an exemption from the Government, you will still need to observe the 14 day quarantine in a Government approved and designated location (ie. Hotel).

Air Vanuatu will not sell any tickets unless you have been cleared to enter New Caledonia by the French Embassy in Port-Vila.

Fiji

For entry in to Fiji, passengers will need to provide proof of a negative COVID test result within 48 hours prior to arriving and quarantine for 14 days at your own cost in Fiji.

Fiji Nationals wishing to return must consult the Vanuatu Department of Foreign Affairs to register their interests.

FACT SHEET

Depart from Port-Vila

Step II

To book a flight from Port-Vila to Brisbane, Auckland, Noumea and Nadi, please contact our Port-Vila Sales office.

Telephone +670 20200

Email: csalyor@airvanuatu.vu / rwillie@airvanuatu.vu / cmakambo@airvanuatu.vu

Contact: Clementine Salyor / Roy Willie / Cynthia Makambo

Opening Hours

Monday-Friday: 7:30am - 3:30pm | Saturday and Public Holiday: 7:00am – 11:00am

Sunday: Closed

Note – Tickets are sold based on the international arrivals caps imposed by the Australian and New Zealand Governments and subject to the priority criteria set by Vanuatu DFAIC.

Airfare – One-Way Only*

Port-Vila to Brisbane

Passenger	Currency	Airfare	Taxes	Total
Adult	VUV	38,000	6,720	44,720
Children	VUV	28,500	3,320	31,820
Infant	VUV	3,800	0	3,800

Port-Vila to Auckland

Passenger	Currency	Airfare	Taxes	Total
Adult	VUV	42,000	6,520	48,520
Children	VUV	31,500	3,120	34,620
Infant	VUV	4,200	0	4,200

Port-Vila to Noumea

Passenger	Currency	Airfare	Taxes	Total
Adult	VUV	24,900	3,900	28,800
Children	VUV	18,700	500	19,200
Infant	VUV	2,500	0	2,500

*Additional airport charges may be applicable to customers

FACT SHEET

Depart from Port-Vila

Port-Vila to Nadi

Passenger	Currency	Airfare	Taxes	Total
Adult	VUV	35,900	3,900	39,800
Children	VUV	27,000	500	27,500
Infant	VUV	3,600	0	3,600

Payment terms and conditions

We accept credit card payments *subject to fees, bank transfer or cash.

Cheque is accepted if issued more than five (5) working days prior to departure date.

Fares are not available for sale online.

Fares can only be purchased via our Port-Vila Sales Office and immediately upon booking.

Fares are non-refundable once purchased, if canceled by the customer prior to departure or the customer is No-Show on the day of departure. Fares cannot be transferred to another person.

Should the customer be denied boarding on the day of departure, for reasons beyond the airline's control (i.e. new government travel restriction or the customer does not meet border control requirements), the fare is forfeited and cannot be reused.

If the customer wishes to rebook on the next flight, a new airfare must be purchased.

Seating

No seating preference will be assigned at the time of booking.

As recommended the International Air Transport Association and Vanuatu Public Health, social physical distancing onboard is not applicable.

Baggage

Departure	Checked Baggage	Cabin Baggage	Excess Baggage	Rate Excess
Brisbane	23kg	7kg	10kg	1,200vt per kilo
Auckland	23kg	7kg	10kg	1,200vt per kilo
Noumea	23kg	7kg	10kg	700vt per kilo
Nadi	23kg	7kg	10kg	700vt per kilo

Excess baggage can be **“pre-purchased”** at our Port-Vila Sales Office. If you wish to purchase your excess baggage at the airport upon your departure date, it will be subject to space available only.

FACT SHEET

Depart from Port-Vila

Excess baggage charges are non-refundable if the customer travels with less than the additional weight paid for.

Each customer can carry up to maximum 7kg in cabin and 23kg as checked baggage. We will only allow 10kg excess baggage maximum per person.

All bags must be clearly labelled with the name of the customer (Name/Phone/Email/Address) on the outside and inside of the bag. Your bags may be subject to quarantine inspection upon arrival.

Meals onboard

In compliance with our requirements with the Vanuatu Ministry of Health, we will only be serving light refreshments.

The use of the restrooms will be strictly monitored to avoid unnecessary movements of passengers during the flight.

Step III

Before you depart

Passengers may choose to wear a mask upon departure from Port-Vila, however, it must be fitted prior to your arrival at your final destination in Brisbane, Auckland, Noumea and Nadi.

As you are departing from a non-covid 19 country, passengers are not subject to body temperature checks at the Port-Vila International Airport terminal.

Check-in opens 3 hours and closes 60 minutes before departure time.

Flying with us

In order to maintain the safest and most comfortable inflight experience for everyone, we ask that all passengers carefully follow the crew instructions whilst onboard the aircraft at all times.