

## AIR NIUGINI CONTACT DETAILS **(INTERNAL USE ONLY)**

Note: Contact Email addresses below are strictly for Internal Use only. Do not provide the email addresses to your external clients. Emails sent must be strictly from Travel Agents to PX, and not from the travelling passenger(s).

SECTION	EMAIL ADDRESS	NATURE OF QUERIES
Agency & Interline Office	<a href="mailto:interline@airniugini.com.pg">interline@airniugini.com.pg</a>	Any queries from the Travel Agents regarding tickets/reservations which require further assistance or Interline Partners
Commercial Recovery Service	<a href="mailto:crsa@airniugini.com.pg">crsa@airniugini.com.pg</a>	Suspended/NOGO status coupons to be re-opened PX Flight Disruptions/Affected PNRs within 48hrs of travel Any affected PNRs / PX Schedule Changes within 48hrs of travel
Tariffs Team	<a href="mailto:tariffs@airniugini.com.pg">tariffs@airniugini.com.pg</a>	Request for any Waivers to reissue or refund tickets. Must provide valid reason to obtain waivers Fare Quote/Pricing Issues
Airport Flight Controller	<a href="mailto:airport.ft.controller@airniugini.com.pg">airport.ft.controller@airniugini.com.pg</a>	Request for CKIN status to be re-opened for ticket to be rebooked etc. (Request must be sent in advance before the check in counter closes or FAIL TO BOARD will apply once check in counter
ADM/ACM Team	<a href="mailto:admacm@airniugini.com.pg">admacm@airniugini.com.pg</a>	Any ADM/ACM Queries
Airport Customer Service International	<a href="mailto:custsrvint@airniugini.com.pg">custsrvint@airniugini.com.pg</a>	Any queries for Departures out of POM to PX International ports
Baggage Services Team	<a href="mailto:baggageservices@airniugini.com.pg">baggageservices@airniugini.com.pg</a>	Lost Baggage / Damage Baggage
Refund Team	<a href="mailto:fin_refunds@airniugini.com.pg">fin_refunds@airniugini.com.pg</a>	Any refund queries