



Frequently Asked Questions

General questions about the upgrade program

Why am I being offered an upgrade?

From time to time, we have unsold seats in our Business Class cabin. Instead of flying them empty, we offer our passengers booked in Economy cabin(s) the opportunity to make us an offer to upgrade to that Business Class seat. If you see an invitation to request an upgrade, your booking has one or more flights that are eligible to participate. The invite does not mean that you are guaranteed to be upgraded.

How is this different to buying a ticket outright in Business Class?

When purchasing a ticket in Business Class your ticket will carry all of the rules of the Business Class and you will have a confirmed seat in that cabin. This is the only way to guarantee that you will travel in Business Class. This upgrade program uses unsold seats, if they are available in the days prior to departure of each flight sector, selecting the best offer/s for those seats to give you the experience of an upgrade.

What do I get if I am selected to be upgraded? What is included in the upgrade?

If you are upgraded, you will have the experience of flying in the Business Class cabin for that flight. This includes:

- Business Class Check-In
- Priority boarding
- A luxurious seat in our Business Class cabin
- Business class service including gourmet meals
- Extra baggage allowance
- Priority baggage

How to participate

How does this upgrade opportunity work?

After you have booked your flight ticket you may be invited to make an offer to upgrade to a higher class than was booked. The invitation will link you to a website where you can indicate which flights you would like to make an offer to be upgraded on.

Step 1 – select how much money, per person, you wish to offer to be upgraded per flight

Step 2 – enter your payment card information that will only be used if you are selected to be upgraded. You should also confirm or enter an email address on this page; this is what we will use to communicate with you about your request

Step 3 – Review the details to ensure everything looks good, tick the box to agree to the terms and conditions, and submit your request

You will receive an email confirming your request. You can use this to modify or cancel your offer up until the deadline shown by clicking the included link.

In the days prior to your flight we will notify you via email if your request for an upgrade has been successful or not. If your upgrade offer has been accepted, your credit card will be billed with the amount you offered and your flight will be rebooked to the higher cabin. On the day of travel, you should check-in as a passenger traveling in the higher cabin e.g., at Business Class counters. If your upgrade offer is not accepted, you pay nothing and travel in your original booked cabin.

How do I get invited?

There are a number of ways you can access the upgrade site:

- Retrieve your booking via the Air Niugini website, Manage Your Booking area and look for the Upgrade option
- From our dedicated information page about the PXPlus program
- If an email address is associated with the booking, you may receive an email seven (7) days prior to travel

After completing a booking on www.airniugini.com.pg, you may see an offer to upgrade

How do I participate if I don't get an email/ see an invite?

If you didn't provide an email address when you made your booking you may access the Upgrade option through Manage Your Booking on the Air Niugini Website or from our dedicated information page about the PX PLUS program.

Passengers travelling on certain tickets may not be eligible to participate. If your booking fits the designated criteria yet you have not been invited to participate, you can contact us at pxplus@airniugini.com.pg

Why should I participate?

Some of our passengers are interested to experience a higher class of service, which includes these benefits:

- Priority check-in
- Priority Boarding
- A more spacious seat and gourmet meal & beverage service
- Priority disembarkation
- Priority baggage
- Additional baggage allowance

Are there only certain destinations that the upgrade is applicable for?

Yes, upgrades are applicable for international flights only. Any change to this will be solely at Air Niugini's discretion.

Are there any specific reasons why I might not be eligible to make an upgrade offer?

There are several different factors that may impact your eligibility to make an offer to upgrade, these include:

- You do not have a ticket yet
- Your reservation is not confirmed yet
- Your flight is not operated by Air Niugini
- The flight you are travelling on is not currently accepting offers
- Your ticket is not eligible for an upgrade due to the conditions of your fare
- You did not include your email address at the time of booking
- You are travelling with an infant
- You are in a Group Booking

Can I upgrade on partner airline flights?

Right now, only flights operated by Air Niugini are eligible.

Why is there a price range and not just one price?

The program is a bid-based system built on the willingness of the passenger to pay for an upgrade. When submitting a bid, by moving the slider on the strength meter on the offer page, you see an indicator of how strong the bid is.

How do I select the upgrade amount I want to pay?

Move the slider to show how much you would like to pay for each flight shown on the page

Why do I need to pay per segment?

Bids are accepted per flight segment, you may not be able to be upgraded on all segments.

Is there a minimum amount I must offer for an upgrade?

Each flight has minimum and maximum assigned offer value and your offer must lie between these two values.

Can I select different upgrade amounts for different flights on my itinerary?

Yes, simply use the slider to set how much you would like to pay for each flight shown on the page

How can I increase my chances of being upgraded?

There are many factors that determine whether or not an offer for an upgrade will be accepted. The main factors are the participation of other passengers booked on the same flight, the amount the passenger is willing to pay for the upgrade and the status of your Destinations membership

Can I make an offer to upgrade if I am travelling with a child?

Yes, as long as the child is not an infant and the offer amount for the child is the same as the offer amount for the adult in the same booking.

Is the amount per person or for my whole group?

Your bid is per passenger on your booking reference, and all passengers on the same booking must participate.

Can I bid for everyone in my group or just me?

If there are multiple passengers in your booking you must bid to upgrade all of the passengers.

How do I make an offer just for me, not my travel companion?

You need to split your booking so you and your travel companion will have a separate booking reference each. If you have booked via Air Niugini, you can contact the reservation office and ask the agent to split your booking. If you have booked via travel Agency, you can ask your travel agent to split your booking. Request for booking split should be done 3 days prior to the departure date to avoid the expiry of offer submission.

What do I do if I have multiple flights on my itinerary?

Offers are made for each sector of a journey so if you are travelling on more than one sector you will need to choose which you wish to upgrade on and make an offer for each.

How do I know how many passengers are included in the offer?

When you are going through the offer process, you will see how many passengers are included under "Your Offer" section. This should match the count of passengers booked together on your booking reference.

Is there a time limit to make an offer?

The offer window closes 2 days prior to the departure date of each flight. You can also make changes up until this time.

Is there another way to make an offer?

You can only make an offer through the invite email you have received or by accessing your booking via the Manage Your Booking Section on the website.

Paying for the upgrade

When will I be charged?

As part of the upgrade selection process we may authorize your card for the offered amount, we will only take payment after your upgrade has been confirmed. This will happen when your bid is accepted 48 hours prior to your scheduled departure time.

What if I don't have a credit card?

In order to make a bid, a valid credit card is needed.

Are there any taxes or fees to be paid when bidding for an Upgrade?

The total amount shown on the offer confirmation screen includes all prepayable airline taxes and fees. Excepted from this are any fees or charges your financial institution may impose for transactions with your payment card, please contact your card issuer for more information.

Does it cost anything to make an offer to upgrade?

We do not charge any booking fees or sign up fees for making an offer to be upgraded.

Submitting your request

What are the steps I need to follow to submit an offer?

You may receive an email 7 days prior to the departure of your trip, inviting you to make an offer. Alternatively, you can login to Manage Your Booking online using your booking reference

1. Choose the flight sector you would like to upgrade, and move the slider to indicate your offer.
2. Enter your contact and payment details in the fields provided.
3. Review and submit your details.
4. After completion, you will be emailed confirmation of your upgrade offer. You can use this email to modify or cancel your offer.

What do I need to review?

Please review the offer amounts and totals for each sector of your trip to ensure that each matches your intention. Please also verify you have entered the correct payment & contact information. You should also review and agree to the program Terms & Conditions.

What do I do if I get an error when clicking to submit my request?

Go back through the offer process and check that you have entered all details correctly. If you are still receiving an error message, you can contact us at pxplus@airniugini.com.pg

What do I do if I didn't get any email after submitting my request?

Please wait 2 hours as it may take time for the email to be generated. Also, please check your spam folder on your email account.

Can I call or email the airline to place a bid?

No, this service is currently only available online.

Can I change my offer to a higher or lower amount?

Yes, you can change the amount up until the deadline noted in your upgrade requested email or up until your offer is accepted, whichever happens sooner. All you need to do to change your offer is click the link in the upgrade offer email and use the slider to select your new offer amount.

What do I do if I need to change my payment card after I have submitted my offer?

To change the credit card information, you must first cancel your request and then re-submit the offer via the button on the cancel confirmation screen or e-mail you receive.

What do I do if I need to cancel my offer?

You can cancel your offer by clicking on the cancel link in the upgrade requested e-mail you received when you submitted your bid.

How do I change the amount offered?

You can modify your offer by clicking on the modify link in the upgrade requested e-mail you received after submitting your bid.

I forgot to make my offer before offer window closed. Can I still submit an offer?

No, once the offer window has closed you are no longer able to submit an offer. All offers must be made at least [2 days] prior to the departure date of each flight segment.

Determining which passengers to upgrade**How do I know if I've been upgraded?**

If your bid is successful, you will be notified by email 12 to 24 hours days before the scheduled departure of each flight.

How can I find out the current status of my request?

In the email we sent confirming that we received your request there is a link to View the details, if you click this and select the appropriate flight you will see the status of your request in the top right corner of the display.

What does it mean if I see an authorization for the upgrade amount on my card?

As part of the upgrade decision process we may validate if the payment card provided has sufficient funds available. This is not a guarantee that you will be upgraded however is a step in the acceptance process.

What happens if there is an authorization that's declined by my bank?

As part of the upgrade decision process we may validate if the payment card provided has sufficient funds available. If funds are not available, we will not proceed with the upgrade acceptance.

If this happens, you will receive an email from us with two options to make funds available for the upgrade:

- 1) Call your bank to approve the transaction and ensure funds are available, then click the email link to let us know
- 2) Click the link to provide us with new card details

Once notified we will re-try the upgrade acceptance if there are seats available and if there is sufficient time to fulfil the upgrade prior to departure.

What happens if I am not upgraded?

You will receive an email 12 to 24 hours prior to departure informing you that your offer was unsuccessful. No amount will be deducted from your card and you can travel in your booked cabin.

Note: Please check your JUNK folder as a precaution

Can I increase my offer after I find out I was not upgraded?

No, if your offer has been unsuccessful, another offer cannot be made. It's important to put your best offer forward initially for the best chance of being upgraded.

How will my Frequent Flyer Status be recognized?

We may recognize your loyalty by giving higher priority to requests made by Destinations Gold and Silver members. Ensure that your membership number is included in your booking.

After you've been upgraded

What do I do now that I'm upgraded?

There's nothing more you need to do. Remember that the upgrade only applies for the flight segment indicated. The fare conditions of the original ticket, including

cancellation policies, change fees and frequent flyer miles earned will continue to apply.

What are the documents that I need to present at the airport?

You should bring your original ticket along with the Electronic Miscellaneous Document (EMD) that was issued when your upgrade was successful.

Can I pick my seat?

You cannot select a seat at the time of requesting an upgrade. However, after your offer is accepted, you can call the Air Niugini Reservations to request your seat.

What are the fare rules of the upgraded ticket?

If your upgrade request is accepted, the ticket conditions of travel of your original ticket reservation (before the Business class upgrade), will remain in force, including the conditions for minimum and maximum stay, cancellation, and changes.

Will I earn Frequent Flyer Miles on my upgraded ticket?

You will earn miles based on your original ticket if your membership number was inserted on your original booking. You can find more about mileage accrual here <http://www.destinations.com.pg/Info/Faqs>

Who do I contact if my upgrade is not honored at the airport?

If you experience any issues at the airport or in transit, please contact us at 327 3335 / 3780 /3291

What do I do if I need to change my upgraded flight?

Changes are not permitted

What do I do if I need to cancel my ticket?

Once accepted the upgrade is non-refundable, so if you cancel your original ticket the upgrade amount will be forfeited.

What do I do if I have changed my mind and don't want the upgrade anymore?

Once accepted the upgrade is non-refundable.

What do I do if I have a question that you haven't answered here?

You can contact us at pxplus@airniugini.com.pg or call (+675) 327 3335.