

## COVID-19 (Coronavirus) Flexibility Policy

Air New Zealand advises of the following flexibility policies as it works through amendments to its network as a result of the impact of COVID-19 (coronavirus) on customer demand.

[Covid-19 Flexibility Policy Quick Reference Guide](#)

[Flexibility for travel up to 31 March 2020](#)

[Flexibility for for travel 1 April-30 June 2020](#)

[Video - Air New Zealand's Chief Medical Officer Dr Ben Johnston](#)

[View our Covid-19 care card](#)

[Air New Zealand Travel Alerts page](#)

The standard [schedule change policy](#) applies for any customers affected by capacity reductions that are not covered in the Samoa, Mainland China or South Korea policies.

**Please note agents are no longer required to enter an authority number or endorsement for any changes/refunds within the COVID-19 (coronavirus) flexibility policy.**

### Flexibility on International tickets for travel between 5-31 March 2020

**For all customers regardless of ticketed date affected by a Government imposed COVID-19 travel restriction, for travel up to and including Tuesday 31 March 2020:**

- Request a full refund with no penalty including any associated products such as prepaid baggage, seating.
- Any previous change costs (change penalty, additional collection) are also refundable.
- Change fee is waived and the below applies to additional collection:
  - If travelling on an Air New Zealand aircraft, they may change their travel to the same destination without additional collection regardless of the booking class available. Travel must be in the same cabin. If the same cabin is not available then fare difference applies.

- Travel booked on other airlines must be booked in the correct / original same booking class.
- Tickets that are currently held in credit under existing flexibility policy within this category are also eligible for the refund.

All travel with departures to 31 March 2020 regardless of ticketing date.

Fare type	Options	Notes
Domestic – all regardless of point of sale	<p>Option to hold in credit up to 31 March 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.</p> <p>OR</p> <p>1 change permitted with change fee waived, change permitted up to system range. Fare difference applies.</p> <p>Normal refund rules apply.</p>	No refunds permitted on changes made prior to this policy being applied (19MAR20)
	<p>Option to hold in credit up to 31 March 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.</p> <p>OR</p> <p>---</p>	
International ticket types regardless of route	<p>1 change permitted with change fee waived, change permitted up to system range.</p> <p>No additional collection applies within the same cabin, same route on NZ operated flights, the correct booking class must be used for OAL sectors.</p> <p>Refund permitted where restricted by a government-imposed travel restriction regardless of route or government issuing the restriction.</p>	All international tickets, for any travel period, purchased between 5 – 31 March have unlimited changes without fare penalty applied. Any fare difference applies. Date changes permitted for 12 months from date of original issue.

All travel with departures from 1 April to 30 June 2020 regardless of ticketing date.

Fare type	Options	Notes
Domestic – all regardless of point of sale	<p>Option to hold in credit up to 31 March 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.</p> <p>OR</p> <p>1 change permitted with change fee waived, change permitted up to system range. Fare difference applies.</p> <p>Normal refund rules apply.</p>	No refunds permitted on changes made prior to this policy being applied (19MAR20)

<p>International ticket types regardless of route</p>	<p>Option to hold in credit up to 31 March 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.</p> <p>OR</p> <p>1 change permitted with change fee waived, change permitted up to system range.</p> <p>No additional collection applies within the same cabin, same route on NZ operated flights, the correct booking class must be used for OAL sectors.</p> <p>Refund as per fare rules, all applicable refund penalties should be applied.</p>	<p>All international tickets, for any travel period, purchased between 5 – 31 March have unlimited changes without fare penalty applied. Any fare difference applies. Date changes permitted for 12 months from date of original issue.</p> <p>Note: refund not available for government imposed restricted travel</p>
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For tickets with departures after 1 July 2020 normal fare rules apply.