

COVID-19 Flexibility Policy

(Additional information UK/EU)

Please note the date of the first outbound journey dictates the flexibility policy to adhere to.

To hold as credit

- Up to 30 June 2021 - the value is held on the original ticket number. There is no credit voucher as you will reissue the original ticket.
- The original ticket needs to be reissued by 30 June 2021.
- The new travel date can be booked as far as system range will allow from the new reissue date.
- Credit can be used on any Air New Zealand offered fares.
- Credit cannot be transferred to a different person.

Refund policy

Air New Zealand will provide refunds where legally required to do so (including under Regulation 261/2004), or where the fare rules permit a refund being provided. For EU / UK based residents, refunds will be provided in accordance with the following:

- Permitted when a flight is cancelled with departure from an EU country. This includes NZ operated flights departing LHR and flights operated by partner airlines where NZ is the ticket issuer.
- Permitted when a flight is cancelled with arrival into an EU country on a Community carrier where NZ is the ticket issuer. Not permitted if arrival into EU country is operated by non-Community carrier.
- Subject to the above positions, if outbound is flown and return flights have been impacted by a cancellation, we would offer a credit and only refund if fare rules permit.
- Permitted for cancelled flights to/from/within the USA, in accordance with the US Department of Transportation.
- To issue a refund: In GDS or BSP 'Refund due to coronavirus'

For international tickets with travel from 1 April – 31 August, 2020

- Option to hold in credit up to 30 June, 2021. When re-booking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies, or
- One change permitted with change fee waived, change permitted up to system range. All international tickets purchased between 5-31 March, 2020 have unlimited changes without penalty; collect difference in fare and tax if applicable. No additional collection applies within the same cabin on NZ marketed or operated flights. The correct booking class must be used for OAL sectors. Please note; for tickets between NZ - AU, tickets must be reissued by 30 June 2020. All other international tickets must be reissued by 31 August 2020. or
- Refunds permitted for cancelled flights if covered by the refund policy.

To hold as credit

The value is held on the original ticket number. The new ticket needs to be reissued by June 30, 2021. The new travel date can be booked as far as system range will allow from the new reissue date.

To issue a refund/make a change

In GDS or BSP 'Refund/change due to coronavirus' (if permitted according to refund policy).

For all international tickets with travel up to and including 31 March, 2020

- Option to hold in credit up to 30 June, 2021. When re-booking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies, or
- One change permitted with change fee waived, change permitted up to system range. All international tickets purchased between 5-31 March, 2020 have unlimited changes without penalty; collect difference in fare and tax if applicable. No additional collection applies within the same cabin on NZ marketed or operated flights. The correct booking class must be used for OAL sectors, or
- Refunds permitted where restricted by a government-imposed travel restriction regardless of route or government issuing the restriction, or
- Refunds permitted for cancelled flights if covered by the refund policy.

To hold as credit

The value is held on the original ticket number. The new ticket needs to be reissued by 30 June, 2021. The new travel date can be booked as far as system range will allow from the new reissue date.

To issue a refund/make a change

In GDS or BSP 'Refund/change due to coronavirus'.

For all NZ domestic tickets up to and including 30 June, 2020

- Option to hold in credit up to June 30, 2021. When re-booking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies, or
- One change permitted with change fee waived, change permitted up to system range. Fare difference applies.
- Normal refund rules apply.

To hold as credit

The value is held on the original ticket number. The new ticket needs to be reissued by 30 June, 2021. The new travel date can be booked as far as system range will allow from the new reissue date.

To make a change

In GDS 'Change due to coronavirus'

For Domestic, Tasman & Pacific Islands stand-alone tickets up to and including 31 July, 2020

- Refund permitted on NZ ticketed stand-alone Domestic, Tasman or Pacific Islands flights, when the customer has an NZ ticketed international flight, to/from New Zealand.

For all international tickets with travel from 1 September 2020

- Refunds permitted for cancelled flights if covered by the refund policy, or

- Normal fare rules apply.

For all domestic tickets with departures from 1 July 2020

- Normal fare rules apply.