

Customer flexibility guide for **Domestic New Zealand** flights affected by COVID-19



Three options exist for customers ticketed on Air New Zealand ticket stock. If a customer has a domestic ticket sold to connect with an International Air New Zealand ticket, the International policy applies to these tickets (please contact Agency Sales for an authority). For Domestic tickets sold to connect with other airlines tickets, normal fare rules apply.

1. Change date of travel

The change flexibility listed below is available to a customer prior to their original date of travel. Once this date is past if the ticket hasn't been changed the ticket will automatically be held in credit.

For flights for travel from 30 June 2020 normal fare rules apply with the exceptions below:

Where Air New Zealand has cancelled or re-timed the flight the long-term [schedule change policy](#) applies as follows:

- One change is permitted with the change fee waived, change must be within + or - 7 days of the original travel dates.
- No additional collection applies for travel. Book the same or next best available booking class.
- Rebooking via an alternative route is permitted where the origin and destination remain the same i.e. was AKLDUD now AKLCHCDUD
- Enter OSINZ booked out of class due SC on NZ*** and enter SKCHG into the endorsement and restrictions box.

Customers who are required to **quarantine upon arrival** into **New Zealand** are permitted to:

- One change is permitted within 2-4 weeks of the original flight dates.
- No additional collection applies for travel. Book the same or next best available booking class.

2. Hold ticket as a credit

If no changes have been actioned within an existing PNR prior to the original date of travel, the ticket will become an Air New Zealand travel credit.

The following applies to tickets held in credit for travel between **24 January-30 June 2020** :

- All credits must be rebooked by 31 December 2021 for travel by 31 December 2022.
- All credits are non-refundable.

An interim process has been developed to utilise credits key points to note are:

- A credit can be used towards any Air New Zealand airfare.
- Travellers from the original ticket(s) do not need to travel on the new tickets. One traveller (e.g. primary traveller) from the original booking can now authorise new travellers to utilise the value held in credit
- New tickets issued will have the new airfare fare rules apply for changes. New issues from credits are non-refundable.
- The interim credit solution allows for issuing tickets held in credit to the same or greater value
- The interim process for this can be found [here](#).
- A new credit solution is currently under development, once this solution is available details will be communicated via Wingtips.

Tickets that have been affected by a **schedule change** can access a credit if:

- The flight time was changed by more than 4 hours of the original time.
- The standard ticket's held in credit policy applies as found [here](#).
- When the new ticket is issued OSINZ ticket held in credit due SC on NZ*** and enter SKCHG into the endorsement and restrictions box.

3. Check eligibility for a refund

There are some exceptions to the fare rules for refunding, these are listed below. If the customer is not eligible due to one of these reasons, normal fare rules apply.

For travel between 24 January-31 March 2020:

A refund is permitted where travel was restricted by a government-imposed travel restriction regardless of the route or government issuing the restriction.

We are assessing customer requests for refunds based on **financial hardship** or **compassionate reasons**, to be considered for this relevant documentation and request must be emailed to Agency Sales to review.

An Airpoints Dollars incentive is available to customers with refundable tickets who choose to hold their ticket in credit instead of receiving a refund. Click [here](#) for more information.