

EU Regulations Refund Q&As

Air New Zealand standard Terms and Conditions apply, however should the customer prefer a refund the below applies in accordance with EU regulations. EU regulations apply to tickets issued from all points of sale regardless of where travel originates.

EU regulations state that customers can request a full refund in the following instances:

1. When a flight is cancelled with departure from a European country regardless of the operating airline.
2. When a flight is cancelled by a European airline (listed below), arriving into a European country where Air New Zealand is the ticket issuer. No refund is permitted if arrival into EU country is operated by non-European airline e.g. Singapore Airlines, United Airlines, Cathay Pacific.

Note a cancelled flight is considered a significant time change with a UN status. Flight number change with no time change or a *same day departure* is not eligible.

A credit can be offered in lieu of a refund if this is acceptable to your customer, and Air New Zealand's Airpoints incentive is applicable in these situations regardless of fare refund rules. Details of this incentive can be found on the agent site.

The EU refund regulation applies to applicable flights on Air New Zealand ticket stock (086) regardless of whether an alternative flight option has been provided to the customer.

Example itineraries	Cancelled Flight	EU regulation refund?	Reason
AKL LAX LHR LAX AKL (NZ1/2)	LHR LAX	✓	1
AKL (NZ) SIN (SQ) FRA (SQ) SIN (NZ) AKL	FRA SIN (SQ)	✓	1
AKL (NZ) SIN (SQ) FRA (SQ) SIN (NZ) AKL	SIN FRA (SQ)	✗	Flight to EU but non-EU airline
AKL (NZ) TPE (BR) AMS (BR) TPE (NZ) AKL	AMS TPE (BR)	✓	1
AKL (NZ) TPE (BR) AMS (BR) TPE (NZ) AKL	TPE AMS (BR)	✗	Flight to EU but non-EU airline
AKL (NZ) SIN (KL) AMS (KL) SIN (NZ) AKL	AMS SIN (KL)	✓	1
AKL (NZ) SIN (KL) AMS (KL) SIN (NZ) AKL	SIN AMS (KL)	✓	2
AKL (NZ) HKG (CX) LHR (CX) HKG (NZ) AKL	HKG LHR (CX)	✗	Flight to EU but non-EU airline
AKL (NZ) HKG (CX) LHR (CX) HKG (NZ) AKL	LHR HKG (CX)	✓	1
AKL (NZ) LHR (EI) DUB (CX) HKG (NZ) AKL	LHR DUB (EI)	✓	1 + 2
AKL (NZ) LHR (EI) DUB (CX) HKG (NZ) AKL	DUB HKG (CX)	✓	1
AKL (NZ) LHR (EI) DUB (CX) HKG (NZ) AKL	HKG AKL (NZ)	✗	Non-EU sector

1. I have a passenger booked to travel FRA-SIN (SQ), the flight has had a flight number change, is this eligible for a refund?

No, a flight number change with no time change or a same day departure is not eligible. The flight needs to have a significant time change with a UN status.

2. Are ancillary EMDs fully refundable on EU tickets?

Yes, where a PNR is eligible for a refund under the EU regulations then a full refund is permitted including any product or surcharges that have been paid for. This includes Seat Requests, Economy Skycouch™, additional bags, penalties paid for

changes to ticket, sector upgrades and day of week surcharges.

3. Do the regulations apply to flights to the United Kingdom?

Yes, the UK is currently still considered part of the EU under EU261/2004 regulations.

4. Is my customer entitled to a refund of the entire ticket when only one flight that is cancelled but eligible for a refund under EU regulations?

Yes, the entire ticket is refundable.

5. Does this apply to other airline cancellations on Air New Zealand ticket stock? e.g. AKL (NZ) TPE (KL) AMS (KL) SIN (NZ) AKL, the NZ flights are not cancelled but the KL AMS SIN is cancelled.

Yes, EU regulations apply to all sectors sold on Air New Zealand ticket stock.

6. I have a customer booked to travel on the non-stop AKLLHRAKL (NZ1/2), the LAXAKL sector has been cancelled, is this booking eligible for a refund.

Yes, however not due to EU regulations but is eligible for a refund under US DoT regulations.

7. I have passengers booked to travel AKL (NZ) SIN (SQ) FRA (SQ) SIN (NZ) AKL the SIN AKL is cancelled is this eligible for a refund?

No, EU regulations do not apply as only the SIN AKL flight was cancelled.

EU regulation applies only to cancelled flights in and out of Europe, normal fare rules apply.

8. I didn't realise that my customer was eligible for a refund for a flight that was cancelled and refund was permitted under EU regulations so I have held the customers booking in credit however their preference is to now have a refund, can they now have a refund?

Yes, you can apply for a refund for your customer. Please note that this only applies when customers were still booked on the cancelled flight(s) & opted to take the credit when the flight was cancelled not for those that voluntarily cancelled their plans and at the time airline was still operating the flight.

9. My customer had a cancelled flight to London and are no longer travelling. I processed a refund based on the fare rules which included a cancellation fee. Can my customer get a refund of the cancellation fee also?

Yes, this can be done, you would need to apply via BSP link for the cancellation fee back.

10. My customer held their refundable ticket in credit instead of refunding and accepted the Airpoints incentive offer but has since changed their mind, can they now get a refund?

No, as your customer accepted a credit in lieu of the refund, a refund is no longer available. The exception to this would be where their original fare permitted a refund in which case a refund is permitted less any applicable refund penalty. Any Airpoints Dollars provided to the customer will also be reversed.

11. If my customer cancels the flight by their own choice and holds a ticket in credit, then the airline cancels the flight are they eligible now for a refund under EU regulations?

No. If a customer elects to cancel a flight before an airline cancels a flight (customer wanted to avoid travel/cancel their plans and flight was still operating at the time), then the EU regulations don't apply.

If a flight cancellation has been communicated via Wingtips but not actioned in the GDS and a customer cancels their flights after these conversations, then they are eligible for a refund with an authority issued.

12. Is my customer entitled to a refund on previous change fees collected as a YR tax?

Yes, the entire ticket is refundable which includes any ADC back to the original form of payment.

- 13. For a flight within Europe that is covered under EU regulations, e.g if they're flying AKL SIN LHR which is still operating and are connecting on the same day/ticket LHR DUB (EI operated) which is cancelled. Do we need something in writing to confirm this cancellation from OAL (before submitting for refund).**

We recommend waiting until the other airline sector has been UN'd before submitting a refund. If the OAL sector was not an NZ flight number, you will need to obtain an authority from sales support and we will require a copy of the PNR history that shows the UN status from the other airline.

- 14. Can the Airpoints incentive also be applied to bookings with cancellation fees, E.g. my customer is wanting to hold in credit for future travel and get the Airpoints incentive?**

Yes, the Airpoints incentive is available for refundable and partially refundable tickets. If the ticket can be refunded less a cancellation fee, then the Airpoints incentive can be offered if the ticket is held in credit instead. Where EU regulations permit a refund of a non-refundable fare the Airpoints incentive can also be offered. *Note that the Airpoints incentive is only applicable to bookings made pre COVID-19 and not to new bookings.*

The following table outlines Airlines which are considered EU carriers:

Code	Airline	EU carrier?
AC	Air Canada	✗
AF	Air France	✓
AS	Alaska Airlines	✗
AY	FINNAIR	✓
BA	British Airways	✓
BR	Eva Air	✗
CX	Cathay Pacific	✗
EI	Aer Lingus	✓
IB	Iberia Airlines	✓
KL	KLM	✓
LH	Lufthansa	✓
LO	LOT - Polish Airlines	✓
LX	Swiss Air Lines	✓
NJ	Niger Airways	✗
NZ	Air New Zealand	✗
OS	Austrian Airlines	✓
OU	Croatia	✓
OZ	Asiana Airlines	✗
SK	SAS - Scandinavian Airlines	✓
SN	Brussels Airlines	✓
SQ	Singapore	✗

TP	TAP Air Portugal	✓
UA	United Airlines	✗
VS	Virgin Atlantic	✓