Quick Reference Travel Trade Guide
COVID-19 Flexibility Policy

Does the customer want to change a Domestic or International ticket?

Domestic

Is the customer travelling on a Domestic flight connective to an International journey inbound or outbound during the New Zealand Alert level 4 Covid-19 period?

Inbound

The recommended approach for international customers arriving into New Zealand with a connecting domestic flight during the Covid-19 lockdown period is as follows:

- Change the domestic flight to travel from 4 weeks from now. Change fees and fare difference is waived.
- One further change is permitted when the customer is cleared to travel. Change fees and fare difference is waived.

This policy applies to customers who have already arrived into New Zealand from an international journey and are required to self-isolate at the international gateway.

Outbound

Foreign nationals and New Zealand passport holders repatriating to their country of permanent residence booked to travel on the Domestic New Zealand network during the New Zealand Covid-19 Alert level 4 period to connect to an International flight (applicable to all airlines) may:

- Change the domestic flight. Change fees and fare difference is waived.
- Reroute without additional cost e.g. travel was CHC-AKL now is WLG-AKL. Book in the lowest booking class and reissue with no additional collection.
- No refund is applicable unless permitted within the rules of the original fare purchased.

Due to the reduced Domestic schedule, domestic connections to Auckland are available from Wellington, Christchurch, Nelson and Dunedin. Please ensure customers are meeting guidelines as listed by the New Zealand Government.
https://www.immigration.govt.nz/about-us/covid-19 or https://covid19.govt.nz/

No

Is travel before 30 Jun 2020

No

Normal fare rules apply

Yes

Customer is entitled to:

Hold in credit, allowing reissue of ticket no later than 31 Mar 2021, regardless of when the ticket was issued. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.

OR

Make one change with change fee waived, change permitted up to system range.
Fare difference applies.

Normal refund rules apply.

Note: No refunds permitted on changes made prior to this policy being applied (19MAR20)

International

Is travel before 30 Jun 2020

No

Normal fare rules apply

Yes

up to and including 31 Mar 2020

Customer is entitled to:

Hold in credit, allowing reissue of ticket no later than 31 Mar 2021, regardless of when the ticket was issued. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.

OR

Make one change permitted with change fee waived, change permitted up to system range. No additional collection applies within the same cabin, same route on NZ operated flights, Travel involving OAL must be booked in the original booking class.

OR

Refund permitted where restricted by a government-imposed travel restriction regardless of route or government issuing the restriction.

Note: All international tickets, for any travel period, purchased between 5-31 March have unlimited changes without change fee applied. Any fare difference applies. Date changes permitted for 12 months from date of original issue.

between 1 Apr and 30 Jun 2020

Customer is entitled to:

Hold in credit, allowing reissue of ticket no later than 31 Mar 2021, regardless of when the ticket was issued. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies.

OR

Make one change permitted with change fee waived, change permitted up to system range. No additional collection applies within the same cabin, same route on NZ operated flights. Travel involving OAL must be booked in the original booking class.

Normal refund rules apply, including any cancellation fees.

Note: All international tickets, for any travel period, purchased between 5-31 March have unlimited changes without change fee applied. Any fare difference applies. Date changes permitted for 12 months from date of original issue.

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