



Kia Ora Trade Partner

### [Air New Zealand Flexibility policy update](#)

Air New Zealand advises of an updated Flexibility Policy for Covid-19. The policy now includes Domestic New Zealand and a condensed policy for International based on customer travel dates for all NZ (086) ticketed customers.

All tickets held in credit can now be held in credit for 12 months from date of cancellation rather than from date of issue.

An updated Quick Reference guide can be found [here](#)

**Domestic New Zealand is now included. For travel up until 30 June 2020 the following applies:**

- Option to hold ticket in credit.
- One change is permitted with change fee waived, change permitted up to system range. Fare difference applies.
- Normal refund rules apply.
- No refunds apply to changes made prior to this policy being in place

### **International Policy:**

The International Policy now covers all International routes, including all Shorthaul and Longhaul.

The rules have been condensed and are now as follows (conditions based on customer's travel date).

Travel prior to 31 March 2020 regardless of ticketing dates:

- Option to hold ticket in credit.
- One change permitted with change fee waived, change permitted up to system range. All international tickets purchased between 5-31 March have unlimited changes without fare penalty applied, fare and tax difference applies.
- No additional collection applies within the same cabin on NZ flights, the correct booking class must be used for OAL sectors.

- Refund permitted where restricted by a government-imposed travel restriction regardless of route or government issuing the restriction. Normal Refund applies to bookings not affected by Government imposed travel restrictions.

Travel between 01 April-30 June 2020 regardless of ticketing dates:

- Option to hold ticket in credit.
- One change permitted with change fee waived, change permitted up to system range. All international tickets purchased between 5-31 March have unlimited changes without fare penalty applied, fare and tax difference applies.
- No additional collection applies within the same cabin on NZ flights, the correct booking class must be used for OAL sectors.
- Normal Refund policy applies.

For travel from 01 July 2020 normal fare rules apply. These policies can be found on [here](#)

### **Update on travel for Unaccompanied Minors**

Air New Zealand advises that due to the impact of Covid-19, we are no longer accepting Unaccompanied Minors for international travel effective for travel between 19 March-30 June 2020.

Unaccompanied Minors who are currently booked needing to return to their primary guardian can continue to travel as planned. Bookings for Unaccompanied Minors who haven't yet commenced travel are eligible to hold in credit or refund. No authority is required to be entered for bookings effected by this change.

There is no current impact to domestic travel.

We thank you for your continued support and patience during this time.

Kind regards,

Air New Zealand Sales – UK/Europe