



Kia Ora Trade Partner

Please see below three updates:

- **Flexibility Policy due to New Zealand Government Border Controls**
- **Update on travel for Unaccompanied Minors**
- **Cook Islands Travel restrictions**

### **Flexibility Policy due to New Zealand Government Border Controls**

Air New Zealand advises of the following flexibility to support the New Zealand Government's increased border measures during the Covid-19 lockdown period.

Please refer to <https://www.immigration.govt.nz/about-us/covid-19> or <https://covid19.govt.nz/> for the latest information for your customers.

**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.

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

Air New Zealand advises that due to the Alert Level 4 restrictions, effective from Saturday 28 March, all travel for unaccompanied minors has been suspended, until further notice. The restriction already applies on International travel as per WTPS 4918.

Bookings for Unaccompanied Minors who haven't yet commenced travel are eligible to hold in credit. No authority is required to be entered for bookings affected by this change.

### **Cook Islands Travel restrictions**

The Cook Islands Ministry of Foreign Affairs and Immigration (MFAI) has introduced new border requirements in relation to Covid-19.

Effective immediately, travellers seeking entry to the Cook Islands, including returning Cook Islanders and Cook Islands residents will be required to meet a minimum of 14 days quarantine in New Zealand.

The Cook Islands MFAI headquarters in Rarotonga as well as the High Commission in Wellington will issue information relating to support available to those now needing to quarantine in New Zealand. Updates on this will be posted to MFAI Facebook page at <https://www.facebook.com/mfaicookislands/> as well as that of the Cook Islands High Commission <https://www.facebook.com/thecookislandsinnewzealand/>

Please refer to [airnzagent.co.uk](http://airnzagent.co.uk) for the Covid-19 flexibility policy outlining options for your customers.

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

Kind regards,

Air New Zealand Sales – UK/Europe