

# Important Update

 Church of the Good Shepherd, Lake Tekapo

Image by: Mackenzie Region

## Credit Utilisation and Expiry Reminder

Air New Zealand is committed to helping you and your customers manage tickets currently held in credit.

All Air New Zealand tickets being held in credit for travel up to January 2020 through to 30 September 2022 **must be reissued no later than 31 January 2024 for travel up to and including 31 December 2024.**

To enable this flexibility please:

1. Create a new PNR for the new dates.
2. Validate a new Air New Zealand fare quote that is valid and relevant to the new journey.
3. Complete the form available at this [link](#)
4. Within 2 working days after form is completed you will receive AUTH code and instructions to your e-mail.
5. For assistance and/or ticket review due to the original document no longer being visible in your GDS, please email [Europe.Salessupport@airnz.co.nz](mailto:Europe.Salessupport@airnz.co.nz) for a ticket image request to assist with your self- management.

All credits remain **non-refundable**.

