

Air New Zealand is asking customers to get ready for international travel by getting vaccinated. From 1 February 2022, all customers travelling anywhere on its international network will be required to be fully vaccinated.

The following will apply for mandatory COVID-19 vaccination:

- All customers aged 18 and over are required to be vaccinated from 1 February 2022.
- Customers arriving or departing New Zealand on an Air New Zealand aircraft.
- Customers with medical reasons preventing them from being vaccinated will be exempt. More information on exemptions will be available in due course.
- Mandatory vaccination will be required on Air New Zealand international services from 1 February 2022. This requirement will not apply to Air New Zealand domestic services at this time.

Why are you doing this?

There are several reasons why we have made this decision:

- To keep our customers, staff, and New Zealand safe.
- It's become increasingly clear that Kiwis won't be able to travel to many of the overseas ports we fly to unless they are vaccinated (e.g., Fiji, Cook Islands, USA, and Europe etc...)
- We've heard from our customers – and employees throughout our mandatory vaccination consultation process – they want to know everyone on the plane has met the same health requirements.

Who would this apply to?

- All passengers aged 18 or older arriving and departing New Zealand on our aircraft and those travelling on an Air New Zealand aircraft on routes overseas.
- We will not prohibit travel for customers under 18 and those who cannot be vaccinated for medical reasons.

Will there be exceptions? In what situations?

- There's still a lot to work through, but there will be medical exceptions and those under 18 years will not be required to be vaccinated.
- Some other exceptions to this policy, including the need for repatriation as has happened following recent events in Afghanistan. We will develop a process for these situations and work with government agencies to manage those exceptions.

When does this come into effect?

Effective from 1 February 2022 – giving customers nearly four months' notice.

My customer has a ticket booked to travel internationally in February next year, but they have said that they do not intend to get vaccinated therefore wish to get a refund, the ticket is non-refundable will you allow a refund?

We are currently reviewing the Customer Flexibility Policy to determine whether any changes are required due to the implementation of this requirement, more information will be shared in due course. If your customer requires an answer now, please refer to the Customer Flexibility Guide for the options that exist outside of the fare conditions aligned to the original ticket purchased.

Are you going to require domestic New Zealand travellers to be vaccinated?

We're closely monitoring the risk. We're looking at the use of rapid antigen tests as an option for those who aren't vaccinated.

Will all vaccinations be accepted?

We will work through this with the New Zealand Government – we'll need to make sure we carry customers with a vaccine that is approved by them.

Will there be testing required as well as vaccination?

Different countries still have different requirements for passengers, and this will continue to be the case. Vaccination is becoming the base standard for international travel, so we're giving customers notice now so they're ready to fly.

What does the New Zealand Government think about this?

We've been in discussions with the government over this policy and they have been incredibly supportive. Ultimately, it's up to each individual airline to decide what they require of their customers and it's becoming increasingly clear that Kiwis will be unable to travel to many overseas ports we fly to unless they are vaccinated.

How will this fit in with the wider Star Alliance network?

We're working through the detail with them. While we are one of the first to announce this policy, all airlines are facing this issue in response to safety concerns and rules that relate to the places they fly to.

What other airlines are doing this?

Qantas has also announced this move and as countries increasingly require proof of vaccination, all airlines are facing similar challenges.