

Terminal Fees - New Zealand International Export Cargo

Fees are effective from **January 01, 2024** and are subject to change with a minimum of 07 days' notice. All fees are in New Zealand Dollar, exclusive of GST and subject to a GST of 15% where applicable. ^{1, 2, 3, 4, 5}

Terminal Handling Fees

Facility Fee Applies to all AWB's.	\$64.00 for shipments <=450kg, or for shipments >450kg, a min fee of \$64.00 + \$0.040 per kg for every kg >450kg
Loose Cargo Handling Fee Applies to AWB's presented loose.	\$0.112 per kg Min. fee of \$20.00 per AWB

Special Handling Fees

Express Handling Fee Applies to express AWB's.	\$0.461 per kg Min. fee of \$95.50 per AWB
Special Handling Service Fee <ul style="list-style-type: none"> Applies to dangerous goods (Class 1-8) AWB's (excluding motor vehicles with empty fuel tanks and aircraft engines). Applies to AWB's held within the terminal's cool store facility that is presented outside of acceptance windows. Applies to valuable cargo and other special handling. Chiller/freezer space is not guaranteed but will be made available as space permits.	\$0.753 per kg Min fee of \$44.50 per AWB Max. fee of \$583.00 per AWB (per 24 hours or part thereof)
Motor Vehicle/Aircraft Engine Special Handling Fee Applies to motor vehicles that have an empty fuel tank and aircraft engines.	\$152.00 per vehicle/engine
Customised Handling Fee Services not specified or handling of non-standard AWB's.	Pricing on request
Checking & Screening Fees	
Dangerous Good Check Fee	\$9.752 per piece

Applies to dangerous good AWB's that require checking and documentation. This will be applied for the first check and again for each recheck (if required).	Min. fee \$97.50
Dry Ice Check Fee Applies to dry ice AWB's that require checking and documentaiton.	\$25.50 per AWB
AVI Check Fee Applies to AVI AWB's that requie checking and documentation.	\$37.00 per AWB
Security Screening Fee Applies to AWB's from non-regulated air cargo agents or unknown customers.	\$0.137 per kg Min. fee of \$40.00 per AWB
Alternative Screening Fee Applies to AWB's not able to be screen by x-ray.	\$304.00 per AWB

Additional Fees

Undeclared Dangerous Goods Processing Fee Applies if undeclared Dangerous Goods are found in the AWB.	\$583.00 per AWB
Acceptance Before Acceptance Hours Fee Applies to all shipments that have been dropped off before the Acceptance Window. Prior arrangement required.	\$0.197 per kg Min. fee of \$389.00 per AWB
Non-Electronic Data Processing Fee Applies to manual data capture of an AWB/HAWB at the time of acceptance, where no prior electronic transmission of FWB/FHL is recieved.	\$39.00 per AWB/HAWB
Customs Clearance Fee Applies to retail consignment that require customs clearance.	\$44.50 per AWB for commercial value <\$1,000.00 or \$70.00 per AWB for commercial value >= \$1,000.00

¹ Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. ² Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. ³ Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. ⁴Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. ⁵ When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

Terminal Fees - New Zealand International Import Cargo

Fees are effective from **January 01, 2024** and are subject to change with a minimum of 07 days' notice. All fees are in New Zealand Dollar, are exclusive of GST and subject to a GST of 15% where applicable. ^{1, 2, 3, 4, 5}

Terminal Handling Fees

Facility Fee Applies to all AWB's.	\$64.00 for shipments <=450kg, <u>or</u> for shipments >450kg, a min fee of \$60.00 + \$0.040 per kg for every kg >450kg
Loose Cargo Handling Fee Applies to AWB's presented loose.	\$0.112 per kg Min. fee of \$20.00 per AWB

Special Handling Fees

Express Handling Fee Applies to express AWB's.	\$0.461 per kg Min. fee of \$95.50 per AWB
Special Handling Service Fee <ul style="list-style-type: none"> Applies to dangerous goods (Class 1-8) AWB's (excluding motor vehicles with empty fuel tanks and aircraft engines). Applies to AWB's held within the terminal's cool store facility that has not been uplifted by the customer >24 hours from ATA. Applies to valuable cargo and other special handling. Chiller/freezer space is not guaranteed but will be made available as space permits.	\$0.753 per kg Min fee of \$44.50 per AWB Max. fee of \$583.00 per AWB (per 24 hours or part thereof)
Motor Vehicle/Aircraft Engine Special Handling Fee Applies to motor vehicles that have an empty fuel tank and aircraft engines.	\$152.00 per vehicle/engine
Storage Fee Applies to cargo held >48 hours from the time of notification sent. Fees do not apply on weekend of arrival (if applicable) or on public holidays.	\$0.058 per kg Min. fee of \$88.50 per AWB (per 24 hours or part thereof)

Animal & Inspection Fees

AVI Handling Fee Applies to AVI AWB's that require checking and documentation.	\$53.00 per AWB
MPI Assistance Recovery fee Applies to AWB's from Australia, for the provision of animal handling assistance during MPI inspection.	\$58.30 per animal
Transitional Facility Inspection Room Fee Applies to AWB's containing uncleared goods that require an inspection for biosecurity risk.	\$63.60 per AWB

Additional Fees

Cargo Delivery Outside of Published Delivery Hours Applies to delivery of AWB's outside of the published terminal delivery hours. Subject to prior arrangement.	\$0.197 per kg Min. fee of \$389.00 per AWB
ULD Demurrage Fee Applies to ULD's that are not returned by the due date. First 48 hours are free, calculated from midnight of the day of pick-up. Note: Approval for use of ULD's is on request and by prior agreement only.	\$62.00 per ULD (per 24 hours or part thereof)
Customised Handling Fee Provision of services not specified in our published rate card or handling of non-standard shipment.	Pricing on request and by agreement only.

¹ Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. ² Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. ³ Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. ⁴Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. ⁵ When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

Terminal Fees - New Zealand National Cargo

Fees are effective from **January 01, 2024** and are subject to change with a minimum of 07 days' notice. All fees are in New Zealand Dollar, are exclusive of GST and subject to a GST of 15% where applicable.^{1,2,3,4,5}

Terminal Handling Fees

Facility Fee Applies to all national AWB's.	\$0.062 per kg Min. fee of \$6.50 per AWB
Cargo Booking Fee Applies to new bookings made at the time of lodgement for account customers and at the customer's request.	\$60.00 per AWB

Special Handling & Screening Fees

Dangerous Goods Check Fee Applies to dangerous good AWB's that require checking and documentation. Note: This will be applied for the first check and again for each recheck (if required).	\$9.752 per piece Min. fee \$97.50
Dry Ice Check Fee Applies to dry ice AWB's that require checking and documentation.	\$25.50 per AWB
Animal Handling Fee Applies to AVI AWB's that require checking and documentation.	\$18.00 per AWB
Security Screening Fee Applies to all unknown customers, or when screening is required to meet regulatory requirements or as required by the carrier. This will be applied for first check and again for each recheck (if required).	\$12.00 per piece
Alternative Screening Fee Applies to outbound AWB's not able to be screened by x-ray.	\$304.00 per AWB

Inbound Storage Fees

Auckland & Regional Airports Storage Fee Collection on day of arrival will not incur a storage fee; additionally, non-special handling AWB's that arrive after 20:00 can be collected up until 08:00 on the day following arrival before incurring storage fees, thereafter a fee is applicable.	\$18.00 per loose piece \$61.00 per ULD
Christchurch/Wellington Inbound Storage Fee Collection <24 hours from the actual aircraft arrival time will not incur a storage fee, thereafter a fee is applicable.	\$18.00 per loose piece \$61.00 per ULD (per 24 hours or part thereof)

Additional Fees

Undeclared Dangerous Goods Processing Fee Applies if undeclared dangerous goods are found in the AWB.	\$583.00 per AWB
ULD Demurrage Fee Applies to ULD's that are not returned by the due date. First 48 hours are free, calculated from midnight of the day of pick-up. Note: Approval for use of ULD's is on request and by prior agreement only.	\$62.00 per ULD (per 24 hours or part thereof)
Acceptance or Delivery of Shipments Outside of Published or Acceptance Hours Fee Applies to all AWB's that have been dropped off before the Acceptance Window or delivery of AWB's outside of the published terminal delivery hours. Subject to prior arrangement.	\$389.00 per AWB
Customised Handling Fee Provision of services not specified in our published rate card or handling of non-standard shipment.	Pricing on request and by agreement only.

¹ Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. ² Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. ³ Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. ⁴Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. ⁵ When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

Acceptance Windows – New Zealand

Auckland Cargo Terminal

Exports	
STD Flight Departure (between)	Acceptance Window
00:01 - 12:00	> 17:00 (day prior)
09:00 - 18:00	> 06:00 (same day)
15:00 – 2359	> 12:00 (same day)

National

< 5 hours prior to STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

Christchurch Cargo Terminal

Exports
< 24 hours prior to STD

National

< 24 hours prior to STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

Wellington Cargo Terminal

Exports
< 24 hours prior to STD

National

< 24 hours prior to STD

Regional Airports

< 5 hours prior to STD

International Close Out Times – New Zealand

Close off (from STD)	CAANZ Rule Part 109	
	RACA or Known Customer	Unknown Customer
PAX Aircraft		
General – Loose	3 hours	6 hours
General – Unitised	3 hours	6 hours
Express	90 minutes	3 hours
Freighter Aircraft		
General – Loose	5 hours	6 hours
General – Unitised	5 hours	6 hours
Express	90 minutes	3 hours

National Close Out Times – New Zealand

Fly it Fast (FSN)	60 minutes					
Fly it Firm (FFN)	2 hours					
Fly It (FIN)	4 hours					
Fly it for You (FYN)	General	Perishables	Pets	Livestock	Valuables	Dangerous Goods
	75 minutes	75 minutes	75 minutes	75 minutes	75 minutes	2 hours

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Operating Hours & Contact List

Air New Zealand Cargo is available outside of these published hours, with prior arrangement. Additional fees will apply.

Auckland International Cargo Terminal

3 Ogilvie Crescent, Auckland Airport, 2022, New Zealand

	Imports	Exports
Phone	0800 747 777	0800 747 777
Email		
(first escalation)	CargoOperationsAKLImports@airnz.co.nz	CargoOperationsAKLExports@airnz.co.nz
(second escalation)	CargoOperationsAKLImportsTeamLeaders@airnz.co.nz	CargoOperationsAKLExportsTeamLeaders@airnz.co.nz
(third escalation)	CargoOperationsAKLTerminalManagers@airnz.co.nz	CargoOperationsAKLTerminalManagers@airnz.co.nz
Opening Hours		
Retail	n/a	08:00 - 18:00 (Mon - Sun)
General Loose	04:00 - 18:00 (Mon - Sun)	06:00 - 20:00 (Mon - Sun)
General Unitised	04:00 - 22:00 (Mon - Sun)	04:00 - 22:00 (Mon - Sun)
Express	24/7 (notification required outside of standard hours)	24/7 (notification required outside of standard hours)
Container Park	07:00 – 18:00 (Mon - Sun)	07:00 – 18:00 (Mon - Sun)

Auckland National Cargo Terminal

3 Ogilvie Crescent, Auckland Airport, 2022, New Zealand

Phone	0800 747 777
Email	
(first escalation)	CargoOperationsAKLNational@airnz.co.nz
(second escalation)	CargoOperationsAKLNationalTeamLeaders@airnz.co.nz
Opening Hours	
General	05:00 – 23:00 (Mon - Sun)

Christchurch International Cargo Terminal

10 Ron Guthrey Road, Christchurch Airport, Harewood, 8053, New Zealand

	Imports	Exports
Phone	0800 747 777	0800 747 777
Email		
(first escalation)	CargoOperationsCHCImportsTeam@airnz.co.nz	CargoOperationsCHCExportsTeam@airnz.co.nz

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(second escalation)

CargoOperationsCHCTeamLeaders@airnz.co.nz

CargoOperationsCHCTeamLeaders@airnz.co.nz

Opening Hours

Retail	n/a	09:00 - 17:00 (Mon - Fri)
General Loose	08:00 - 17:30 (Mon - Sun)	04:00 - 20:00 (Mon - Sun)
General Unitised	08:00 - 17:30 (Mon - Sun)	04:00 - 20:00 (Mon - Sun)
Express	24/7 (notification required outside of standard hours)	24/7 (notification required outside of standard hours)

Christchurch National Cargo Terminal

10 Ron Guthrey Road, Christchurch Airport, Harewood, 8053, New Zealand

Phone

0800 747 777

Email

(first escalation)

CargoOperationsCHCNational@airnz.co.nz

(second escalation)

CargoOperationsCHCTeamLeaders@airnz.co.nz

Opening Hours

General

0500 - 2230 (Mon - Sun)

Wellington International Cargo Terminal

Freight Drive, Wellington Airport, Rongotai, 6022, New Zealand

Phone

Imports

0800 747 777

Exports

0800 747 777

Email

(first escalation)

CargoOperationsWLG@airnz.co.nz

CargoOperationsWLG@airnz.co.nz

(second escalation)

CargoOperationsWLGTeamLeaders@airnz.co.nz

CargoOperationsWLGTeamLeaders@airnz.co.nz

Opening Hours

Retail	09:00-17:00 (Mon - Fri)	09:00 - 17:00 (Mon - Fri)
General Loose	09:00 - 17:00 (Mon - Fri), 08:00 - 12:00 (Sat - Sun)	09:00 - 17:30 (Mon - Fri), 08:00 - 16:30 (Sat - Sun)
General Unitised	09:00 - 17:00 (Mon - Fri), 08:00 - 12:00 (Sat - Sun)	09:00 - 17:30 (Mon - Fri), 08:00 - 16:30 (Sat - Sun)
Express	24/7 (notification required outside of standard hours)	24/7 (notification required outside of standard hours)

Wellington National Cargo Terminal

Freight Drive, Wellington Airport, Rongotai, 6022, New Zealand

Phone

0800 747 777

Email

(first escalation)

CargoOperationsWLG@airnz.co.nz

(second escalation)

CargoOperationsWLGTeamLeaders@airnz.co.nz

Opening Hours

General

05:00 - 22:30 (Sun - Fri), 05:00 - 21:00 (Sat)

Other Cargo Contacts

Auckland Container Park
Service Recovery (missing or damaged)
Invoice Queries
Cargo Booking Queries

CargoOperationsAKLContainerPark@airnz.co.nz

CargoOperationsServiceRecovery@airnz.co.nz

CargoOperationsFinance@airnz.co.nz

Cargo-customer.service@airnz.co.nz