

Exceptions	Examples of Exceptions		
	Original flight	New flight	Impact
1. Cancellation of a New Zealand domestic flight where it is connecting to another New Zealand domestic flight.	<b>IVC-CHC-AKL</b>	<b>CHC-AKL</b> Customer has decided to drive to CHC and no longer needs the IVC-CHC flight.	Agent contacts Agency Support to break the marriage and suspend the IVC-CHC coupon which will be non-refundable.
2. Cancellation of a New Zealand domestic flight where it is connecting to an international flight.	<b>WLG-AKL-YVR</b>	<b>AKL-YVR</b> Customer has decided to drive up to AKL and no longer needs the WLG-AKL flight.	Agent contacts Agency Support to break the marriage. Once broken the agent will continue to self manage the changes.  *WLG-AKL will be non-refundable.
3. Cancellation or change of an overseas domestic flight marketed by Air New Zealand (operated by another airline) where it is connecting to an international flight.	<b>AKL-LAX-LAS</b>	<b>AKL-LAX</b> Customer has decided to drive from LAX-LAS and no longer requires this flight.	Agent contacts Agency Support to break the marriage. Once broken the agent will continue to self manage the changes.  *LAX-LAS will be non-refundable.
4. Cancellation or change of a New Zealand domestic flight connecting to an international flight where the cancel/ change would result in the Economy Skycouch™ or Preferred seating being lost from the International flight.	<b>DUD-AKL 14:55</b> <b>AKL-YVR 20:05</b> (Economy Skycouch™ on AKL-YVR sector)	<b>DUD-AKL 10:00</b> <b>AKL-YVR 20:05</b> Customer is wanting an earlier flight out of DUD to visit family in AKL.	Agent contacts Agency Support to break the marriage. Once broken the agent will continue to self manage the changes.
5. Cancellation or change to part of a married journey where one of the remaining flights is now full and there is no availability left to rebook in the same cabin.	<b>WLG-AKL 21 DEC</b> <b>AKL-NAN 21 DEC</b>	<b>WLG-AKL 19 DEC</b> <b>AKL-NAN 21 DEC</b> Customer wants to include a stopover in AKL.	The AKL-NAN flight is fully sold out and no seats are available in any booking class in the same cabin.  Agent will need to contact Agency Support to break the marriage. Once broken the agent will continue to self manage the changes.

<p>6.1 Change to a New Zealand domestic flight where it is connecting to a <b>short haul</b> flight will be permitted if the domestic flight availability meets specific booking class criteria:</p>	<p style="text-align: center;"><b>Domestic flights connecting to a short haul flight</b></p>	
	<p style="text-align: center;"><b>Ticketed Fare</b></p>	<p style="text-align: center;"><b>Change permitted if the new domestic flight has availability equal to or lower than the following class:</b></p>
	<p style="text-align: center;"><b>BUSINESS PREMIER™</b></p>	<p style="text-align: center;"><b>Y</b></p>
	<p style="text-align: center;"><b>PREMIUM ECONOMY</b></p>	<p style="text-align: center;"><b>V</b></p>
	<p style="text-align: center;"><b>ECONOMY</b></p>	<p style="text-align: center;"><b>V</b></p>
<p>6.2 Change to a New Zealand domestic flight where it is connecting to a <b>long haul</b> flight will be permitted if the domestic flight availability meets specific booking class criteria:</p>	<p style="text-align: center;"><b>Domestic flights connecting to a long haul flight</b></p>	
	<p style="text-align: center;"><b>Ticketed Fare</b></p>	<p style="text-align: center;"><b>Change permitted if the new domestic flight has availability equal to or lower than the following class:</b></p>
	<p style="text-align: center;"><b>BUSINESS PREMIER™</b></p>	<p style="text-align: center;"><b>Y</b></p>
	<p style="text-align: center;"><b>PREMIUM ECONOMY</b></p>	<p style="text-align: center;"><b>Y</b></p>
	<p style="text-align: center;"><b>ECONOMY</b></p>	<p style="text-align: center;"><b>H</b></p>
	<p><u>WLG-AKL-SYD</u> (economy class): New domestic flight shows availability in V class and/or below.</p> <ul style="list-style-type: none"> <li>• Agent will need to call Agency Support who will break the marriage.</li> <li>• Once the marriage has been broken, the agent will be able to self manage any changes.</li> <li>• The system may then marry the new sectors.</li> </ul> <p><u>WLG-AKL-SYD</u> (economy class): New domestic flight shows <b>No</b> availability in V class and/or below.</p> <ul style="list-style-type: none"> <li>• This marriage can not be broken and must be rebooked based on current availability.</li> </ul> <p><u>WLG-AKL-YVR</u> (economy class): New domestic flight shows availability in H class or below.</p> <ul style="list-style-type: none"> <li>• Agent will need to call Agency Support who will break the marriage.</li> <li>• Once the marriage has been broken, the agent will be able to self manage any changes.</li> <li>• The system may then marry the new sectors.</li> </ul> <p><u>WLG-AKL-YVR</u> (economy class): New domestic flight shows <b>No</b> availability in H class or below.</p> <ul style="list-style-type: none"> <li>• This marriage can not be broken and must be rebooked based on current availability.</li> </ul>	