

28 JAN 2023

Kia Ora

We would like to express my sincere apologies for the cancellation of your flight, NZ78, from TPE to AKL today. As you may be aware, this is result of Auckland International Airport flooding and closure.

If we have access to your contact information, you will automatically receive SMS or email updates regarding your flight. Our travel alert updates are available to all Airpoints members, or if you selected to receive alerts when you booked through our website. For information about tailoring your travel alerts, please visit our website: [www.airnz.co.nz/travel-alert-information](http://www.airnz.co.nz/travel-alert-information)

**Updated Flight Details**

Flight Number	Departure Airport	Arrival Airport	New Scheduled Departure Time	New Scheduled Arrival Time
NZ78 / 28 JAN 23	TPE	AKL	Cancel	Cancel

Further information about our reimbursement process can be found here: <https://www.airnewzealand.co.nz/travel-alerts>

Our Contact centre is available to help, if you do wish to discuss alternative travel options. Please keep in mind they are experiencing high call volumes <https://www.airnewzealand.co.nz/help-and-contact>

Our Customer Service plan outlines our commitment to you. To find out what it means for your booking, visit: <https://www.airnewzealand.co.nz/customer-service-and-tarmac-delay-plan>

You may be eligible for a refund or credit if your flight has been cancelled by Air New Zealand. You can refer to our Credit and Refund Information for further details. <https://www.airnewzealand.co.nz/covid19-refunds-flight-credit>

You can also refer to our Domestic Passenger Rights Information for further information on whether you may have further rights under the Civil Aviation Act 1990. <https://www.airnewzealand.co.nz/domestic-passenger-rights>

Should you wish to attempt to claim any associated costs through your travel insurance provider, this message may serve as confirmation of this disruption.

I want to offer our sincere apologies for the inconvenience and thank you for your understanding.

Ngā mihi

Airport Manager

Richard Chiu


