



## Does this information apply to you?

This information applies to our flights between New Zealand airports.

- Different rules apply to our international flights.
- If your flight is on another airline, please contact them for help.



## Keeping you updated

When your flight is delayed, rescheduled or cancelled, we will let you know as soon as possible by:

- Notifications on the Air New Zealand mobile app
- Text messages
- Email alerts
- In-terminal announcements and departure board displays



## We'll do our very best to get you to your destination

If there is a disruption, our priority is to get you to your destination as soon as possible. We'll try alternative options for you such as:

- Another Air New Zealand scheduled flight
- A flight operated by a different airline
- Chartered buses

These alternatives may take longer than your original flight.

When we are able to offer you an alternative travel option, you won't have to pay any additional charges.

If we provide a reasonable alternative, we won't refund your airfare if:

- You have accepted the alternative travel provided;
- Your flight was cancelled, delayed or rescheduled as a result of an uncontrollable event (more details about this are below); or
- You refuse or fail to take the option we've offered.

If we cannot provide you with a reasonable alternative, your rights will depend on whether the cause of the disruption was beyond our control or within our control - see following sections.



## What has caused your flight to be delayed or cancelled?

### Disruptions (delays and cancellations) beyond our control

Sometimes there's nothing we can do to prevent a flight disruption – it's uncontrollable.

Under New Zealand law, these 'uncontrollable disruptions' include:

- Weather events or conditions
- Instructions from air traffic control
- Instructions from the Government, NZ Police or other authorities
- Major events like volcanic eruptions, earthquakes, floods or fires
- Efforts we've had to make to save a life

If we couldn't get you to your destination in a reasonable time after one of these disruptions:

- If you purchased a refundable ticket, we will refund your unused ticket;
- If you purchased a non-refundable ticket, we will give you a credit which you can use over the next 12 months; or
- You may be able to make a claim from your insurer if you have travel insurance.

### Disruptions (delays or cancellations) within our control

Sometimes a disruption is in our control. For example, delays or cancellation that is considered within our control includes mechanical issues, staffing shortages, strikes by Air NZ staff, or 'denied boarding' for reasons within our control.

- If the disruption is within our control, and we couldn't offer you a reasonable alternative, we will give you a refund or a credit for your airfare – it's your choice.
- The refund or credit will be for any flights you haven't already completed.
- You may also be able to claim from us other direct costs as a result of the disruption (see **Claiming Other Costs**)

If these situations apply to your disruption and you booked through a travel agent or other booking agent, please ask them to request a refund for you.

If you booked with us directly, contact our Refunds Team (details below).



## Missing a connecting flight or other travel bookings

Sometimes a flight disruption leads to you missing the next part of your journey. We may be able to help.

### Did you miss a connecting flight on the same booking?

If your flights were all booked on a single ticket, we will try to find you a new connection.

### Did you miss a different type of travel connection?

Unfortunately, we can't help if your first flight is disrupted and:

- Your connecting flights are on a different ticket on a different airline
- Your connecting flights are in different bookings on a different airline that are not linked together
- If your connections use other types of travel, like trains or cruise liners.

Please contact your booking agent in these cases. They are in the best position to help.



## Denied Boarding (for reasons within our control)

Sometimes a flight won't have enough seats for everyone and you may be denied boarding. This can be due to us reaccommodating customers from earlier disruptions or having to change aircraft type, for example.

In such instances, we need to ask some passengers to take a later flight.

- We first ask for volunteers to give up their seats.
- If there aren't enough volunteers, you may be chosen to take an alternative flight.

In both cases you will be given compensation (see **table**) for your inconvenience and re-booked on the next available flight.

If you're asked to take an alternative flight and miss the reason for your original flight (such as a meeting or special event):

- We compensate you for taking a different flight
- We give you your choice of a credit or a refund for your unused ticket
- You may also be able to claim other direct costs of the delay that are not covered by the compensation (see **Claiming Other Costs**)

We don't compensate you if you are required to take a different flight for reasons beyond our control, for example if you did not check in on time or an aircraft change is needed due to weather disrupts.

If you booked through a booking agent, please ask them to request your refund or credit.

If you booked with us directly, contact our Refunds Team (see **Contact Us**).



Customer Service & Tarmac Delay Plan



## Denied Boarding compensation (for reasons within our control)

Length of your delayed arrival	Compensation*
Less than 2 hours	\$100
Between 2 and 4 hours	\$200
More than 4 hours	\$300
Accommodation (for non-local residents facing an overnight delay)	Additional reimbursement for reasonable overnight accommodation, transport and meals (receipts required)

\*Compensation will be cash or a voucher to be exchanged for cash. Compensation is only for fare paying passengers, not for infants.



## Claiming other costs

You can also claim from us reasonable, proven costs that are directly caused by you being:

- Denied boarding from a flight (those costs that are not already covered by the compensation payments in the table above)
- Affected by a disruption that was not classed as 'uncontrollable'

These costs might include reasonable accommodation, meals and transport costs to/from the airport following an overnight disrupt. Please make sure you send receipts or invoices to support your claim to our Customer Relations Team.

By law your claim for these costs cannot exceed 10 times the amount you paid for your flight. If the costs you incur are higher, or if the cause of the flight disruption was 'uncontrollable', you may be able to claim from your travel insurer.

You can't claim costs or losses:

- that should reasonably have been avoided by you. For example, if your flight is cancelled you should try your best to reduce your costs or losses as much as possible by promptly cancelling accommodation, activities, car hire etc.
- losses that could not have been foreseen by either of us
- if you cannot show us your receipts for those costs.



## Contact Us

### Contact Centre

0800 737 000

### Refunds (tickets only)

- If you qualify for a ticket refund, you can use our online Refund Request (scan here)
- Or contact our Refunds Department
  - Private Bag 92007, Auckland 1142
  - [refunds@airnz.co.nz](mailto:refunds@airnz.co.nz)



Refund Requests

### Customer Relations

To claim costs, contact our Customer Relations team.

- Air New Zealand Customer Relations
- Private Bag 92007, Auckland 1142
- <https://www.airnewzealand.co.nz/feedback>



Feedback