

Dear Customer,

Thank you for your recent request for a special meal to be provided on your Air New Zealand flights due to your food allergy. The purpose of this letter is to explain Air New Zealand's position on this very important matter.

Air New Zealand has a selection of special meal options available. Please note that we are not able to cater for individual requests for specific food items to be included or excluded from any of our meals. Special meal options must be requested at the time of booking or at the latest 24 hours prior departure.

If none of our special meals cover your medical requirements, you are welcome to bring your own suitable pre-packed meal on board with you. However please remember that on all of our services, the aircraft facilities are not suitable for heating any meals you may bring with you. Also, we are unable to refrigerate your meals as they could become contaminated with other food items from the aircraft's refrigerators.

We realise that with severe food allergies, people can react to tiny traces of food inadvertently present in ingredients or on cooking utensils and sometimes even with tiny quantities of food in the air - the most common example is peanuts. As Air New Zealand's in-flight meals are prepared at over 20 kitchens around the world it is not feasible to exclude these minute traces from the aircraft environment. Also, we cannot control what is brought onboard by other passengers or left behind by passengers from previous sectors. Therefore, we regrettably advise we are unable to provide allergen-free meals and/or an allergen-free environment on any of our flights.

If your allergy is severe we strongly recommend you always carry appropriate medication onboard our services in the event of a reaction. If you are not sure you will be able to administer your own medication in an emergency, we would advise you to travel with a companion who can assist you. Whilst our cabin crew are not permitted to administer medication, Air New Zealand does carry a comprehensive Physicians Kit on its jet services and this is made available to any travelling doctor in a medical emergency. The kit does contain "Epipen" devices. In addition, we have specialist medical staff on call 24 hours a day to advise the crew on medical problems that may arise in flight.

In closing, we would like to reassure you that Air New Zealand is committed to ensuring your in-flight wellbeing and safety and we hope you will understand our position on this matter.

Yours sincerely,

Dr Tim Sprott
Chief Medical Officer