

Air New Zealand – Customer Credit Policy



General Policy -Customer Credits

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This policy document outlines Air New Zealand's position regarding the issuance and use of Air New Zealand direct customer ticket credits.

Traditionally ticket credits have been held against the same ticket number with the PNR held open using an ancillary flight segment. Credit will now be issued at a PNR level and a unique code provided enabling credits to be used online as a form of payment.

Credits can be issued for several scenarios such as but not limited to, changes as a result of disruptions, event cancellations and Air New Zealand customer flexibility policy. A large number of customer credits have been issued in response to COVID-19 and the resulting customer and airline-initiated cancellations.

This policy applies for all credits issued from 24 January 2020 unless otherwise specified in this policy.

Online functionality for direct credits is expected to be delivered in phases with the first deliverable due July 2020. Prior to go live processing is required offline via Contact Centre. Indirect credits are only able to be processed by the booking agent on behalf of the customer.

Overview of credits.

- Credits are issued at a PNR level for the total value of all tickets on that PNR.
- The credit value will be made up of the ticket and any other direct ancillary products associated with that ticket including prepaid seats, prepaid bags, UMNR fees and carbon offsetting. *See appendix for list of what is included in the credit value.*
- Credit value is issued in the same currency as the original ticket.
- Any new ticket issued in a currency other than the one the credit is issued in will be converted to local currency using current ROE and ticket issued with an EAP.
- Ownership of the credit is determined by the person who holds the primary email address linked to the PNR(the email address used for the receipt of the booking).
- The credit holder at their sole discretion can determine who is named on tickets issued against the credit and is not restricted to the originally named ticket holders. Credits do however remain non transferable and can not be gifted or sold.

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- Credit use is not restricted to the same route / type of journey held on the original ticket, new tickets can be on any available route.
- Credits should be considered to be a dollar value balance that can be used toward future travel either in whole or part. Any residual value not redeemed in a single transaction remains available for future use up to the expiry of the credit validity.
- Additional payment is required where a credit value does not cover the full cost of the new ticket.
- Airpoints Dollars™ associated with credits issued before 23rd July 2020 will either be returned to the Airpoints account they were originally paid from or issued as a credit, depending on the booking details. All credits issued after 23rd July 2020 for bookings paid in full or in part with Airpoints Dollars™ will be issued as a credit.
- Any Airpoints Dollars™ used to pay for the original booking that have been returned to the account that may have since expired or will soon expire will have their expiry date extended until 30 June 2021. If the original expiry date of the returned Airpoints Dollars was after 30 June 2021, the original expiry date will apply.
- Any reference to online capability is limited to credits for direct bookings only. Bookings made via a travel agent including online travel agents must be rebooked via the booking agent.

Key questions related to credits.

When is a credit valid from?

Credit validity is based on the date that the booking is placed into credit.

Note: previously credit validity was dependent on if travel had commenced or not. It was also related to the ticket issue or travel commencement date which impacted on the period of the credit validity. This is no longer the case and all credits have the same validity.

How long is a credit valid for?

All COVID-19 credits for flights between 24 JAN 2020 & 30 JUN 21 will have an extended validity until 30 JUN 22. Credits must be booked by 30 JUN 22 for travel up to 30 JUN 23

Credits are valid for customers to book new flights up to 12mths from the date the credit is issued. All new flights must be booked within the 12mth period or all and any remaining credit balance will expire on that date.

Note: online capability is limited to 350-days, any requests for booking/travel outside of the 350 days and within the 365-day period must be managed offline.

When does the flight paid for with a credit need to be taken by?

Each booking made using a credit can be within 1 yr (365 days/ 12mths) from the date of booking. All travel on that ticket must be completed within the 12mths from the date of booking.

Note: online capability is limited to 350days, any requests for booking/travel outside of the 350 days and within the 365-day period must be managed offline.

Who can a credit be used for?

The credit value can be used for any traveler at the sole discretion of the credit owner. The credit holder is person who owns the primary email linked to the PNR and issued with the credit note.

Note: this does provide a perception of allowing ticket transferability / name changes however this flexibility only applies to credits. Not all fares can be held in credit and the decision has been made that this is a suitable customer outcome where credits are required to be used.

How can I use a credit?

A credit can be used to purchase any Air New Zealand fare available online including when another airline forms part of the ticket routing.

How can I pay for any additional charge over the value of my credit?

Where additional payment is required on top of the credit value that payment must be paid with credit card with the credit card fee waived. Poli will become available online at a later stage.

Will service fees apply when using a credit?

No services fees will be applied to bookings made using a credit when transacted online. For customers who choose to have bookings made by one of our contact centre team standard service fees will apply.

Note: until the online solution is build service fees should be waived. Additionally, for bookings that can't be made online due to the max 350-day limitation service fees should be waived.

Will the original fare change penalty be applied when using a credit?

No, once a fare is put into credit it is no longer a fare and other than the refund rules the fare rules no longer apply. If there was a refund penalty applicable to original fare, then that will apply if the credit is refunded.

Can the credit or new ticket be refunded?

All credits retain the original refund rules of the tickets placed in credit until used either in whole or part when it becomes non-refundable. When a non-refundable fare is placed in the credit it remains non-refundable. When a refundable fare including those with a refund penalty is placed in credit the credit remains refundable less any applicable refund penalty until used either in whole or part when it becomes non-refundable. All refunds will be processed offline.

Note: any refundable ticket issued from a credit that is refunded will be returned to the form of payment used to purchase that refundable fare and any portion paid using a credit will be returned to you as a credit (which may be used for as long as the credit remains valid).

Can a credit from a staff travel ID50/ID25 ticket be used to purchase a new ticket?

Yes, a credit from a staff travel ID50/ID25 can be used to purchase a new ticket however it is not possible to purchase another ID50/ID25 fare via the MYID booking system. Staff should email StaffTravelQueries@airnz.co.nz regarding booking a new ID50/25 booking using their credit.

Appendix

Included in credit value?		
ITEM	DIRECT	INDIRECT
FARE	Y	Y
GST	Y	Y
INTERNATIONAL TRAVEL TAX	Y	Y
SEAT2SUIT PRODUCT DOM	Y	N/A
SEAT2SUIT PRODUCT SH/MH	Y	N/A
COMMISSION	N/A	Y
PAID SEAT -STANDARD/EXIT/BASSINET	Y	Y
SKYCOUCH WITH 1 / 2 or 3 PAX	Y	Y
UNACCOMPANIED MINOR	Y	Y
PRE-RESERVED SEAT ASSIGNMENT	Y	Y
FIRST / SECOND / THIRD CHECKED BAG	Y	Y
CREDIT CARD FEES	Y	Y
SERVICE FEES	Y	N/A
TRAVEL INSURANCE	N	N/A
CAR BOOKING	N	N/A
		N/A
HOTEL BOOKING	N	N/A
CARBON OFFSET	Y	N/A
BOOKING FEE	Y	N/A
CANCELLATION FEE	Y	Y
SPECIFIED TIME ACCESS	Y	N/A
FULL FLIGHT ACCESS	Y	N/A
		Y for changes to the current ticket only
PENALTY FEE	Y	
MISCELLANEOUS CHARGE	Y	Y
RESIDUAL VALUE	Y	N/A
		Y refer to groups
DEPOSIT DOWN PAYMENT	Y	
UPGRADE - U TO C	Y	N/A
UPGRADE - Y TO U	Y	N/A
UPGRADE - Y TO C	Y	N/A
PET IN HOLD	Y	N/A
LOUNGE ACCESS	Y	N/A
EXCESS SIZE / PIECE / WEIGHT	Y	N/A