

08MAR 2023

Dear Valued Customer,

Re: Cancellation of NZ78 from Taipei (TPE) to Auckland (AKL) on the 07MAR2023

DEPARTURE DATE	FLIGHT NUMBER	DEPARTURE AIRPORT	ARRIVAL AIRPORT
07MAR23	NZ78	TPE	AKL

Onward Travel

If you hold connecting flights booked on the same ticket as this delayed flight, Air New Zealand will be attempting to rebook you on the next available flight to your destination. If you have not yet been advised of your new travel arrangements, please speak to your travel agent. Our contact centre can also be contacted on 0800 737 000 within New Zealand or +64 9 357 3000 for other countries please visit <https://www.airnewzealand.co.nz/help-and-contact>

If you hold flights booked on separate tickets including Air New Zealand flights, they will need to be rebooked directly with the carrier concerned. Please note that Air New Zealand is not responsible for any costs associated with these changes.

Insurance Claim

This letter also serves as confirmation of today's cancel should you wish to attempt to claim any associated costs through your travel insurance provider.

Once again, I sincerely apologise for the disruption this may have caused to your travel plans. Please be assured that our staff are doing everything possible to help you reach your destination as quickly and safely as possible. Should you wish to discuss this further, please feel free to contact our Customer Relations team at:

Air New Zealand Customer Relations
Private Bag 92007, Auckland 1142, New Zealand
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Yours faithfully

Terry Chen
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