

20FEB 2023

Kia ora

We would like to express our sincere apologies for the delay of your flight today.

If we have access to your contact information, you will have received 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

Updated Flight Details

To minimise the disruption to your journey, you have been rebooked to the following service:

Flight Number	Departure Airport	Arrival Airport	Scheduled Arrival Time	New Scheduled Arrival Time	Flight Delayed
NZ78	TPE	AKL	15FEB23, 10:15AM	15FEB23, 12:56PM	02hr41min

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/credit-redemption>

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.

Ngâ mihi

Terry Chen
Sales Manager
Air New Zealand Taiwan

