

Flight update: NZ78 Taipei to Auckland – 30 March 2023

Kia ora,

We would like to provide you with a further update regarding your flight to Auckland.

The replacement part required to repair the aircraft scheduled to operate your flight has taken longer than anticipated to source. This is now due to arrive in Taipei tomorrow morning, and our engineering team will commence the repair, followed by final checks.

Regretfully this has resulted in your flight being further delayed and will now operate on Saturday 1 April 2023.

Your new flight details are as follows:

NZ6076 Taipei to Auckland
Saturday, 1 April 2023
Depart: 4:35 pm
Arrive: 7:25 am (Sunday, 2 April)

Your new flight details will also be available to view on our Air New Zealand app, which can be downloaded here: www.airnz.co.nz/air-nz-app

Any connecting flights issued on the same ticket will also be rebooked for you.

Our airport team has also arranged for your current accommodation to be extended, as you will be required to stay an additional night. Transportation from the hotel to the airport will be provided, and your check-out time will be at 12:00pm, Saturday 1 April 2023.

If you no longer wish to travel, you may be eligible for a credit or refund if your flight has been cancelled by Air New Zealand. Find out more here: <https://airnz.click/CreditandRefund>

Should you wish to attempt to claim any associated costs through your travel insurance provider, this message may serve as confirmation of this disruption.

We appreciate this disruption will have impacted your travel plans and thank you for your understanding while we work to ensure you reach your destination as soon as possible.

Noho ora mai,
Air New Zealand Customer Care

Our Customer Service plan outlines our commitment to you. To find out what it means for your booking, visit: <https://airnz.click/CSPlanNZ>