



COVID-19 Flexibility Policy Update: 21 July 2020

The New Zealand Government continues to have travel restrictions in place and New Zealand's borders remain closed to almost all travellers, apart from New Zealand citizens and those with exemptions.

As such Air New Zealand wishes to advise of the following updates to the COVID-19 Flexibility Policy outlined below:

Tickets sold within the South, South East Asia points of sale:

- The policy dates have been extended to include travel **up to 31 December 2020** (previously 31 August 2020)
- All credits issued under this policy now have until **31 December 2021 to be rebooked for travel by 31 December 2022** (previously 30 June 2021 to be rebooked for travel by 30 June 2022)

We are currently working on our international schedule for travel September - October 2020 which will be progressively rolled out the week commencing 27 July 2020. Please refrain from cancelling your clients PNR until we have actioned the schedule changes through the GDS.

The new schedule for travel between September-October 2020 will be announced once this is ready to be released in your GDS.

For up to date information around New Zealand border restrictions & exceptions please refer to immigration.govt.nz/about-us/covid-19

Flexibility Policy

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