

Air New Zealand International Schedule Update

Update to International Schedule

Air New Zealand wishes to advise of the new International schedule for travel between 1 July-30 October 2021 and an update on Auckland-Perth for travel between 28 March-18 April 2021.

Please note: all services are subject to change as governments continue to introduce or update travel and border restrictions.

The Islands:

- Auckland-Rarotonga: 1 daily return flight*.
- Auckland-Fiji, Tonga, Samoa: 1 return flight per week.
- Auckland-Niue 2 return flights per week.
- Sydney-Norfolk Island: 2 return flights per week.
- Brisbane-Norfolk Island: 2 return flights per week.
- All other island services will be cancelled.

*The daily flights to Rarotonga and increase to twice weekly for Niue have been scheduled in anticipation of a two-way quarantine free travel route opening with the Cook Islands and Niue. We will continue to update the schedule to respond to demand as more information around the timing of a quarantine free travel route comes to hand.

Longhaul:

- Auckland-Los Angeles: 2 return flights per week.
- Auckland-Hong Kong: 2 return flights per week.
- Auckland-Narita: 1 return flight per week.
- Auckland-Shanghai: 2 return flights per week.
- Auckland-Seoul: 1 return flight per month: 17 Jul, 14 Aug,

18 Sep & 16 Oct 2021.

- All other Longhaul International services will be cancelled.

Tasman:

Below is an update on Auckland-Perth services:

- For travel between 28 March-18 April 2021, one return non-stop flight per week will operate, all other Auckland-Perth flights will be cancelled.
- The weekly flight from Auckland-Perth is available for international customers commencing their journey outside of New Zealand via Auckland e.g. LAX-AKL-PER only.
- Customers from New Zealand are unable to book travel on this flight, we recommend that passengers travelling from New Zealand enter Perth via Melbourne, Brisbane, or Sydney. Please check the [Western Australia Government](#) advise on travel from New Zealand.
- Customers departing from Perth (to New Zealand or beyond e.g. PER-AKL-LAX) are permitted to travel on the non-stop Perth-Auckland flight between 28 March-18 April 2021.
- No further changes to the Tasman schedule are being made at this time.

The above schedule changes will be progressively rolled out in the GDS this week.

Please note:

- All routes that are suspended will be cancelled (UN'd) with no alternative offered.
- Routes that will continue to operate at reduced frequency will be cancelled and customers will be rebooked onto an alternative date where a flight is operating. The only exception being Auckland-Seoul where no alternative will be provided.
- Customers who are travelling into New Zealand are required to ensure they have vouchers via MIQ when this travel period is available for booking.

Auckland-Perth flights will be cancelled (UN'd) and customers will be reaccommodated as follows:

- Customers who are currently booked to travel from New Zealand to Perth will be rebooked to travel on an Auckland-Sydney service, please contact Agency Sales for assistance with NZ*/QF booking class to travel onwards to Perth.
- Customers who are currently booked to travel from Perth to New Zealand will be rebooked onto the 1x weekly non-stop service. Air New Zealand will work with MIQ on these changes to ensure vouchers are updated to the new flight as per the schedule change, if your customer wishes to make a further date change a new MIQ space will need to be secured from MIQ availability before changing the date of travel.
- Customers affected by the Auckland-Perth changes can make changes as per the current [Customer Flexibility Guide](#).

Please ensure you check your queues for impacted bookings, contact your customers and update bookings as soon as possible. This enables any unused seats to be returned to inventory for other passengers wishing to travel.

The following options are available for customers with International flights cancelled (UN'd) for travel to the Islands and Longhaul between 1 July – 30 October 2021:

- Make a date change as per the [long-term Schedule Change](#) policy.
- Hold the ticket in credit as per the [Customer Flexibility Guide](#).

The [Customer Flexibility Guide](#) has been updated to reflect these changes.

We recommend that Travel Agents refer to the [IATA website](#) (powered by Timatic) and also to the COVID19 Government website for any country that a customer travels to/from or via for the latest travel advice.

Air New Zealand thanks you for your patience and continued support.

Thanks,