

Travelling at Level 2

We are excited to be back in the air with additional domestic services and look forward to welcoming you on board again. The wellbeing of our customers and our people is important to us, and we're doing what we can to ensure every journey together is a safe and enjoyable one.

HERE'S WHAT WE ARE DOING TO HELP YOU TRAVEL SAFELY DURING ALERT LEVEL 2

CHECKING IN — MOBILE APP

To help reduce contact, we recommend you download our Air New Zealand mobile app and check-in online before arriving at the airport. Online check-in via our website is also available 24 hours before departure.

SOCIAL DISTANCING ON THE GROUND

At the airport you will notice floor markers to support social distancing. Floor markers will be used throughout the airport where queues normally form, including when boarding your flight.

BOARDING

To help you keep your distance on the airbridge when boarding, we will be boarding in zones. Please listen carefully to the announcements in the terminal that will advise you when to come forward for boarding.

LOUNGES & VALET

Lounges and Valet will begin to re-open from 25 May. In accordance with government regulations our self-service buffet will not be available in the lounge. However, we will have packaged snacks along with beverages and our popular coffee station.

ENCOURAGING SUPPORT

Keeping our customers and our people safe is important to us. We encourage you to be kind to one another and have patience with other customers and our people.



1

2



CHECKING IN — KIOSKS

If you do need to check in at the airport, every second kiosk will be operating to maintain social distancing and prevent crowding. Our friendly staff will be around to support you if you require any assistance.



3

4



SOCIAL DISTANCING IN THE AIR

While social distancing requirements are in place, we'll be allocating seating to allow an empty seat between customers travelling alone. We'll do our best to keep families and some travelling companions together, so you may notice some people sitting together with no additional space.



5

6



CLEANLINESS IN THE AIR AND ON THE GROUND

High touch surfaces will be cleaned regularly, and we are taking extra steps to ensure all our aircraft, lounges and airports are cleaned throughout the day. As usual, hand sanitiser will be readily available for both customers and staff to use as they wish.



7

8



INFLIGHT SERVICE

You may notice a slight change to our inflight service under Level 2. To minimise contact with our crew and passengers, we will only be offering water onboard as our inflight beverage, snack and lolly service will not be served in the short term. Face masks will also be available onboard upon request should you wish to wear one during the flight.



9