

Important Notices

Carriage and services performed by and on behalf of Air New Zealand Limited are subject to:

- the conditions and information on your E-Ticket, Itinerary and Boarding Pass;
- Air New Zealand's Conditions of Carriage;
- applicable fare rules; and
- Air New Zealand's oral or written directions

This Important Notices document summarises some of the limitations of liability and other key matters contained in Air New Zealand's Conditions of Carriage, which you can access at airnewzealand.co.nz or request a copy by phoning 0800-737-000 (NZ freephone) or your local travel agent.

1. Domestic Carriage - Notice of Liability Limitations

Carriage wholly within New Zealand without an international connection is subject to the Civil Aviation Act 1990 and the Carriage of Goods Act 1979. Air New Zealand's liability for domestic carriage wholly within New Zealand:

- for delay shall be as set out in Part 9B of the Civil Aviation Act 1990.
- for damages for personal injury or death of a passenger may be excluded in accordance with the Accident Compensation Act 2001 and/or any successors to that Act.
- for the loss or damage to checked baggage, is limited to NZ\$2,000 for each unit of baggage lost or damaged, except where baggage is carried at declared value.

Our liability is limited to proven direct compensatory damages (which does not include loss of profit, exemplary or consequential losses or damages), subject to any rights you may have under the Consumer Guarantees Act 1993.

2. Other Important Information for Passengers

• Minimum check-in and boarding times

Your final check-in time for Air NZ flights is noted in your itinerary. Check for any updates to this advice at airnewzealand.co.nz. Your final boarding time for Air NZ flights will be advised at the airport. No liability is accepted for your failure to comply with minimum check-in and/or boarding times.

Under current Air New Zealand requirements you are required to be checked in 30 minutes before the departure of your domestic New Zealand flight, unless you are connecting to an international flight. In that case, please be checked in 60 minutes prior to the departure of your domestic flight. If you have checked in online and have bags to check in, then drop them at the bag drop counter at least 30 minutes before departure. No bags? Please arrive at the boarding gate no later than 20 minutes before departure.

It is a New Zealand Aviation Security requirement that you carry your e-ticket when in a security area.

• Unacceptable items in checked baggage

Please be aware that we deem the following items unsuitable to be carried in checked baggage and we will refuse to carry them other than as carry-on baggage and subject to unchecked baggage restrictions: computers and computer equipment; special value items such as money, jewellery, precious metals, silverware, valuable documents, electrical and electronic devices, cameras, video cameras and related equipment, samples, fragile, delicate or perishable goods, commercial goods or business documents, travel documents, items we determine are unsuitable for carriage by reason of their weight, size, shape or character and items that have insufficient packaging to withstand the normal circumstances and effects of carriage by air. Except as otherwise provided by the Montreal Convention, if you do include such items in your checked baggage, with or without our knowledge, you do so at your own risk.

• Baggage claims

If your baggage has been delayed, damaged or lost, please contact our local baggage services office at the airport for immediate assistance. Alternatively, **contact us in writing within the minimum times specified below:**

	Baggage delayed Notify within:	Baggage lost Notify within:	Baggage damaged Notify within:
Checked baggage	30 days from when you should have received the baggage	30 days from when you should have received the baggage	30 days from when you should have received the baggage
Carry on baggage	N/A	7 days from the date the carriage ended	7 days from the date the carriage ended

• Dangerous articles in baggage

Visit airnewzealand.co.nz for a current list of restricted articles that cannot be packed in checked or carry-on baggage.

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from Air New Zealand.

• Privacy

Air New Zealand may disclose passenger information collected to government agencies and departments for the purpose of meeting their requirements. Disclosures may include the transfer of your personal information between countries. We also collect passenger information for other travel related purposes and may disclose certain details to other parties in accordance with our Privacy Policy. Visit airnewzealand.co.nz to view our Privacy Policy.

• Denied Boarding by Overbooking

If you have a confirmed reservation on Air New Zealand services and are denied boarding because of non-availability of seats caused by overbooking, we shall provide compensation as required by applicable law or pursuant to our denied boarding compensation policy. (Further information is available from us on request).

• Government Imposed Taxes and Fees

Taxes, fees and charges that are imposed by government authorities on the air carriage specified in your Itinerary and Receipt are either included in the fare or shown separately under 'Tax' or 'GST' on the Itinerary and Receipt. You will be required to pay any taxes, fees and charges not already collected.

3. Trip or Flight add-ons and add on payments

If you have booked some trip add-ons or flight add-ons, these may be listed in your receipt with a corresponding receipt number. The receipt number represents an IATA 'Electronic Miscellaneous Document' for miscellaneous charges.

Where the Electronic Miscellaneous Document is issued for transportation, or services other than passenger air transportation, specific terms and conditions may apply. These terms and conditions may be provided separately or may be obtained from the issuing company or agent