

**Booking #:** 4411740  
**Cost Centre:** 7821  
**Date:** 18-May-2022  
**Consultant:** CECILIA FOAESE  
**Phone:** 04 495 9584  
**Email:** cilla.foaese@fcmtravel.co.nz  
**Ordered By:** TRAN / JENNY MS  
**GDS Reference:** YPAUQB



PH 09 301 9409 LEVEL 4, 124 VINCENT STREET  
AUCKLAND CBD . 1010

## Passenger

MATT / MOFFAT MR

### ADVICE FOR NEW ZEALANDERS TRAVELLING OVERSEAS

The New Zealand Government is now advising that New Zealanders do not travel overseas at this time due to the outbreak of COVID-19, associated health risks and travel restrictions. There may be a higher risk of contracting COVID-19 overseas. You may come in contact with more people than usual, including during long-haul flights and in crowded airports. Health care systems in some countries may come under strain and may not be as well-equipped as New Zealand or have the capacity to support foreigners.

For more information please visit <https://safetravel.govt.nz/covid-19-coronavirus#overlay-context=covid-19-coronavirus>

I am pleased to advise your travel arrangements as detailed below.

While the utmost care has been taken to ensure the travel meets your requirements, we recommend you check carefully the bookings and cost centre codes.

Of particular importance is the correct spelling of names AS PER THE PASSPORT.

Please advise us immediately if any changes need to be made.

### FCM TRAVEL SOLUTIONS AFTER HOURS ASSISTANCE:

For emergency assistance outside New Zealand office hours.

Tel - 0800-747-767 if calling outside Auckland.

If calling from overseas please call one of the main office numbers listed below. Otherwise please call your local FCm office as listed below.

Auckland Office +64 9 301-9409

Wellington Office +64 4 499-2777

Christchurch Office +64 3 379-2484

A service fee applies.

Accommodation will be Room and Breakfast only charge back to FCM Travel Solutions. Anything extra will need to be paid for by the traveller on departure from the hotel.

## Your Itinerary

	<b>Tue 9 Aug 2022 at 1620</b>	<b>AIR NEW ZEALAND (NZ0433)</b>
	Departing:	CHRISTCHURCH at 1620
	Arriving:	AUCKLAND (Terminal D) at 1745
	Class of Service:	K - Economy Class [K-KFXTA] *
	Flight Status:	CONFIRMED [HK]
	Airline Reference:	JWSGEH
	Ticket Number ( MOFFAT/ MATT MR):	086 6022012129
	Aircraft:	17D
	Number of Seats:	1
	Included Checked Baggage:	1 pcs - Baggage allowance listed not inclusive of any frequent flyer benefits.
	Additional Purchased Baggage:	One Extra Baggage has been purchased.
	Number of Stops:	0
	Flight Time:	1 hrs 25 mins





**Tue 9 Aug 2022**

**CORDIS HOTEL AUCKLAND**

83 SYMOND STREET

AUCKLAND

Ph: 4 4729966

Check In: Tue 9 Aug 2022 at 15:00  
Check out: Thu 11 Aug 2022 at 11:00  
Room Type: ONE BEDROOM SUITE  
Status: CONFIRMED [HK]  
Room Rate: NZD 399.10 per Night (incl GST)  
Number of Rooms: 1  
Number of Guests: 1  
Confirmation No: 606912353  
Remarks: Special Info: FLIGHT CENTRE CORPORATE GLOBAL  
52 SQM Q OR K SUITE LOUNGE KITCHEN BATHTUB  
WIFI NON ISOLATION HOTEL COVID HYGIENE MEASURES  
Important Information: CANCEL BY 6 PM DAY OF ARRIVAL



**Thu 11 Aug 2022 at 1150**

**AIR NEW ZEALAND (NZ0446)**

Departing: AUCKLAND (Terminal D) at 1150  
Arriving: CHRISTCHURCH at 1315  
Class of Service: Y - Economy Class [Y-YFXTA] \*  
Flight Status: CONFIRMED [HK]  
Airline Reference: JWSGEH  
Ticket Number (MOFFAT / MATT MR): 086 6022012129  
Aircraft: 24D  
Number of Seats: 1  
Included Checked Baggage: 1 pcs - Baggage allowance listed not inclusive of any frequent flyer benefits.  
Additional Purchased Baggage: One Extra Baggage has been purchased.  
Number of Stops: 0  
Flight Time: 1 hrs 25 mins

\* Please check the booking terms and conditions for the rules of carriage for each flight on your itinerary.

## Your Flight Charges

	TOTAL*
Total Cost of Flights	NZD\$575.38

**The Best Fare within policy was not selected for all flights. Lost Savings \$346.98**

## Booking References

Select Travel Type 2805 NON STAFF DOMESTIC TRAVEL

\*Airline card payment fees may apply to your booking, please check with your Travel Manager for the most up to date charges.

\*\*\*\*\*  
AIR NEW ZEALAND DOMESTIC FLIGHTS ONLY

SEAT (\_SATA) - No Checked bag, 1 carry on bag up to 7kg; Non refundable; Date changes permitted for a \$50 Airline fee plus any applicable fare prior to day of departure; No changes permitted on the day of departure.

SEAT + BAG (\_BAGA) - 1 Checked bag up to 23 kg; 1 carry on bag up to 7kg; Non-refundable; Date changes permitted for a \$50 Airline fee plus any applicable fare prior to day of departure; No changes permitted on the day of departure.

FLEXITIME (\_FXTA) - 1 Checked bag up to 23 kg; 1 carry on bag up to 7kg; Seat request; Non-refundable; Date changes permitted for a \$50 Airline fee, plus any applicable fare difference prior to day of departure; Changes to flight time only on the day of departure, free of charge.

FLEXI DATE (\_FXPA) - 2 Checked bags up to 23 kg each; 1 carry on bag up to 7kg; Seat request; Fully refundable; Changes permitted anytime - fare difference may apply.  
\*\*\*\*\*

IMPORTANT - THE BELOW CONDITIONS ARE ADDITIONAL TO OUR GENERAL BOOKING TERMS AND CONDITIONS IN THE URL LISTED BELOW:

#### FARE RULES

Amendment or cancellation fees may apply to this booking. Cancellation fees may be up to 100%. Please contact your Travel Manager for full details.

#### AIRLINE CHECK-IN

Travellers must check in with the operating carrier.

For flights originating in New Zealand it is recommended that you check in no later than:

**\*\*International services** - 2 hours prior to departure.

**\*\*Domestic services** - 30 minutes prior to departure, or 90 minutes prior to departure if you are connecting to an International service.

Late check in may result in denied boarding and incur additional costs. Some airlines have specific check in requirements which must be adhered to - please check airline/airline website for additional information and for recommended check in times for flight departures originating from outside New Zealand. Photo ID / passport may be required to board your aircraft.

#### SCHEDULE CHANGES

We recommend that you check with the airline or airport website to confirm your scheduled departure time, 24 hours prior to your flight.

#### HOTEL ACCOMMODATION

To avoid cancellation/no-show charges being billed unnecessarily, please ensure that you advise us or the hotel of any change or cancellation in advance. At hotel check in, a credit card or cash deposit may be required by the property as security. If you are unsure of your company hotel policy and form of payment please ask your Travel Manager.

#### PASSPORT / VISAS

You are responsible for ensuring your passport is valid and that you have the necessary visa(s) and re-entry permit(s) for your travel. Passports must be undamaged and have the required validity for your destination. Some countries require electronic passports and/or more than 6 months validity. Please ask your Travel Manager for advice arranging these if you are unsure.

#### SAFE TRAVEL / HEALTH

For your safety and well-being we recommend you ensure you understand and take the necessary precautions for your personal well-being. Information concerning travel health and safety risks can be found on <https://safetravel.govt.nz>

#### BAGGAGE / AIRPOINTS

Allowances vary depending on Airline and frequent flyer status. Please check the conditions of your airfare and the associated airlines website(s) to ensure you are aware of the baggage conditions.

If you hold an airline/hotel/car membership and it is loaded in your traveller profile your points will be automatically generated once travelled. It is your responsibility to retain your boarding passes to reconcile against your airline membership statement.

Please do not hesitate to contact us for any assistance. We appreciate your business and thank you for booking with us.

## Booking Terms and Conditions

The Booking Terms & Conditions that apply to your booking can be viewed online at <http://www.nz.fcm.travel/booking-terms-and-conditions>.

## Privacy Policy

#### Introduction

This Privacy Policy ("Policy") explains in general terms how Flight Centre Limited ACN 003 377 188 ("Flight Centre", "we" "our" or "us") protects the privacy of your personal information. We are firmly committed to protecting the privacy and confidentiality of personal information and maintain robust physical, electronic and procedural safeguards to protect personal information in our care.

#### What is personal information?

Personal information is information or an opinion, in any form (whether true or not) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

#### How do we collect personal information?

Where practical we will collect personal information directly from you. Generally this will be collected by us when you deal with us either in person, by telephone, letter, facsimile, email or when you visit our website. We may request information about you when you purchase or make enquires about tickets or other products and services; when you enter competitions, register for promotions or when you request brochures or other information. We may also collect information when we invite you to complete surveys or provide us with feedback.

#### What personal information do we collect?

Generally, the type of personal information we collect about you is the information that is needed to facilitate your travel arrangements and bookings and to provide travel services and products to you. For example, we may collect details such as your name, mailing address, telephone number, email address, credit card number and expiry date, passport details, dietary requirements (if any) and health issues relevant to your travel arrangements. We also collect information that is required for use in the business activities of Flight Centre, including for example, financial details necessary in order to process various transactions and any other information you may elect to provide to us.

We are required by law to obtain your consent to the collection of sensitive information. We will assume that you have consented to the collection of all information which is provided to us for use in accordance with this Policy, unless you tell us otherwise.

#### When we act as agent

When we sell products and services to you, we usually do so as agent for the wholesaler or provider of those products and services. This means that we usually collect personal information about you, both for our internal purposes, and on behalf of the parties for whom we act as agent, for their internal purposes. Accordingly, the consent you provide under this statement to the collection of personal information by us, applies equally to the parties whose products and services we sell. For example, if you purchase a Qantas flight from us, then under this policy you will have consented

to your personal information being used by us, being provided to Qantas to enable your flight to be booked and being used by Qantas for Qantas' purposes.

We act as agent for many hundreds of companies, so it is not possible for us to set out in this statement exactly how each of these companies will use your personal information, but we are happy to provide more specific information to you if you email your query to us at [privacy@flightcentre.com.au](mailto:privacy@flightcentre.com.au).

#### **How do we use personal information?**

We will use your personal information to provide you with travel and travel related products and services.

We may use and disclose your personal information for the purposes for which it was collected, or for a related or ancillary purpose such as any one or more of the following purposes:

- \* Identification of fraud or error;
- \* Regulatory reporting and compliance;
- \* Developing, improving and marketing our products and services;
- \* Servicing our relationship with you by, among other things, providing updates on promotions and services we think may interest you;
- \* Involving you in market research gauging customer satisfaction and seeking feedback regarding our relationship with you;
- \* To facilitate your participation in loyalty programs;
- \* To analyse trends in sales and travel destinations;
- \* For marketing activities; and
- \* Internal accounting and administration.

#### **Is the information disclosed to third parties?**

We may disclose your personal information:

- \* as permitted or required by law;
- \* to various regulatory bodies and law enforcement officials and agencies to protect against fraud and for related security purposes;
- \* to our third party service providers as well as to our related entities;
- \* to third parties such as airlines, hotels, car rental companies and other service providers for the purpose for which the information was collected or for a related purpose, for example to facilitate and process your travel arrangements;
- \* to third parties who may involve you in market research for the purpose of servicing our relationship with you and improving the services we provide; and
- \* to third parties for the purpose of analysing trends in sales and travel destinations.

The third parties to whom we disclose your personal information may also be taken to have collected your personal information in their own right, for their internal use. For more information, see the heading above, titled 'When we act as agent'.

Where we engage third party contractors to perform services for us those third party contractors may be required to handle your personal information. Under these circumstances those third party contractors must safeguard this information and must only use it for the purposes for which it was supplied, although we are not responsible for ensuring this.

Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Trans-Border data flows

In providing our services to you it may be necessary for us to forward personal information to relevant overseas third party service providers. Please let us know if you have any objections to such transfers.

#### **Security of information**

Flight Centre has implemented appropriate physical, electronic and managerial security procedures in order to protect personal information from loss, misuse, alteration or destruction.

Flight Centre regularly reviews security and encryption technologies and will strive to protect information to the fullest extent possible.

#### **Access and correction of personal information**

Subject to the exceptions set out in the Privacy Act 1988 (Cth), we invite you to access and correct any personal information we may hold on you. If we deny access, we will provide you with the reason for such denial.

We may recover from you our reasonable costs of supplying you with access to this information.

#### **Opt-out**

Should you no longer wish to receive information on promotions and services we think may be of interest to you or participate in market research, kindly e-mail us on [privacy@flightcentre.com.au](mailto:privacy@flightcentre.com.au).

#### **Use of Cookies**

A cookie is a small piece of text that is placed within the memory of a computer and can be later retrieved by web page servers. We use cookies to enhance your interaction and convenience with our website and do not use cookies to record any personal information.

#### **Linked Sites**

Our website may contain links to other sites. We are not responsible for the privacy practices or the content of such web sites. We encourage you to read the privacy statements of any linked sites as their privacy policy may differ from ours.

For Qantas Terms & Conditions of Carriage, please see FCM Online Home page and click to the URL page.

#### **Feedback / Complaints**

We welcome your inquiries or comments about our Policy. Should you have any comments or complaints please contact us at [privacy@flightcentre.com.au](mailto:privacy@flightcentre.com.au).

#### **Changes to our Policy**

From time to time it may be necessary for us to review and revise this Policy. We reserve the right to change our Policy at any time, should this occur the amendment would be posted on our website.