

# Long Haul Groups Terms and Conditions

NZ SERVICES TO BUE, HKG, HOU, LAX, LHR, NRT, ORD, PVG, SEL, SIN, SFO, SGN, YVR

Upon requesting a quote or booking with Air New Zealand, you are accepting these terms and conditions. In the event these Terms and Conditions are breached, Air New Zealand may cancel without notice any bookings held and if necessary, take other steps to recover any applicable fees or penalties.

Air New Zealand reserves the right to alter terms and conditions depending on group size or group type. At times, special conditions may be applied. This is including but not limited to, sole use or majority use of an aircraft, charters or high demand periods.

These Terms should be read in conjunction with our [Privacy Policy \(/privacy\)](/privacy) and our [Conditions of Carriage \(https://www.airnzagent.com.au/conditions-of-carriage\)](https://www.airnzagent.com.au/conditions-of-carriage).

## Deposits

Long Haul – Following prices apply per person and per direction. AUD100 Economy / AUD150 Premium / AUD200 Business. Standard deadlines will apply for Group Bookings through the Air New Zealand Groups office unless advised otherwise at the time of quoting.

Payments can be made by Electronic Funds Transfer (EFT) allowing sufficient time for bank clearance as Deposit Deadline cannot be extended. An Air New Zealand booking reference/PNR must be used as lodgement reference and a copy of remittance to be sent to [groupsales@airnz.co.nz](mailto:groupsales@airnz.co.nz)

[\(mailto:groupsales@airnz.co.nz\)](mailto:groupsales@airnz.co.nz)

Bank Details	National Australia Bank (NAB)
Account Number	55-983-2182
BSB Number	083-001
Account Name	Air New Zealand Limited
Swift Code	NATAAU3303M
ABN	70 000 312 685

## Group size

No less than 10 passengers travelling together on the same PNR, or 20 passengers travelling to the same destination for the same purpose.

Should the group fall below minimum criteria then we may cancel the existing group fares and issue an updated confirmation to you with the lowest available fares available as at the date with immediate payment required.

## Payment & ticketing

Long Haul – 45 days prior to travel unless itinerary includes segments operated by another airline where 70-day deadline applies. Standard deadlines will apply for Group Bookings through Air New Zealand Groups office unless advised otherwise at time of quoting.

- Payment by EFT/Direct Deposit in AUD. Please allow a minimum 5 days for ticketing.
- Lap infants up to 23 months pay 10% of adult fare. Child fare same as adult, child taxes apply.
- Group prices become invalid if numbers fall below 10 passengers

Payments by Electronic Funds Transfer (EFT) must be made allowing sufficient time for bank clearance as Final Ticketing Deadline cannot be extended. An Air New Zealand booking reference/PNR must be used as a lodgement reference and a copy of remittance to be sent to [groupsales@airnz.co.nz](mailto:groupsales@airnz.co.nz)

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## Deadlines

### **Bookings made more than 150 days prior to departure**

Deposit due 45 days from confirmation, Refundable up to 90 days from departure\*.

Final payment and names due 45 days prior to travel (70 days when itinerary includes other airlines)

### **Bookings made 150-90 prior days to departure**

Deposit due 21 days from confirmation, Refundable up to 90 days from departure\*.

Final payment and names due 45 days prior to travel (70 days when itinerary includes other airlines)

### **Bookings made 90-60 days prior to departure**

Non-refundable\* deposit due 14 days from confirmation

Final payment and names due 45 days prior to travel (70 days when itinerary includes other airlines)

### **Bookings made less than 60 days prior to departure**

Full payment required 7 days from confirmation

\*Where booking includes long haul interline sectors, full payment and names are due 70 days prior to departure to meet other airlines ticketing deadlines.

## **Name changes**



Prior to ticketing – correction or a complete name change is permitted at no charge.

After ticketing – free of charge up to 5 business days prior to travel date. If the change is requested less than 5 business days prior to travel, fee of AUD50 applies.

No name changes permitted where itinerary includes sectors operated by other airline.

## Amendments

Prior to ticketing – Entire group can change dates a total of (1) times after deposited. Individual deviations are exempt. No penalty fee applies however any fare or tax difference will be payable.

After ticketing – AUD100 fee applies in addition to any fare or tax difference.

## Refunds

Space can be cancelled without penalty until the deposit non-refundable date. After this date and prior to full payment, deposit paid is the penalty for cancellation. After full payment, all fares are non-refundable. Taxes are fully refundable.

## No shows

If a no show occurs on any portion of the itinerary within a PNR, then the remainder of the itinerary will be automatically cancelled, and no refund will be applicable. Taxes are fully refundable.

## Interline

Interline segments refer to flights operated by another airline. Where these segments exist, operating carriers' conditions apply and at times these may differ to Air New Zealand's.

Air NZ Groups (Australian office) currently are able to interline with the following carriers:

Aerolineas Argentinas (AR)

United Airlines (UA)

## Baggage Allowance

The standard checked baggage allowance varies based on the cabin booked.

Ex Australia to North or South America

Economy – 2 x 23kg checked baggage

Premium – 2 x 23kg checked baggage

### Group Seating

Business – 3 x 23kg checked baggage



Block seating is available on request for not guaranteed as the event block seating is not available, seat assignment may only be made at airport check-in subject to availability. Details of pre-paid excess along with over size, overweight pieces can be found [here](#)

<https://www.airnewzealand.com/baggage> (includes inclusion of all Seats to Suit products).


### Group check-in



Air New Zealand does not offer group check-in.

Australia Agents AUD



 (<http://www.staralliance.com/en/>)  
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