

trans-tasman ALLIANCE V1

AIR NEW ZEALAND 

pacificblue 

international airline of



australia



Welcome

From July, you'll start to see Air New Zealand and Virgin Australia's alliance become a reality, with the two airlines beginning code share services on each other's flights across the Tasman and on connecting domestic services in each country.

Linking Air New Zealand's network of 27 ports in New Zealand to Virgin Australia's network of 29 ports in Australia, the alliance will create the largest ever Australasian airline route network for your trans-Tasman customers. Your customers can also look forward to improved connectivity and more convenient flight times across many routes when the full schedule comes into effect from November.

Dedicated teams from both airlines have been working closely together to implement the alliance. Over the coming months you will see many more exciting developments as we fulfil our goal of giving your customers the greatest choice and the most seamless travel experience possible on a trans-Tasman journey.

This booklet provides all the information relating to the new alliance network, how to book your clients' itineraries, what experience they will have on each airline including the similarities and differences, as well as explaining how reciprocal frequent flyer programme benefits and lounge access will be facilitated.

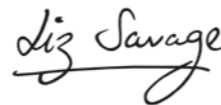
If you have any questions, our respective sales teams will be more than happy to help.

Regards



Bruce Parton

Group General Manager Australasia
Air New Zealand



Liz Savage

Group Executive Commercial
Virgin Australia Group of Airlines

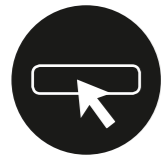


trans-tasman
ALLIANCE

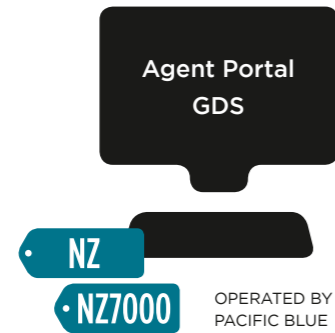
Index

BOOKING	4
PRODUCT OVERVIEW	6
NETWORK	8
AIRPORT	10
BAGGAGE	12
LOUNGES	15
LOYALTY	16
ONBOARD	18
KEY POINTS	20

How to book



AIR NEW ZEALAND



THROUGH THE GDS:

Seat+Bag, The Works and Works Deluxe are available.

DJ operated services with NZ code will be identified as NZ7000 series flights.

The Seat product can be booked via agent portal only in NZ and Australia.

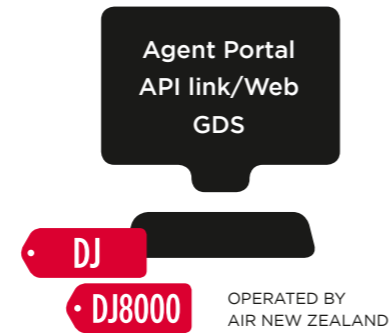
The Works is available on NZ7000 series flights.

Works Deluxe is not currently available on NZ7000 series flights.

FARE CLASSES

PRODUCT TYPE	BOOKING CLASS
Seat only	Available via agent portal only
Seat+Bag	P (tactical), K, X, G class
The Works	S (tactical) L, T, W, V, Q, H, M, B, Y class
Works Deluxe	S (tactical) L, T, W, V, Q, H, M, B, Y class
Business Class	Z (tactical) D, C class

PACIFIC BLUE



THROUGH THE API LINK/WEB:

Saver, Flexi and Premium fare types are available.

In the GDS, Saver Fares include a bag (the fares are at a higher level than the API link/Web), and Flexi and Premium fares are available at the same levels as through the API link/Web.

NZ operated services with DJ code will be identified as DJ8000 series flights.

Business Class is available on DJ8000 series flights on selected aircraft.

Premium Economy is not currently available on DJ8000 series flights.

FARE CLASSES

PRODUCT TYPE	BOOKING CLASS
Saver	F (tactical), R, X, U, A, T, S class
Flexi	M, B, N, Y class
Premium	J class

Fares



AIR NEW ZEALAND



Through the GDS: Seat+Bag, The Works and Works Deluxe products are available. The Seat product can be booked via the NZ agent portal only in both NZ and Australia.

Seat and Seat+Bag fares on NZ7000 series flights do not include in-flight entertainment.

Unaccompanied minors are not permitted to be booked on NZ7000 series flights.

NZ offers a maximum of 8 Works Deluxe seats on A320's, but will allow more on other aircraft types - this is to ensure passengers are seated at the front of the aircraft. At time of booking a 'fare quote over-ride' is required to purchase a Works Deluxe seat, however if 8 are already sold, an error message of 'INVALID FARE BASIS' will be generated.

Additional SSR items will be generated when Seat+Bag fares are booked. (Refer to key points page 20).

Works Deluxe fares are unable to be booked on NZ7000 series flights currently.

There are now only two fare bands in the trans-Tasman fare structure - Smart Saver and Flexi fares. The Flexi-saver fare type will be removed and flexible fares will now start at lower prices from Q class.

PACIFIC BLUE



Through the API link/Web all fare types are available. In the GDS, Saver fares include a bag (the fares are at a higher level than the API link/Web), and Flexi and Premium fares are available at the same levels as through the API link/Web.

Flexi fares include in-flight entertainment and a food and beverage bundle.

Premium fares include in-flight entertainment along with unlimited food and beverages.

Unaccompanied minors are not permitted to be booked on DJ8000 series flights.

Premium fares are unable to be booked on DJ8000 series flights currently.

Product overview



A quick reference for what is included with both airlines of the Alliance.

AIR NEW ZEALAND
(NZ & NZ7000 series flights)

SEAT

- > Seat
- > 1 carry on bag - 7kg
- > Tea, coffee and water
- > Buy snacks and drinks onboard
- > Entertainment: TV, music, games via back of seat in-flight entertainment (not available on NZ7000 series flights)

SEAT+BAG

SEAT PRODUCT, **PLUS**

- > 1 checked bag - 23kg

THE WORKS

SEAT+BAG PRODUCT, **PLUS**

- > Seat request (not currently available on NZ7000 series flights)
- > Entertainment: including movies
- > A meal and drinks

PACIFIC BLUE
(DJ & DJ8000 series flights)

SAVER

- > Seat
- > 1 carry on bag - 7kg
- > Tea, coffee and water
- > Buy food and beverage onboard
- > Entertainment: digEplayers can be hired onboard (subject to availability). On DJ8000 series flights entertainment is provided via back of seat in-flight entertainment.

SAVER

SAVER PRODUCT, **PLUS**

- > Checked baggage available for purchase up to 23kg

FLEXI

SAVER PRODUCT (INCLUDING A BAG), **PLUS**

- > Entertainment: via digEplayer including movies, TV, e-books, games
- > Meal and drink bundle
- > Checked baggage up to 23kg
- > Priority check-in
- > Plus flexible fare conditions

AIR NEW ZEALAND
(NZ & NZ7000 series flights)

WORKS DELUXE

(not available on NZ7000 series flights)

THE WORKS PRODUCT, **PLUS**

- > Premium check-in
- > Priority baggage
- > 1 extra checked bag - 23kg
- > Lounge access (where available)
- > More personal space in-flight and seating in forward zones of aircraft
- > Newspaper
- > 500ml bottle of mineral water
- > Noise-cancelling headphones
- > Cheese plate
- > Pillow and blanket (on request)

PACIFIC BLUE
(DJ & DJ8000 series flights)

PREMIUM ECONOMY

(Not available on DJ8000 series flights)

- > Premium check-in
- > Priority baggage
- > Extra checked bags up to 69kg
- > Lounge access (where available)
- > More personal space in-flight
- > Newspaper
- > Bottle of mineral water
- > Premium earphones
- > Unlimited food and beverage selection from onboard retail menu
- > Dream kit (Blanket, eyeshades etc)
- > Entertainment: via digEplayer including movies, TV, e-books, games
- > Plus flexible fare conditions

Network



The alliance will connect Air New Zealand's domestic network of 27 ports to and from Virgin Australia's domestic network of 29 ports, offering the largest ever Australasian airline route network for trans-Tasman travellers.



For travel up to November the existing schedule will be in place as filed in your GDS.

Air New Zealand will operate two thirds of the trans-Tasman flights with Pacific Blue operating one third.

AIR NEW ZEALAND **NON-STOP** services from November 2011



PACIFIC BLUE **NON-STOP** services from November 2011



Connections



At the airport



AIR NEW ZEALAND



REGULAR CHECK-IN



PREMIUM CHECK-IN



KIOSKS
NZ Only



PRIORITY BAGGAGE



BOARDING PASS



THROUGH-CHECK

PACIFIC BLUE



REGULAR CHECK-IN



PREMIUM CHECK-IN



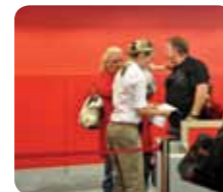
KIOSKS
Domestic Australia Only



PRIORITY BAGGAGE



BOARDING PASS



THROUGH-CHECK

Check-in



All passengers will need to check-in with the operating carrier - please ensure your customers are made aware of this.

- > Where possible, the NZ and DJ check-in counters will be located adjacent to each other. Signage and communications will be provided to assist people to the operating carrier.
- > All airport information screens displaying flight information will display both the NZ and the DJ flight number. The operating carrier will also be displayed.
- > Priority check-in counters will be available for eligible members when travelling on either carrier.
- > Airport processes will recognise customer tier status and apply the correct entitlements - this means all Airpoints Gold Elite, Gold, Koru and Velocity Gold and Silver customers travelling with both NZ and DJ will have tier status recognition at the airport and in-flight. To ensure that Airpoints Gold Elite, Gold and Koru and Velocity Gold and Silver members receive premium benefits they should be reminded to always present their membership card at DJ and NZ check-in counters respectively.
- > Kiosks are available domestically in New Zealand for passengers travelling on Air New Zealand operated flights only.
- > The product or fare type the customer has purchased will be stated on their boarding pass.



THROUGH-CHECK

- > Through-check is available when travelling continuously with the same carrier booked and ticketed in the same PNR.
- > For all journeys bags will be tagged to the final destination, but customers will still need to collect their baggage to clear customs.
- > Passengers checking-in for multi-sector journeys will be provided with a transfer wallet of information advising them of the process at intermediate ports of their journey.



EXAMPLES OF JOURNEYS AND WHAT YOUR CUSTOMERS WILL EXPERIENCE:

DOMESTIC TO INTERNATIONAL CONNECTIONS

NPE-AKL-SYD ▶ NPEAKL on NZ and AKLSYD on NZ7000

Pax check-in at NPE where they will receive a transfer wallet, bags will be tagged to SYD, they will receive a boarding pass to AKL, they will then need to proceed to a DJ check-in counter, present their transfer wallet where they will receive their AKLSYD boarding pass. Bags will be automatically transferred to the AKLSYD sector.

TSV-BNE-AKL ▶ TSVBNE on DJ and BNEAKL on DJ8000

Pax check-in at TSV where they will receive a transfer wallet, bags will be tagged to AKL, they will receive a boarding pass to BNE, they will then need to proceed to a NZ check-in counter, present their transfer wallet where they will receive their BNEAKL boarding pass. Bags will be automatically transferred to the BNEAKL sector.

INTERNATIONAL TO DOMESTIC CONNECTIONS

AKL-SYD-AYQ ▶ AKLSYD on NZ and SYDAYQ on NZ7000

Pax check-in at AKL where they will receive a transfer wallet, bags will be tagged to AYQ, they will receive a boarding pass to SYD, they will then need to collect their bags in SYD and clear customs, pax then proceed to the domestic transfer desk (only available in SYD and BNE, use check-in counters at other ports), present their transfer wallet where they will receive their SYDAYQ boarding pass.

MEL-CHC-HKK ▶ MELCHC on DJ and CHCHKK on DJ8000

Pax check-in at MEL where they will receive a transfer wallet, bags will be tagged to HKK, they will receive a boarding pass to CHC, they will then need to collect their bags in CHC and clear customs, pax then proceed to the domestic check-in counter, present their transfer wallet where they will receive their CHCHKK boarding pass.

- > If transferring from an international to a domestic service in AKL and the domestic connecting flight is within 60 minutes of the international arrival time, passengers need to proceed to the domestic transfer desk located at AKL International airport.
- > Passengers electing to use a self service kiosk for domestic New Zealand check-in will need to remove their old bag tags and replace them with the new tags generated at the kiosk. Failure to do this could result in the bag not being loaded.

Baggage



7kg

CARRY ON UP TO 7KG

One piece of carry on baggage up to 7kg will be strictly enforced, however Airpoints Gold Elite and Gold members may take an additional carry on bag up to 7kg.

23kg

CHECKED-IN UP TO 23KG

On products that permit a bag, NZ passengers may check-in with one bag up to the weight of 23kg. DJ passengers may check-in with baggage up to the weight of 23kg.

EXCESS BAGGAGE

AIR NEW ZEALAND NZ & NZ7000 SERIES Flights

PACIFIC BLUE

		1ST	2ND	3RD+
Ex SYD, MEL, BNE, OOL to NZ	(AUD)	40	120	200
Ex SYD, MEL, BNE, OOL to INTL	(AUD)	60	200	280
Ex PER, ADL, CNS to NZ & INTL	(AUD)	60	200	280
Ex NZL to SYD, MEL, BNE & OOL	(NZD)	50	150	250
EX NZL to PER, ADL & CNS	(NZD)	75	250	350

DJ's excess baggage rate is AUD\$15/NZD\$20 per kilo which will be charged to all DJ and DJ8000 passengers irrespective of the operating carrier.



A single trans-Tasman excess baggage charge will apply even if the journey includes a domestic connecting flight.

NZ CUSTOMERS

AIR NEW ZEALAND

NZ7000 SERIES Operated by DJ

SEAT



SEAT+BAG



THE WORKS



WORKS DELUXE



N/A

BUSINESS



N/A

NZ PREMIUM CUSTOMERS

AIR NEW ZEALAND

NZ7000 SERIES Operated by DJ

SEAT

Gold Elite Gold



SEAT+BAG

Gold Elite Gold



Gold Elite Gold & Koru



THE WORKS

Gold Elite Gold



Gold Elite Gold & Koru



WORKS DELUXE

Gold Elite Gold



N/A

Gold Elite Gold & Koru



N/A

BUSINESS



N/A



IMPORTANT - Please note that a NZ Premium customer who books on a DJ and DJ8000 series flight will not be entitled to any additional checked baggage allowance over and above what is included as part of the DJ fare.

Baggage (PACIFIC BLUE)

	PACIFIC BLUE	DJ8000 SERIES Operated by NZ
DJ CUSTOMERS		
SAVER	7	7
SAVER (when a bag is purchased)	7 23	7 23
FLEXI	7 23	7 23
PREMIUM	7 23 23 23	N/A
BUSINESS	N/A	7 7 23 23 23
DJ PREMIUM CUSTOMERS		
	PACIFIC BLUE	DJ8000 SERIES Operated by NZ
SAVER	SILVER 7 23 GOLD 7 32	SILVER 7 23 GOLD 7 32
SAVER (when a bag is purchased)	SILVER 7 23 GOLD 7 32	SILVER 7 23 GOLD 7 32
FLEXI	SILVER 7 23 GOLD 7 32	SILVER 7 23 GOLD 7 32
PREMIUM	7 23 23 23	N/A
BUSINESS	N/A	7 7 23 23 23

> **IMPORTANT** - Please note that a DJ Premium customer who books on a NZ or NZ7000 series flight will not be entitled to any additional checked baggage allowance over and above what is included as part of the NZ fare.

Lounges



Passengers entitled to lounge access on either carrier will be granted access to both NZ and DJ lounges and will need to show their boarding pass and Airpoints Gold Elite, Gold or Koru membership card, or their Velocity or Virgin Australia lounge member card on entry. Lounge access is not permitted when flying on Pacific Blue or Polynesian Blue Pacific Island flights.



AIR NEW ZEALAND DOMESTIC LOUNGES



AIR NEW ZEALAND INTERNATIONAL LOUNGES



VIRGIN AUSTRALIA DOMESTIC LOUNGES

LOUNGE ACCESS

	AIR NEW ZEALAND DOMESTIC LOUNGES	AIR NEW ZEALAND INTERNATIONAL LOUNGES	VIRGIN AUSTRALIA DOMESTIC LOUNGES
AIRPOINTS GOLD & GOLD ELITE	YES	YES	YES
VELOCITY GOLD	YES	YES excluding Pacific Island flights	YES
KORU MEMBERS	YES	YES	YES
VIRGIN AUSTRALIA LOUNGE MEMBERS	YES	YES only when travelling on a trans-Tasman journey	YES

> Guest entitlements in line with the current programme will be available in either airline's lounges. Please note that Airpoints Gold Elite, Gold and Koru members, Velocity Gold and Virgin Australia lounge members will only be able to access Air New Zealand or Virgin Australia owned and operated lounges, eg: Access for Velocity Gold and Virgin Australia lounge members will not be available to Air New Zealand contract lounges in Adelaide and Perth.

Loyalty & Benefits



A frequent flyer partnership between Airpoints and Velocity will start alongside the Air New Zealand and Virgin Australia Alliance. The frequent flyer partnership covers both the Alliance routes and the wider airline networks, with the exclusion of Pacific Island flights.

THE FREQUENT FLYER PARTNERSHIP COVERS

- > earning Airpoints Dollars and Velocity Points
- > earning Status Points and Status Credits
- > redeeming Airpoints Dollars and Velocity Points
- > premium customer benefits

OTHER AIRLINE LOYALTY PROGRAMMES - Please note that any loyalty members of other airline frequent flyer programmes (e.g. other airline Star Alliance Gold members) will not be recognised or entitled to loyalty benefits on codeshare flights.

ACCRUAL OF AIRPOINTS DOLLARS, VELOCITY POINTS & STATUS POINTS/CREDITS



From the Alliance operational launch date Airpoints and Velocity members will be able to book reward flights with either airline for travel once the alliance is operational (excluding Pacific Island flights).

When the alliance is launched operationally an Airpoints Member will earn Airpoints Dollars for flying on any regularly scheduled Virgin Australia Group of Airlines operated flight which carry the NZ, VA or DJ code (excluding Pacific Island flights).

Similarly Virgin Australia will offer Velocity Points accrual benefits and Status Credits in accordance with the rules of the Velocity Program which carry the NZ code (excluding Pacific Island flights).

Airpoints members must purchase an NZ fare to earn Airpoints Status Points. Velocity members can earn Status Credits on the NZ or DJ fare structure.

There will be no reciprocal earning, redemption or premium benefits on Pacific Island flights operated by Air New Zealand, Pacific Blue or Polynesian Blue.

Air New Zealand will be introducing a new Airpoints earning structure later this year which will allow Airpoints members to earn Airpoints Dollars on all The Works and Works Deluxe products including on Smart Saver fares.

As an interim offer for new bookings for travel on trans-Tasman flights from August, 5 Airpoints Dollars will be earned on any The Works Smart Saver fares and 10 Airpoints Dollars will be earned on Works Deluxe Smart Saver fares.

When you enter a Velocity membership number into the GDS PNR with a NZ flight, it must be prefixed with the carrier code of DJ.

The number will be validated and the relevant tier status will be recognised in the NZ PNR so NZ can deliver the agreed benefits relating to the tier.

This number will also be sent to Velocity so the customer can accrue on eligible NZ flights.

When you enter an Airpoints frequent flyer number into a Virgin Australia booking, it must be prefixed with the carrier code of NZ. Virgin Australia is currently reviewing the Velocity programme and will be re-launching the programme later this year.

Benefits offered by each airline when their members travel on their own marketed and operated flights may differ from the reciprocal benefits shown below.

AIRPOINTS MEMBERS

Lounge Access
Includes +1 for K
+1 for G
+5 for E

Priority Check-In

Priority Baggage

Additional Baggage Allowance - Checked

Additional Baggage Allowance - Cabin

Priority Seating (Product Permitting)

Advance Seat Select

Priority Boarding

NZ7000 series trans-Tasman

E, G, K,
S: 2 x Single Use

E, G, K

E, G, K

E, G, K

E, G

E, G, K

-

E, G, K

DJ & DJ 8000 series flights trans-Tasman

E, G, K,
S: 2 x Single Use

E, G, K

E, G, K

-

E, G

E, G, K

-

E, G, K

DJ/VA operated NON trans-Tasman Domestic Australia & wider network excluding Pacific Island flights

E, G,
K: Domestic Australia only

E, G

E, G

E, G

-

-

-

-

KEY

E Airpoints Gold Elite
G Airpoints Gold or Velocity Gold
S Airpoints Silver or Velocity Silver
L Virgin Australia Lounge Member
K Koru Member

VELOCITY MEMBERS

Lounge Access
Includes +1 for L
+1 for G

Priority Check-In

Priority Baggage

Baggage Allowance - Checked

Additional Baggage Allowance - Cabin

Priority Seating (Product Permitting)

Advance Seat Select

Priority Boarding

DJ8000 series trans-Tasman

G, L

G, S

G

G, S

-

G

-

G

NZ and NZ7000 series flights trans-Tasman

G, L

G, S

G

G

-

G

G (not available on NZ7000)

G

NZ operated NON trans-Tasman Domestic NZ & wider network excluding Pacific Islands flights

G
L: Domestic NZ only

G

G

G

-

-

-

-



See the Baggage section on pages 13-14 for details on baggage entitlements for loyalty programme members.

Boarding & In-flight



Both Air New Zealand and Pacific Blue will continue to have a priority HVC boarding process for premium customers.



AIR NEW ZEALAND



PACIFIC BLUE

ENTERTAINMENT



All NZ aircraft have personal audio, visual on demand (AVOD) entertainment screens in each seat. The A320 and 767 have Panasonic software that has been developed to give the crew the ability to set the entertainment levels specific to the product i.e. movies are not activated for Seat and Seat+Bag customers. These customers can 'unlock' and access all movies for the duration of the flight for NZ\$10 by swiping their credit card at their seat.

DJ aircraft will have digEplayers available which are complimentary for Flexi fare, Premium fare and The Works customers in the first instance. Saver fares, Seat and Seat+Bag customers can hire any remaining digEplayers subject to availability.

Seat back in-flight entertainment is available on Virgin domestic Australia aircraft.

MEALS



Saver fare guests, Seat and Seat+Bag customers travelling on a DJ flight can purchase food and beverage from the onboard retail menu. They also receive complimentary tea, coffee and water.

AIR NEW ZEALAND operated

Complimentary meals will be served to The Works, Works Deluxe, Business Class customers and Flexi fare guests. NZ has gluten free, vegetarian and kid's meals and activity pack that can be ordered at the time of booking, upon request. Tea, coffee and water is available complimentary to all passengers. An in-flight Bites menu is available offering a selection of snacks and drinks. Items may be purchased through the in-flight entertainment system by swiping a credit card or using a pre-paid voucher.

PACIFIC BLUE operated

Complimentary meals will be served to Flexi fare, Premium fare and The Works customers. For Saver fare, Seat and Seat+Bag customers DJ has on offer a selection of snacks, beverages and hot meals (subject to availability) which are available for purchase from the retail menu. Gluten free and vegetarian options may be requested in-flight and are subject to availability. These cannot be requested at the time of booking. A specific child's special meal is not available; however child friendly options are available for \$5. Accepted forms of payment are cash, credit card and NZ's pre-purchased \$5 in-flight Bites voucher.

SEATING



AIR NEW ZEALAND operated

Advanced seat request is only available for NZ bookings on NZ operated flights where the appropriate product has been purchased and ticketing has been completed. Air New Zealand Gold Elite, Gold and Koru members and Velocity Gold need to purchase The Works on NZ operated flights to access advanced seat request into the Space+ seating zone.

PACIFIC BLUE operated

DJ offers priority seating with customers automatically seat edited into the correct zones. Velocity Gold and Air New Zealand Gold Elite, Gold and Koru members will be seated behind DJ's Premium Economy seat zone. Premium Economy customers will be seated in the front section of the aircraft.

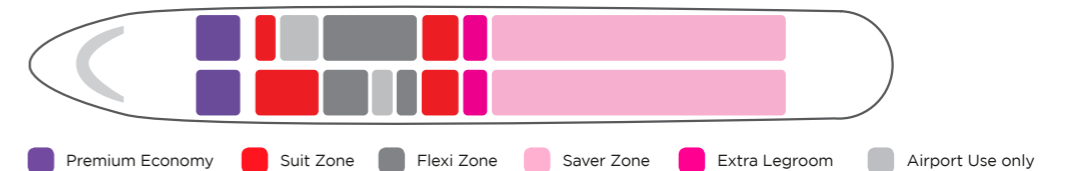
NZ A320

168 SEATS



DJ 737

180 SEATS



Key Points



Key points when booking an alliance journey:

NZ7000 OPERATED BY PACIFIC BLUE

DJ8000 OPERATED BY AIR NEW ZEALAND

- > Customers must check in at operating carrier.
- > On NZ7000 series flights or DJ flights, Seat and Seat+Bag and Saver customers must hire a digEplayer (subject to availability) in-flight to receive any in-flight entertainment.
- > NZ offers a maximum of 8 Works Deluxe seats on A320's, but will allow more on other aircraft types - this is to ensure passengers are seated at the front of the aircraft. At time of booking a 'fare quote over-ride' is required to purchase a Works Deluxe seat, however if 8 are already sold, an error message of 'INVALID FARE BASIS' will be generated.
- > When making a booking on NZ in the GDS, the following SSR items will be generated:
 - A) for P, K, X and G class bookings
eg: AKLSYD SEAT BAG FARE INCL 1CHKD BAG - SNACKS/MOVIES AVAILABLE FOR PURCHASE.
 - B) for NZ7000 series flight
eg: WLGBNE SEAT BAG FARE INCL 1CHKD BAG - NO IFE - SNACKS AVAILABLE FOR PURCHASE.
- > When a NZ7000 series flight is booked the following operating carrier data will be generated: OPERATED BY PACIFIC BLUE

- > Unaccompanied minors will not be permitted to be booked on NZ7000 and DJ8000 series flights.
- > Airpoints members will be able to earn Airpoints Dollars when flying on Virgin Australia Group of Airlines and Velocity members will earn Velocity Points and Status Credits on NZ flights (excluding Pacific Island flights). Air New Zealand Airpoints members must purchase a NZ fare to earn Airpoints Status Points. Velocity members can earn Status Credits on the NZ or DJ fare structure.
- > When you enter a Velocity membership number into the GDS PNR with a NZ flight, it must be prefixed with the carrier code of DJ. The number will be validated and the relevant tier status will be recognised in the NZ PNR so NZ can deliver the agreed benefits relating to the tier. This number will also be sent to Velocity so the customer can accrue on eligible NZ flights.
- > To ensure that Airpoints Gold Elite, Gold and Koru members receive premium benefits they should be reminded to always present their membership card at Virgin Australia's check-in counters.
- > Advanced seat select is only available to NZ The Works and Works Deluxe customers once ticketing is completed.
- > Premium economy is not available on DJ8000 series flights.
- > Works Deluxe is not currently available on NZ7000 series flights.
- > Passengers entitled to lounge access on either carrier will be granted access to both NZ and DJ lounges and will need to show their boarding pass and Airpoints Gold Elite, Gold or Koru membership card, or their Velocity or Virgin Australia lounge member card on entry.

More Information



For more information visit these websites:

AIR NEW ZEALAND



VIRGIN AUSTRALIA





trans-tasman
ALLIANCE