

Important information regarding: Air New Zealand maintenance engineers strike

Issued: 9am 10 December 2018

This advice applies to customers who are concerned or may be affected by the expected Air New Zealand aircraft maintenance engineers scheduled for the 21st of December 2018.

Background

Unions will meet with Air New Zealand on Monday to try resolve a pay dispute and avert a strike planned for the busiest day of the year.

Air New Zealand aircraft maintenance engineers, aircraft logistics and related staff have scheduled a strike four days out from Christmas – on the airline's busiest travel day of the year.

Air New Zealand said close to 42,000 customers booked to travel domestically and internationally on that date would face potential flight cancellations if it went ahead.

The Aviation and Marine Engineers Association (AMEA) and E tū notified the airline on Thursday evening of a total strike by almost a thousand unionised employees on December 21. The unions have also advised to expect further industrial action.

<https://www.stuff.co.nz/business/109165520/strike-planned-for-air-nzs-busiest-day-before-christmas>

For all policies issued on or before 9am 7 December 2018

Additional Expenses

- During the Journey, there is cover (up to the nominated policy limits) for reasonable Additional transport and hotel accommodation expenses incurred as a direct result of Hurricane Lane.

Amendment or Cancellation Cover

- If the policy contains amendment or cancellation cover, there is cover (up to the nominated policy limits) for reasonable amendment or cancellation costs if existing travel plans are directly affected by the event. We will not pay more for rearranging the journey than the cancellation costs which would have been incurred had the journey been cancelled.
- There is no cover available for any portions of the Journey that have been utilised.

Remember, all reasonable steps must be taken to mitigate out of pocket expenses.

Policy cover for policies issued after 9am 7 December 2018

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued after 9am 7 December 2018 as any events caused by the strike are no longer unforeseen.

- If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Important general advice

This information must be read in conjunction with the [Policy Wording](#) as certain terms, conditions, limits and exclusions apply. These terms, conditions, limits and exclusions are detailed in the [Policy Wording](#) and in particular we draw your attention to 'The Benefits' and 'General Exclusions' sections of the [Policy Wording](#).

If you are overseas and require travel or medical assistance, please contact our 24 hour Emergency Assistance team on +61 (2) 8907 5597.

For any general enquiries regarding the event please contact our Customer Service team on 0800 500 248 between 8.30am and 5.30pm Monday to Friday and 10am to 2pm on Saturdays.