

**YOUR PERSONAL DETAILS**

MR  MRS  MS  MISS  OTHER  (Specify)

FIRST NAME (As it appears on your passport)

MIDDLE NAME (As it appears on your passport)

FAMILY NAME (As it appears on your passport)

PREFERRED NAME

COMPANY NAME

POSTAL ADDRESS

TOWN/SUBURB

CITY

POSTCODE

COUNTRY

TELEPHONE

MOBILE

DATE OF BIRTH  /  /

EMAIL

By providing my email address, I am agreeing to receive Air New Zealand Koru communications as per the terms and conditions.

HAVE YOU PREVIOUSLY HELD A KORU MEMBERSHIP? YES  NO

IF YES, PLEASE PROVIDE YOUR KORU NUMBER

DO YOU HOLD AN AIRPOINTS™ MEMBERSHIP? YES  NO

IF YES, PLEASE PROVIDE YOUR AIRPOINTS NUMBER

**MEMBERSHIP FEES**

A joining fee is payable for new members and existing members who renew their membership one month or more after it expires. All fees are quoted in New Zealand Dollars and are GST inclusive where applicable.

A discounted five year individual or senior membership is available at [airnz.co.nz/koru](http://airnz.co.nz/koru).

MEMBERSHIP TYPE	JOINING FEE	ONE YEAR	TWO YEARS
INDIVIDUAL	\$255 <input type="checkbox"/>	\$506 <input type="checkbox"/>	\$889 <input type="checkbox"/>
CORPORATE	\$155 <input type="checkbox"/>	\$455 <input type="checkbox"/>	\$803 <input type="checkbox"/>
SENIOR	\$255 <input type="checkbox"/>	\$373 <input type="checkbox"/>	\$610 <input type="checkbox"/>
ANNUAL GUEST CARD	N/A	\$255 <input type="checkbox"/>	\$460 <input type="checkbox"/>

**PAYMENT DETAILS**

PLEASE CHARGE PAYMENT TO:

Mastercard  Diners Club  Visa  American Express

NAME ON CARD

CARD NUMBER

EXPIRY DATE  /

(OR)

Air New Zealand Airpoints

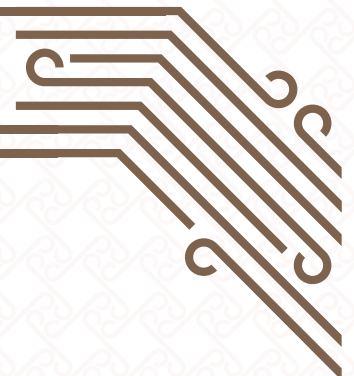
I agree to the general terms and conditions of Air New Zealand Koru (as summarised in this application form) and accept that Air New Zealand may cancel the programme or amend the conditions from time to time. To get the full terms and conditions, see [airnewzealand.co.nz/koru](http://airnewzealand.co.nz/koru).

SIGNATURE

DATE  /  /

**HOW TO PROCESS YOUR APPLICATION**

Please email this form to:  
[koruclub@airnz.co.nz](mailto:koruclub@airnz.co.nz)  
or fax to:  
+64 9 306 5305  
or mail to:  
Koru Contact Centre, Private Bag 93537, Takapuna, North Shore City 0704



### 1. GENERAL

1.1 In these terms and conditions:

“Air New Zealand”, “we” or “us” means Air New Zealand Limited.

“Air New Zealand International Lounges” means the lounges operated by or for Air New Zealand and accessible by Members on the day of travel, prior to departing on an Air New Zealand international ticketed and operated flight from that airport.

“Airpoints™” means the customer loyalty programme operated by Air New Zealand.

“Card” means a valid card issued to the Member by Air New Zealand and which evidences a Member's membership of Koru.

“Child” means a person who is under the age of 12 and travelling in the company of the Member.

“Guest” means a person who is travelling in the company of the Member and departing on that day on an Air New Zealand ticketed and operated flight.

“Guest Card” means a card purchased by a Member (excluding a Partner Member) from Air New Zealand on payment of an annual fee, to enable admission of an additional guest of the Member to Koru Domestic Lounges and specified Air New Zealand International Lounges while the guest is travelling with that Member.

“International Lounges” means certain third party operated airport lounges operated by or for Air New Zealand within New Zealand or internationally and accessible by Members on the day of travel, prior to departing on an Air New Zealand international ticketed and operated flight from that airport.

“Koru™” means the programme operated by Air New Zealand to provide airport lounge services, other facilities and services for the use and benefit of travelling Members.

“Koru Benefits” means the benefits, facilities, arrangements and services offered or made available to Members from time to time by Air New Zealand.

“Koru Club” is a registered trademark of Air New Zealand.

“Koru Domestic Lounges” means the lounges at Auckland, Wellington, Christchurch and Dunedin domestic airport terminals operated by or for Air New Zealand and accessible by Members on the day of travel, prior to departing on an Air New Zealand domestic ticketed and operated flight from that airport.

“Koru Express” means the 'express' facility in the Air New Zealand Regional terminal at Christchurch airport and any other area designated by us as an 'express' facility from time to time.

“Koru Lounges” means the Koru Domestic Lounges and Koru Regional Lounges.

“Koru Regional Lounges” means the lounges at Hamilton, Tauranga, Palmerston North, Napier, New Plymouth, Nelson, Invercargill or Queenstown domestic airport terminals operated by or for Air New Zealand and accessible by Members on the day of travel, prior to departing on an Air New Zealand domestic ticketed and operated flight from that airport.

“Lounges” means the Koru Lounges and the Air New Zealand International Lounges.

“Member” means a person who has applied for membership of Koru, paid the appropriate Membership Fee, has been issued with a Card and membership number and whose membership is current and has not been terminated or revoked.

“Members' Guide” means the book published by us from time to time which contains the membership terms and conditions.

“Membership Fee” means the joining and subscription fees from time to time payable to Air New Zealand on application for Membership. All fees are stated and payable in New Zealand dollars (NZD).

1.2 These terms and conditions and the provisions of the Members' Guide govern the operation of the Koru programme. If there is a conflict between the members guide and terms and conditions these terms and conditions will prevail.

1.3 These terms and conditions, Membership Fees and Koru Benefits may be changed at any time with or without notice as Air New Zealand may decide in its absolute discretion. For the most recent version of terms and conditions see [airnewzealand.co.nz/koru](http://airnewzealand.co.nz/koru).

1.4 We may suspend or terminate the operation of Koru at any time in our absolute discretion.

1.5 Any notice given to a Member under these terms and conditions will be deemed to have been given if emailed to the Member at the last email address provided by the Member to Air New Zealand for the purposes of membership of Koru.

### 2. MEMBERSHIP

2.1 The following are the types of membership of Koru:

(a) Individual Membership\*, which is open to individual persons over the age of 18 years. Individual Membership is available for a twelve (12) or twenty-four (24) month period or sixty (60) month period.

\*Members who purchased Life Membership have the same Koru Benefits as Individual Membership.

(b) Corporate Membership, which is open to companies enrolling ten or more individual employees as Members. Corporate Membership is available for a twelve (12) or twenty-four (24) month period.

(c) Senior Membership is available to any individual person 65 years or over, upon proof of age. Senior Membership is available for a twelve (12) or twenty-four (24) month period or sixty (60) month period.

(d) Partner Membership is only available for renewal on existing and current Partner Memberships. **Partner Membership is not available as a new Membership option.** Please note that Partner Memberships do not entitle the holder to Guest entitlements nor can the holder purchase Guest Cards.

(e) One Guest Card may be purchased by a current Member for a period of three (3) months, six (6) months, nine (9) months or one (1) year but in no circumstances shall a Guest Card be valid after the date on which the member's membership expires.

2.2 To become a Member, you must present a fully completed application form together with payment of the prescribed non-refundable Membership Fee (applicable for the term of membership specified). Membership is at our discretion and we may accept or reject an application for Membership as we see fit. Air New Zealand will make every reasonable effort to advise Members of any change in Membership Fees or other fees on [airnewzealand.co.nz/koru](http://airnewzealand.co.nz/koru) and/or by notifying members of such changes using the last contact details you have provided us.

2.3 Members may hold only one type of membership of Koru at any time.

2.4 Membership of Koru is personal to the Member and is not transferable in any circumstances.

2.5 Members may not under any circumstances transfer or sell Guest Cards to any third party for cash or any other consideration. If you breach this clause we reserve the right to revoke your membership.

2.6 Membership is recognised by the issue of a Card on which the Member's permanent Membership number is embossed.

2.7 Membership must be renewed (either for a twelve (12) or twenty-four (24) month or sixty (60) month period) prior to or on the anniversary of your date of joining. If you renew your membership by the date which is one (1) month after the date of your membership expiring, we will reinstate your membership without charging a joining fee. If we have waived your joining fee pursuant to this clause 2.7, your membership term will be deemed to have commenced from the anniversary of your date of joining and not the date of reinstatement. In all other cases, a new membership and joining fee are payable. Membership renewals can be for terms of twelve (12) months, twenty-four (24) months or sixty (60) months.

2.8 Koru is the Air New Zealand domestic and international air travellers' club and under no circumstances are Membership and/or the conditions thereof interchangeable with or transferable to the Air New Zealand Airpoints™ programme or any other club or programme operated by Air New Zealand or its partner airlines.

2.9 Koru Membership does not give access or rights to the benefits of any other Air New Zealand club or facility unless so stated in the Members' Guide.

### 3. USE OF THE CARD

3.1 By using the Card, a Member agrees to be bound by these Terms and Conditions as amended from time to time.

3.2 The Card is valid for use only by the Member whose name appears on the Card.

3.3 The Card is valid for use by the Member during the period indicated on it provided the applicable Membership Fee has been paid and there has been no termination or revocation of the Member's membership. The Card is not a charge or credit card and remains the property of Air New Zealand at all times and must be immediately surrendered to Air New Zealand on our request and/or on termination of membership.

3.4 If the Card is lost or stolen the Member must notify Air New Zealand as soon as possible.

3.5 You must promptly notify Air New Zealand either online at [myairnz.co.nz](http://myairnz.co.nz), in person at a Koru Lounge, or in writing or by phone of any change of address or contact details. Any name change by a Member must be notified to Air New Zealand in writing together with proof of the name change.

### 4. KORU BENEFITS

4.1 Koru Benefits are set out in the Member's Guide. Koru Benefits are not transferable and are not redeemable for cash.

4.2 Air New Zealand does not guarantee or warrant that the Koru Benefits will be available at any time or place. Air New Zealand is not liable for any loss, expense or damage arising from the provision or non-provision, whether in whole or in part, of any of the Koru Benefits. Air New Zealand is not liable for the refusal of any provider of Koru Benefits to accept or honour the Card nor is it responsible for Koru Benefits made available to or utilised by the Member. Any complaints by the Member must be resolved with the provider of the relevant Koru Benefit.

4.3 We reserve the right in our absolute discretion to withdraw, cancel, vary, or in any way change, at any time without notice, any of the Koru Benefits offered or advertised as available to Members by virtue of membership of Koru and we shall not be liable for any loss or damage suffered by any Member resulting from such withdrawal, cancellation, variation or change.

4.4 Access to Koru Benefits by a Member travelling on an Air New Zealand codeshare service or joint service which is operated by another airline, is subject to the conditions imposed by that airline. From time to time Air New Zealand may have arrangements with other airlines to provide services to its members. Such arrangements may commence or cease to be in effect at any time with no notice at the discretion of Air New Zealand and/or any other airline involved.

**4.5** Many of the Koru Benefits are provided on our behalf by entities with which Air New Zealand has made arrangements but over which Air New Zealand has no control. In compiling any publications or advertisements regarding the Koru Benefits so offered, Air New Zealand relies on information supplied by those entities.

**4.6** We have used all reasonable endeavours to ensure that the information contained in publications or advertisements regarding such Koru Benefits is correct at the time of printing but it does not accept any responsibility for any inaccuracy or mis-description contained in such publications or advertisements as a result of information supplied by those other entities.

### 5. ACCESS TO LOUNGES AND KORU EXPRESS

**5.1** Lounges are only accessible by Members prior to departure of a flight from that airport on that day. We have the discretion to refuse to permit any Member or Guest to enter a Lounge at any time, or to require a Member or a Guest to leave a Lounge immediately, without providing any reason or prior notice or warning to the Member or Guest.

**5.2** We reserve the right to restrict, limit, curtail or discontinue the availability of any Lounge or facility therein, including the self-service bar, in any or all of the Lounges at any time as Air New Zealand in its absolute discretion so decides. People under the legal drinking age will be restricted from access to the self-service bar.

**5.3** To be admitted to a Lounge, Members and Guests must meet the minimum dress standard of 'smart casual' as determined by Air New Zealand.

**5.4** Access to **Koru Lounges** is subject to the following additional conditions:

**(a)** Members must present their Card and a valid Air New Zealand boarding pass or ticket for an Air New Zealand ticketed and operated flight on that day which has not yet departed from that airport terminal.

**(b)** Access to unstaffed Koru Regional Lounges is provided at check-in. Members will receive, upon presentation of their Card at check-in, an authority with the appropriate daily keypad code allowing access to the lounge.

**(c)** One Guest may be admitted when accompanied by the Member. An additional Guest may be accommodated upon presentation of a valid Guest Card (valid for one Guest) or upon payment of a cover fee on the day from that lounge, together with a valid Air New Zealand boarding pass or ticket for an Air New Zealand ticketed and operated flight on that day which has not yet departed from that airport terminal.

**(d)** Children travelling with the Member may accompany that Member into Koru Lounges. Children must be supervised by an accompanying adult at all times.

**(e)** Guest and Child access to all Koru Lounges is subject to space availability.

**5.5** Access to **Air New Zealand International Lounges** is subject to the following conditions:

**(a)** Members must present their Card and a valid Air New Zealand boarding pass or ticket for an Air New Zealand ticketed and operated flight on that day which has not yet departed from that airport. In some airports, Members will be issued a lounge invitation at check-in for access to the lounge in that same airport.

**(b)** Access to an Air New Zealand International Lounge is only available to the Member prior to the Member's boarding of an Air New Zealand International flight or at such other times as determined by Air New Zealand in its sole discretion.

**(c)** One Guest may be admitted to certain Air New Zealand International Lounges when accompanied by the Member.

An additional Guest may be accommodated upon presentation of a Guest Card (valid for one Guest) or upon payment of a cover fee on the day from that lounge, together with a valid boarding pass for same day travel on an Air New Zealand ticketed and operated flight departing from that airport.

**(d)** Children travelling with the Member may accompany that Member into Koru Lounges. Children must be supervised by an accompanying adult at all times while in the Lounge.

**(e)** Guest and Child access to all Air New Zealand International Lounges is subject to space availability.

**5.6** Access by members to **International Lounges**:

**(a)** Access by members to International Lounges is by invitation only. Members should present their Card at check-in to ascertain whether access to an International Lounge is available. Admission to International Lounges is subject to space availability and is subject to the conditions of entry and use applied by the operator of each lounge.

**5.7** Access to **Koru Express** is subject to the following conditions:

**(a)** Access to unstaffed Koru Express facilities is provided by the Member scanning their same day Air New Zealand boarding pass for a flight which has not yet departed from the relevant airport, at the automatic gate. Members are not permitted to bring Children or Guests into the Koru Express facilities.

### 6. AIRPOINTS ELIGIBILITY

**6.1** Members are eligible to apply for a complimentary membership to Air New Zealand's frequent flyer programme, Airpoints.

**6.2** Membership of Airpoints is governed by the terms and conditions of the Airpoints programme. For details visit [airnewzealand.com/airpoints](http://airnewzealand.com/airpoints).

### 7. MEETING ROOMS

**7.1** At the Auckland airport domestic terminal, meeting room facilities may be available for use by Members and their guests when all are travelling on an Air New Zealand ticketed and operated flight departing that same day from Auckland airport. Advance bookings must be made by a Member and that Member must be present for the duration of the meeting. Further information, including booking and catering charges, can be obtained from the Auckland Koru Lounge (Phone **+64 9 256 3008**).

**7.2** At Wellington airport, meeting room facilities may be available for use by a Member and their guests, whether they are travelling that day or not. Bookings must be made by the Member and that Member must be present for the duration of the meeting. Hire charges and catering charges may apply. Further information, including booking and catering charges, can be obtained from the Wellington Koru Lounge (Phone **+64 4 388 0583**).

### 8. TERMINATION AND SUSPENSION

**8.1** Any breach of these terms and conditions or abuse of any of the Koru Benefits may result in termination or suspension of membership or cancellation or suspension of Koru Benefits or both, as Air New Zealand may decide in its absolute discretion.

**8.2** Air New Zealand may terminate or suspend a Member's membership or cancel or suspend a Member's Koru Benefits if that Member has in Air New Zealand's opinion:

**(a)** abused, misused or obtained by any misrepresentation any Koru Benefits or other facilities or arrangements provided by or in connection with Koru;

**(b)** behaved in a manner which Air New Zealand deems to be unacceptable while using any Koru Benefits or other facilities, services, or arrangements provided by or in connection with Koru;

**(c)** acted in any way that is detrimental to the interests of Air New Zealand or Koru; or

**(d)** provided any incorrect or misleading information to Air New Zealand in connection with membership of Koru.

**8.3** Membership automatically terminates on the death or bankruptcy of a Member. Except as provided in these terms and conditions or as required by the Consumer Guarantees Act, the Membership Fee is not refundable.

**8.4** Air New Zealand reserves the right to revoke, in its sole discretion, any Member's membership at any time without notice and without giving a reason therefore.

**8.5** We give no warranty for the continuing availability of Koru and we reserve the right to terminate it by giving at least six months' notice to Members, or at any time without notice if we cease to operate as an airline.

### 9. PRIVACY POLICY

**9.1** We collect personally identifiable information about our customers through our websites and through off-line transactions such as over the telephone, through travel agents, through the Airpoints programme and through Koru membership. We may use common interest technologies such as cookies or local shared objects on our websites and our emails. Personal information includes your name, membership number, Airpoints tier status, address and other contact details.

**9.2** We may use the personal information we collect:

- to process any communications you request
- to administer your membership in Koru
- to conduct surveys and internal research
- to comply with laws and regulations in applicable jurisdictions
- to identify and present offers from us or from third parties that may be of interest to you
- any other use that you authorise

**9.3** We share your personal information with third parties (such as data processing organisations or government agencies) for any of the purposes described here. Where possible we will require these third parties to strictly comply with our instructions and not use the information for any other purpose. We will not disclose your personal information to any other third party without your consent.

**9.4** You may request access to and correction of your information, or request Air New Zealand access and correct your information, at any time. If you have any questions about the privacy and security of your personal information, please contact us on **0800 736 000, +64 9 375 0285**.

### 10. TAX LIABILITY

**10.1** We have no responsibility for any tax liabilities or other levies or duties that may be imposed on any Member arising from their Koru Membership. Air New Zealand gives no warranty or assurance in relation to such tax liabilities or other levies or duties or the tax-deductibility of the Membership Fee. Members should seek their own advice on such matters. If you pay your Koru membership using Airpoints Dollars™, Air New Zealand will not issue a tax invoice.

### 11. MISCELLANEOUS

**11.1** These terms and conditions are governed by and construed in accordance with the laws of New Zealand and any proceeding with respect to or in connection with Koru Club brought against Air New Zealand must be instituted exclusively in the courts of New Zealand.

**11.2** If the Member acquires or holds herself or himself out as acquiring any services to which these terms and conditions apply for the purposes of a business the provisions of the Consumer Guarantees Act 1993 (N.Z.) shall not apply to the provision of such services.