

Currently **Group fares** are able to be purchased through **Air New Zealand** and **Virgin Australia's** new alliance.

The new code share services commenced flying on Tuesday 26 July for services across the Tasman and on connecting domestic services. **Air New Zealand** will operate two thirds of the trans-Tasman flights while **Pacific Blue** will operate one third.

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 route network resulting in improved connectivity and more convenient flight times across many routes.

Below is some vital information relating to the new alliance network and Group bookings currently, with more developments underway.

### Flight reference numbers:

For all Virgin Alliance flights the flight reference numbers will differ between Group and Individual bookings.

- For an Individual - the Virgin Alliance codeshare series flight numbers (NZ7000) will appear on their itinerary when booked through Air New Zealand
- For an Individual - the Virgin Alliance codeshare series flight numbers (DJ8000) will appear on their itinerary when booked through Pacific Blue
- For a Group - the operating carriers flight number will appear on their itinerary when booked through Air New Zealand.

The below example is used to demonstrate how the same flight will appear when booked through Air New Zealand.

One way flight: Sydney to Auckland on 21 August, departing Sydney at 6.50pm, arriving into Auckland at 11.50pm - This is a **Pacific Blue** operated service (aircraft).

For individuals travelling: This flight will appear on your Air New Zealand itinerary as the **Air New Zealand** codeshare flight number (NZ7904) due to the flight being operated by **Pacific Blue**.

For Groups travelling: This flight will appear on your itinerary as the **Pacific Blue** flight number (DJ54) due to it being the operating carrier.

### Designated Consultant:

Air New Zealand Groups will continue to provide a central point of contact to arrange your Tasman groups utilising the Virgin Alliance routes and accessing our joint airfares.

### Fares and Products:

Where group itineraries incorporate a combination of **Pacific Blue** and **Air New Zealand** operated services.

- If group to travel on an **Air New Zealand** operated service (eg: NZ101): Seat + Bag and Works fares are available for purchase.
- If group to travel on a **Pacific Blue** operated service (eg: DJ51): Seat and Bag fares are available for purchase. Note: Seat only, Works and Works Deluxe fares are not available. **Pacific Blue** flights DO NOT include in-flight entertainment. A digEplayer can be hired onboard for \$15. Please note there is limited availability of these players.

### Documentation

Air NZ groups will be initially providing two booking references and tickets for each operating service when a combination of **Pacific Blue** and **Air New Zealand** services are operating.

### HVC Baggage:

With Group fares, premium customers are to book with their loyalty programme's fare structure in order to receive baggage entitlements.

Baggage entitlements for Airpoints Gold Elite, Gold & Koru members will apply on only **Air New Zealand** operated services and will still be able to be pooled over the **Air New Zealand** operated service flight.

### Check-In

- All passengers of the group will need to check-in with the operating carrier. E.g. NZ101 to Sydney, check in at the **Air New Zealand** counter and DJ51 to Sydney, check in at the **Pacific Blue** counter.
- All airport information screens displaying flight information will display both the NZ and DJ flight number. The operating carrier will also be displayed.
- Group check-in counters are on request basis with the operating carrier.
- Kiosks are available in Auckland, Wellington, Christchurch and Dunedin for passengers travelling to Australia on **Air New Zealand** operated flights only

### Through-Check

- Through-check is not available for groups when travelling on two operating carriers (i.e.: **Pacific Blue** and **Air New Zealand**), as will be booked on differing tickets.
- For all journeys, bags will need to be collected by the customers and required clear customs for re-check in.

### Lounges:

- Passengers entitled to lounge access will now be able to also access all Virgin Australia's domestic lounges. They will be required to present their boarding pass and relevant membership card.

### Loyalty and Benefits:
















A frequent flyer partnership between Airpoints and Velocity will cover both the Alliance routes and the wider airline network with the exclusion of Pacific Island flights. Tier status from either programme will be recognised by each airline.

- Airpoints members must purchase an NZ fare to earn Airpoints Status Points
- Airpoints members will earn Airpoints Dollars for flying on a Virgin Australia Group of Airlines operated flight (excluding Pacific Island flights)
- Virgin Australia will offer Velocity Points accrual benefits and Status Credits in accordance with the rules of the Velocity programme on NZ flights.

### Network:

The full schedule comes into effect from November.

Below is a snapshot of the services that will be operated by **Air New Zealand** and **Pacific Blue** from November 2011.

Sector	Frequency change	Operator
CHC/SYD	moving from 12x per week to double daily	 
CHC/MEL	moving from 12x per week to double daily	 
CHC/BNE	moving from 13x per week to double daily	 
WLG/SYD	moving from 11x per week to double daily	
WLG/BNE	moving from 10x per week to double daily	
WLG/MEL	Daily	
ZQN/SYD	3 to 5 timings per week	 
ZQN/BNE		
DUD routes		
AKL/CNS		
AKL/ADL	5 to 7 timings per week (high season)	

 Air New Zealand

 Pacific Blue

 Mixed flying

SYD = Sydney

OOL = Gold Coast

CNS = Cairns

MEL = Melbourne

ADL = Adelaide

PER = Perth

BNE = Brisbane

Over coming months there will be more developments on this alliance and we will keep you informed of these.

If you have any questions, please do not hesitate to contact your Air New Zealand Groups Sales Executive – Lauren Park 09 336 2408