



SCHEDULE A
International Airline Program - Air New Zealand - Booking Instructions

Update: 28Jan09

COMPANION TICKET PROMOTION

Details of Offers	Air New Zealand will provide Platinum or Centurion Card members (as defined in the Agreement) who purchase a full fare, non-restrictive adult ticket in Business Premier or Business Class and who are otherwise eligible in accordance with the terms of this schedule with a second identical ticket free of charge (the "Companion Ticket") on Air New Zealand departing gateways in North America.
Travel Dates	All travel must begin on January 1, 2009 , and completed during a renewal term of the Agreement. The renewal date is August 31, 2010 .
Program Offer/Destinations	Offer valid on Air New Zealand all year, non-restricted Business Premier or Business Class fares with fare basis codes starting with C3- or CAKL- to the South Pacific, and from Los Angeles to London. This offer is not valid on sector fares. Must comply with Air New Zealand's published routings. See below for booking class codes.
General Program Booking Guidelines	<ul style="list-style-type: none"> • Cardmember and companion shall travel together with no exceptions. • Same PNR and tickets must be issued at same time, for same itinerary, class of service, flights and dates. • Tickets must show a confirmed reservation (with departure and return dated; no open tickets are permitted) • Tickets must be cross-referenced. • Revenue Tickets must be purchased in Canada with an eligible Platinum or Centurion Card • No split currency ticketing is permitted. • Ticketing is required at least 30 days prior to departure. If reservation is made within 30 days, it must be put on a 72 hour auto-cancel ticketing time limit, AND ticketing must be done within 72 hours following the reservation. • Groups are not allowed.
Booking Through	Personalized Travel Services (PTS) and Travel Service Network (TSN) of American Express
Departure Gateway Cities	Los Angeles (LAX), San Francisco (SFO), Honolulu (HNL), Vancouver (YVR)
International Destinations	Refer to Schedule B – Air New Zealand International Destinations
International Hub	Auckland, New Zealand
Fare for Revenue Tickets	Offer valid on Air New Zealand all year, non-restricted Business Premier or Business Class fares with fare basis codes starting with C3- or CAKL- to the South Pacific and from Los Angeles to London,. This offer is not valid on sector fares. Must comply with Air New Zealand's published routings.
Booking Code	<p>NZ transpacific / transatlantic sectors: D (book U if D not available) NZ domestic New Zealand sectors: Y NZ trans-tasman sectors: D (book Y is D not available)</p> <p><u>NZ cabin decoder:</u> D = Business Premier or Business Class service U = Pacific Premium Economy service Y = Pacific Economy service</p> <p>Air New Zealand will permit travel in "Y" or "U" class when there is "D" class service (but no seats available in D class) as shown above, however the itinerary will be based on the C3/C3OW fare with no fare differential refund.</p>



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OSI Message	Must be included in every Amex International Airline Program reservation 3OSI NZ AX 2 FOR 1 (PASSENGER NAMES) 3OSI NZ AX 2 FOR 1 (TICKET NUMBERS)
Waitlists	Allowed up until ticketing deadline. Once ticketing deadline is reached, tickets must be issued in the class confirmed.
Fare Basis Ticket Designators	C3/C3OW Fares from LAX to LON, C3/C3OW/C3C/C3COW/C3CA/C3CAOW/CAKL3/CAKLC/CAKLOW/CAKLCO fares from LAX/SFO/HNL/YVR to the South Pacific. <u>Ticket Designator</u> Revenue Passenger /IAPCN Free Companion /IAPCP
Endorsement Box <i>must be on both tickets</i>	(Fare Basis) Promo-Vld NZ only NONEND/NONTRN MUST TRAVEL WITH: psgr name to be entered
Pricing & Ticketing Guidelines PTS AGENTS WILL NOT REQUIRE THE TRACKING NUMBER - BUT MUST INPUT THE TOUR CODE CPLAT INTO THE TOUR CODE BOX.	Prior to issuing tickets , the TSN Agent must call the International Airline Program Desk (IAP Desk) for a mandatory tracking number at 1-866-215 5387 . <u>Tracking Number:</u> This NZ***** must be entered after the Tour Code CPLAT . <u>Tour Code Box:</u> CPLAT/NZ***** Validate on Air New Zealand (086) . Due to CRS limitation fares must be manually priced for Platinum 2x1 companion ticket. For assistance with pricing, call you Sales Development Rep. and advised that the fare quote is for Platinum 2x1.
Authorization "Tracking" Code	The assigned tracking number must be entered into the Tour Code Box directly following the tour code CPLAT . (See above under "Tour Code" for example.) The tracking number is assigned to one specific IAP transaction and cannot be duplicated or repeated. Assignment of tracking numbers does not imply approval or validation of the ASD booking made by the travel agency. The travel agency is solely responsible for meeting all terms and conditions relating to IAP. Failure to include tracking number will result in a debit memo being issued by Air New Zealand.
Stopovers	Unlimited stopovers permitted as per the published routing for C3- and CAKL-type fares.
Payment	Payment must be made using The Platinum or Centurion Card of American Express.
Prepays	Permitted when tickets are issued in Canada only in Canadian dollars.
Electronic tickets	Permitted
Side trips	Not permitted
One-ways and circle trip	Permitted
Round trip, Open-jaw	Permitted



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Flight Interruption	Air New Zealand will apply its existing flight interruption policies to both the Revenue Ticket and the Companion Ticket and shall use commercially reasonable efforts to accommodate the revenue passenger and companion on the next available Air New Zealand flight. In the event of an irregular operation, Air New Zealand will not downgrade the class of service of the revenue passenger and companion. Air New Zealand will accommodate the revenue passenger and companion with a hotel stay should a forced disruption of service occur within the itinerary. The companion is required to share a hotel room with the revenue passenger. If the companion requires a second room it will be at the companion's expense.
Frequent Flyer Mileage	Frequent flyer mileage may be accrued on for the full paying passenger any participating Star Alliance member programme including: AC Aeroplan, UA Mileage Plus, US Dividend Miles.
Name Changes	Once ticketed, not permitted for both tickets
Interlining	Not permitted. Valid on Air New Zealand operated services only.
Refunds	Permitted. Normal fare rules apply on the full revenue ticket only. Complimentary ticket has no refund value; however, taxes and fees are fully refundable. Each ticket will be refunded by the ticketing agency. Charge \$200 to the revenue ticket if passenger No Shows
Fare Increase	If a fare increases after the booking date, Air New Zealand will honour the lower fare at which the ticket was booked provided the ticket is purchased within 72 hours of the date of the fare increase.
Exchanges, Refunds & Cancellations & Re-routings	Once issued, ticket changes/cancellations/refunds are allowed without the imposition of any penalties provided that they are done through Amex PTS or TSN offices. Changes/cancellations/refunds done through NZ travel centres will be subject to the local fees. Normal fare rules apply on the full revenue ticket only. Companion Ticket has no refund value; however, taxes and fees are fully refundable. Each ticket will be refunded by the ticketing agency. Air New Zealand will allow tickets to be changed at an airport or at a city ticket office within 48-hours of departure on the same terms and conditions as any ticket and subject to availability. Re-routing are allowed, subject to availability.
Validation	Validate Basic Cardmember as follows: 3735 0XXXXX XXXXX 10th digit must be 1 or 4 or 8 and 12th digit, 13th, 14th digits must be 100 or 200 or 300 or 400 or 500 or 600 or 700 or 800 or 900. Amex reserves the right to revise the validation particulars by providing notice to Air New Zealand.
Blackout Dates	None. Seats are subject to availability
Fare for Companion Tickets	Base fare for Companion Tickets must be \$0.00. However, all applicable taxes, fees, surcharges including airport surcharges and Passenger facility charges (PFCs) must be paid.



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<p>Combinable</p>	<p>Cannot be combined with child, infant or senior citizen fares, travel agent discounts, coupons, frequent flyer awards, corporate contracted fares or other promotional offers</p> <p><u>NOT APPLICABLE ON THE INTERNATIONAL AIRLINE PROGRAM:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> These series flights NZ300-NZ699, NZ2000-NZ5999, and NZ9000-9999 are operated by different carriers. <input type="checkbox"/> No interlining is permitted with other airlines. All other fares must be priced and ticketed separately. <input type="checkbox"/> Fare basis are subject to change. <input type="checkbox"/> No children, infant or other discounts apply. <input type="checkbox"/> No re-routing permitted. <input type="checkbox"/> No split currency ticketing is permitted. <input type="checkbox"/> Not combinable with any Canadian or USA add-ons. Not valid on any other air promotions or offers, discounts or special credit vouchers.
<p>Commission</p>	<p>8% commission on ticketed Revenue Ticket. No commission earned on complimentary ticket.</p>

Schedule B – International Air New Zealand Destinations

International Airline Program – Promotions(s)

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REGION	ORIGIN	ROUTING	DESTINATION
New Zealand	LAX/SFO/HNL/YVR	Via non-stop YVR-AKL, SFO-AKL, LAX-AKL, and HNL-AKL services	AKL and all other points in New Zealand
Australia		Via AKL/WLG/CHC/ZQN/DUD/HLZ	SYD
		Via AKL/WLG/CHC/ZQN	MEL
		Via AKL/WLG/CHC/DUD/HLZ	BNE
	LAX/SFO/HNL/YVR	Via AKL/WLG/CHC/HLZ	OOL
		Via AKL	CNS
		Via AKL	ADL
		Via AKL	PER
Pacific Islands	LAX	Non-stop or via AKL	RAR
	LAX	Non-stop or via AKL	APW
	LAX	Via APW or via AKL	TBU
	SFO/HNL/YVR	Via AKL	RAR/APW/TBU
	LAX/SFO/HNL/YVR	Via AKL	NAN/PPT
	LAX/SFO/HNL/YVR	Via AKL	NOU/VLI/NLK
United Kingdom	LAX	Non-stop	LHR