



**2009-2010 AMERICAN EXPRESS INTERNATIONAL AIRLINE PROGRAM
TRAVEL AGENCY TERMS & CONDITIONS**

For the Platinum Card® and Centurion™ Card Members

Updated: **01 Jan 09.**

Ticketing is required at least 30 days prior to departure. Tickets must be issued on/before 31Dec 2010.

Failure to adhere to all of the terms & conditions listed below, may result in a debit memo from Air New Zealand. All ticketing liabilities will be the sole responsibility of the ticketing agency and not Platinum Travel Service (PTS).

****VERY IMPORTANT! PRIOR TO TICKETING, OBTAIN MANDATORY PROMOTION TRACKING NUMBER from PTS Agency Services Desk**

Call the ASD at 1-800-443-7672 -- press prompt number 5 during office hours 9am-8pm ET (Mon.-Fri.).

VALIDITY

- Valid for travel commencing on/after 01 January 01, 2009 and on/before 31 December, 2011.

TERMS AND CONDITIONS

- **Must obtain a mandatory tracking number from Platinum Travel Service before tickets are issued.**
- To qualify for the IAP, 2-for-1 program, the card member must have one of the following American Express Cards issued in the USA under his/her name: an **American Express Platinum Card®, American Express Centurion™ Card, American Express Corporate Centurion™ Card, American Express Business Platinum Card® or a Supplemental Platinum Card off a Platinum, Business Platinum, or Centurion account. Platinum Optima card members are not eligible for this program.**
- Payment may be made with any American Express card product in the eligible Card member's name.
- All travel must originate in the USA (LAX,SFO,HNL, or any other city served by United Airlines (UA) or US Airways (US), including Alaska and Hawaii) or in Canada (YVR only).
- Transpacific travel must be via Air New Zealand – operated flights between LAX/SFO/HNL/YVR and AKL, or between LAX and RAR/APW/TBU.
- Transatlantic travel must be via Air New Zealand-operated flights between LAX and LON.
- **E ticketing is permitted. Please check with your GDS for eligibility.**
- Valid on Air New Zealand –operated flights only, with the following exceptions:
 - NZ* code-share flights within the USA operated by UA or US are permitted.
 - UA and US coded flights within the USA (including Hawaii and Alaska) are permitted.Permitted NZ flight numbers: **1-2999, 3700-3999, 5000-5999, 8000-9799, and 9900-9999**
- **Domestic New Zealand sectors are permitted**, and are subject to the transfer provisions shown below
- Travel must comply with Air New Zealand's published routing and is subject to the following transfer provisions:
5 total transfers are permitted in each direction:
 - 2 permitted in the USA in each direction
 - 1 permitted in RAR / APW / TBU in each direction
 - 2 permitted within New Zealand in each direction
- Offer good on **Air New Zealand** all year, non-restricted, full Business Premier or Business Class **C3/C3C/C3CA/C3OW/C3COW/C3CAOW/CAKL3/CAKLOW/CAKL3C/CAKLCO** fares to the South Pacific and C3/C3OW fares to London.
Must comply with Air New Zealand's published routings.
- Air New Zealand will permit travel in "U" or "Y" class when there is no "D" or "J" class service (or seats) available (refer to booking class information on the next page), however the itinerary will be based on the full C-type fares listed above with no fare differential or refund.



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NOT APPLICABLE ON THE INTERNATIONAL AIRLINE PROGRAM:

- NZ Flight numbers 3000-3699, 4000-4999, 6000-7999, and 9800-9899
- UA Flight numbers 1700-5199, 5700-5799, 8100-9515, 9593-9999 and US Flight numbers 5100-5299, 5350-8799
- Interlining with any other airlines other than UA and US within the USA.
- All other fares must be priced and ticketed separately.
- No re-routing permitted **after travel commencement.**
- Split-currency ticketing and prepaids are **not** permitted.
- Not combinable with intra-Canada add-ons.**
- No children, infant or other discounts apply. / Not valid with any other air promotions, discounts or special credit vouchers.

BOOKING INSTRUCTIONS

- Eligible fares:** C3/C3OW/CAKL3/**CAKLOW** fares from **the USA** to the South Pacific
C3C/C3COW fares from YVR to New Zealand
C3CA/C3CAOW fares from YVR to Australia
CAKL3C/**CAKLCO** fares from YVR to NAN/RAR/PPT/TBU/APW
C3/C3OW fare from LAX to LON

- Fare basis codes:** Revenue passenger: **Fare basis above followed by CN (e.g.: C3CN, C3OWCN)**
Companion: **Fare basis above followed by CP (e.g.: C3CP, C3OWCP)**

- Booking Classes:** **For travel originating in LAX/SFO/HNL/YVR:**

NZ transpacific / transatlantic sectors: D (book U if D not available)
NZ domestic New Zealand sectors: Y
NZ trans-tasman sectors: D (book Y if D not available)

For travel originating in other cities in the USA served by UA or US:

NZ transpacific / transatlantic sectors: J (book U if J not available)
NZ domestic New Zealand sectors: Y
NZ trans-tasman sectors: D (book Y if D not available)
NZ* code-share sectors within the USA: C (book Y if C not available)
UA sectors within the USA: C (book F if C not available)
Y (if C and F are not available)
US sectors within the USA: F (book Y if F not available)

NZ cabin decoder: D, J = Business Premier or Business class
U = Pacific Premium Economy
Y = Pacific Economy



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- **OSI messages required:** Must be included in every IAP reservation
3OSI NZ AX 2 FOR 1
If the itinerary includes US Airways (US) flights, the following OSI message is also required:
3OSI US INTL BKG WITH NZ
- **Both passengers must be booked on the same record.**
- **If booking is made within 30 days, the reservation must be put on a 72 hour auto-cancel ticketing time limit. IAP reservations should not be placed on a courtesy reservation for any reason.**

TICKET DESIGNATORS

Revenue Passenger (Platinum/Centurion card member)	/IAP
Free Companion	/IAP

FARING INSTRUCTIONS

- Due to CRS limitations in all GDS, fares **MUST** be manually priced for Platinum 2 for 1 tickets. For assistance please contact Air New Zealand Limited.

TICKETING INSTRUCTIONS

- **Prior to issuing tickets**, the Agent must call ASD for a **mandatory tracking number** at 1-800/443-7672 press prompt 5.
- **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.**
- **Tour Code Box:** Agents must show **PLAT/NZ******* in the **Tour Code Box**, where ***** is a 5-digit tracking number (i.e. PLAT/NZ12345).
- **Validate on Air New Zealand (086).**
- **Endorsement Box:** **Promo-VLD NZ only NONEND/NONTRN**
- **Form of payment must be any American Express Card held by the Platinum or Centurion cardholder.**
- **The passenger on the revenue ticket must be a current Platinum or Centurion member.**
- **Commission: 0% on revenue ticket. No commission earned on the complimentary ticket.**
- Companion ticket must show "0.00" in the fare box but **all** applicable taxes, government fees and charges **must** be paid on the complimentary tickets.
- **E Ticketing:** Permitted (please check your GDS for eligibility). If passengers have other flights not eligible in the IAP program they must be booked in separate itineraries.

FREQUENT FLYER MILEAGE

- Frequent flyer mileage may be accrued on UA Mileage Plus, US Airways Dividend Miles or AC Aeroplan programs for the full paying passenger only.



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APPLICABLE INTERNATIONAL AIR NEW ZEALAND MARKETS

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

- ❑ For travel originating in SFO, the transpacific sectors must be on NZ 7 / NZ 8 only.
- ❑ For travel originating in YVR, the transpacific sectors must be on NZ 83 / NZ 84 only.
- ❑ Free stopovers permitted as per the routing of the eligible fares listed above, and provided the transfer provisions listed under the Terms and Conditions paragraph are met.
- ❑ Gateways, schedules, cities/airports are subject to change without prior notice.
- ❑ Both the full revenue and free companion passenger are eligible to purchase the “STAR South Pacific Airpass”.

REFUNDS

- ❑ 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.

GROUPS

- ❑ Not allowed without prior approval from Air New Zealand Sales.



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AUTHORIZATION “TRACKING” CODE

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Failure to include tracking number will result in a debit memo being issued by Air New Zealand.