

AIR NEW ZEALAND ECONOMY SKYCOUCH™ NOW ON SALE

Air New Zealand's new Economy Skycouch™ product is now on sale for travel from 1 April 2011 on selected flights (NZ2 & NZ1) between Auckland, Los Angeles and London.



There are a total of 20 Economy Skycouches on each B777-300. To travel in an Economy Skycouch passenger/s must upgrade their Economy Class ticket/s, and is only available if the Economy ticket/s is issued on Air New Zealand (086) paper. An upgrade from an Economy ticket to an Economy Skycouch can be booked at anytime but is subject to availability of the Economy Skycouch at the time the upgrade is booked.

Travel Agents with customers that want to upgrade from Economy Class to an Economy Skycouch should follow this booking procedure. Please note: it is not possible to book an Economy Skycouch in your GDS at this time.

	April 29th onwards	Late July onwards
Step 1	<p>Book regular Economy seats in GDS for all passengers in travelling party.</p> <p>Quote regular Economy seat price including any child discount.</p> <p>Ticket booking.</p>	<p>Book regular Economy seats in GDS for all passengers in travelling party.</p> <p>Quote regular Economy seat price including any child discount.</p> <p>Ticket booking.</p>
Step 2	<p>Contact your Air New Zealand Sales Development or Account Support representative and request upgrade availability and prices to Economy Skycouch™.</p> <p>Air New Zealand will upgrade your ticketed booking and send you an e-ticket (revalidation showing additional collection).</p>	<p>Go to www.airnztravelagent.com and retrieve your booking. Follow onscreen flow to upgrade booking to Economy Skycouch™.</p> <p>Or contact Air New Zealand Travel Agency Services at 1 800 262 2468 and request upgrade availability and prices to Economy Skycouch™.</p> <p>Air New Zealand will upgrade your ticketed booking and send you an e-ticket (revalidation showing additional collection).</p>

The cost for the upgrade is dependent on the makeup of the passenger group. Three passengers travelling together on the same PNR (e.g. 2 adults/1 child, 1 adult/2 children) can upgrade from Economy to an Economy Skycouch for only \$150 per flight sector. Meanwhile prices for a couple travelling together, or a passenger travelling alone, will vary depending on the demand for the flight on which they are travelling.

The indicative 'from' price for each passenger grouping when upgrading to a single Economy Skycouch is as follows.

Passenger Grouping Details (Must be booked on the same PNR)	Upgrade Cost per Economy Skycouch™ (USD)
3 passengers travelling together	\$150 per flight sector**
A couple (or adult/child) travelling together	<u>from</u> \$300* per flight sector**
A single passenger	<u>from</u> \$900* per flight sector**

If you have any questions about how to sell an upgrade from Economy to an Economy Skycouch please contact your local Air New Zealand Account Manager. For more information of the Economy Skycouch please visit www.futuretakingflight.com

Useful sales tips and related information for upgrade from Economy to an Economy Skycouch.

- Revalidated Economy tickets with an upgrade to an Economy Skycouch will clearly identify that the ticket includes 'Economy Skycouch'
- Upgrade is only permitted for Economy tickets issued on Air New Zealand (086) paper.
- Upgrade is not permitted for bookings made in X, P, F or N class.
- Payments for Economy Skycouch upgrade will be at net levels.
- Ownership of the PNR booked in your GDS is retained by the travel agent because Air New Zealand only revalidates the ticket to show the upgrade.
- When Economy Skycouch tickets are changed, the upgrade to Economy Skycouch must be rebooked and the whole booking must be recalculated based on availability at the time of rebooking.
- It is not possible to hold Economy Skycouch seats without ticketing them. Ticketing must be completed at the time of booking against a valid Economy ticket.
- Fare conditions for an Economy ticket upgraded to an Economy Skycouch will be the same as those that apply to the Economy ticket.

* Upgrade charge varies with demand for Economy Skycouch and general demand for individual flights.

** AKL-LHR is considered to be two flight sectors (AKL-LAX-LHR) as is LHR-AKL. Passengers can upgrade individual or all sectors when flying on NZ1/2 from 1 April 2011.

Air New Zealand is proud to be a member of Star Alliance. The Star Alliance network was established in 1997 as the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognised by numerous awards, including the Air Transport World Market Leadership Award, Best Airline Alliance by both Business Traveller Magazine and Skytrax. The member airlines are: Adria Airways, Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian, Blue1, bmi, Brussels Airlines, Continental Airlines, Croatia Airlines, EGYPTAIR, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shanghai Airlines, Singapore Airlines, South African Airways, Spanair, SWISS, TAP Portugal, Turkish Airlines, THAI, United and US Airways. Aegean Airlines, Air India, and TAM have been announced as future members. Overall, the Star Alliance network offers 19,700 daily flights to 1,077 airports in 175 countries.

For more information about Air New Zealand visit www.airnewzealand.com and for more information about Star Alliance visit www.staralliance.com