

## Travelling domestically

Last updated: 19/11/2020

Please refer to your organisation's travel policy in conjunction with current [Alert Level advice](#), prior to planning any travel. Revised flight schedules and availability can be found online or via your Travel Management Service (TMS) provider.

Travel suppliers are taking a number of steps to keep our travellers safe. These are outlined below and are updated as requirements change. Please check suppliers' websites for the latest up-to-date information and schedules.

### Air travel

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| <b>Routes available</b>    | Air New Zealand continue to operate a reduced schedule which will be adjusted as demand requires.   | Jetstar continue to operate a reduced schedule which will be adjusted as demand requires.<br><br>Six domestic routes are available to book.  | A reduced schedule will continue to operate and will be adjusted as demand requires. All routes are available to book:<br>Wellington/Blenheim<br>Wellington/Westport<br>Wellington/Nelson<br>Wellington/Taupo<br>Wellington/Paraparaumu<br>Wellington/Picton<br>Blenheim/Christchurch<br>Blenheim/Paraparaumu<br>Christchurch/Wanaka | All scheduled flights are operating to and from the Chatham Islands, Whakatane, Whanganui and the Kapiti Coast. | All scheduled routes are in operation. Charter flights are available on request.    |
| <b>Physical distancing</b> | <ul style="list-style-type: none"> <li>Recommend checking in online or via the Air New Zealand app before heading to the airport. Online check-in is available 24 hours prior to flight departure. Please allow extra time to process through check-in and security.</li> </ul> | <ul style="list-style-type: none"> <li><b>Contactless check-in</b> (via online/app) and self-service kiosks (available at selected airports) is recommended.</li> <li><b>Contactless scanning</b> of boarding passes further reducing shared contact.</li> </ul> |  |   |   |



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| <p><b>Extra hygiene protocols</b></p> | <ul style="list-style-type: none"> <li>• Hand sanitiser is available in airports and on aircraft. Passengers are welcome to use it as required.</li> <li>• High touch surfaces on board and in lounges and airport spaces will continue to be cleaned regularly.</li> <li>• Aircraft are thoroughly sanitised with stronger products. Jet aircraft have hospital-grade air systems that filter out viruses.</li> </ul> | <ul style="list-style-type: none"> <li>• Jetstar aircraft have hospital-grade aircraft filtration systems that filter out viruses.</li> <li>• Hand sanitising stations are available in airports.</li> <li>• Enhanced cleaning of aircraft using products recommended for sanitisation against COVID-19. Focus on high contact areas – seats, seatbelts, overhead lockers, air vents and toilets.</li> </ul> | <ul style="list-style-type: none"> <li>• Sounds Air staff have access to gloves and sanitiser at all airport bases.</li> <li>• Sanitiser is available for all passengers and gloves can be requested.</li> <li>• All aircraft are disinfected during every turn-around.</li> </ul>   | <ul style="list-style-type: none"> <li>• Aircraft have had their air filtration systems fully checked and replaced if engineers deem necessary.</li> <li>• Increased cleaning program using approved and recommended strength cleaning products for sanitisation against COVID-19.</li> </ul> | <ul style="list-style-type: none"> <li>• Hand sanitiser is available for passengers use at the check-in facility.</li> <li>• Extra cleaning measures introduced including: cleaning and disinfecting all frequently touched surfaces inside and outside of the aircraft, with special attention to the seating area and seat-belt buckles, using anti-bacterial spray and anti-bacterial disposable wipes.</li> </ul> |
| <p><b>PPE requirement</b></p>         | <ul style="list-style-type: none"> <li>• Face coverings are required on all flights for anyone aged 13 years and over. Passengers can wear their own face-covering or a face mask will be provided prior to boarding.</li> </ul>   | <ul style="list-style-type: none"> <li>• Face masks are mandatory on all flights for anyone aged 13 years and over. Passengers can bring their own mask if preferred.</li> <li>• Jetstar provides free 'Fly Well' packs including masks and sanitising wipes which will be available at the gate and on board.</li> </ul>  | <ul style="list-style-type: none"> <li>• Face coverings are mandatory on all flights for anyone aged 13 years and over.</li> <li>• Passengers are strongly encouraged to come prepared by bringing their own face mask/covering where possible.</li> <li>• Sounds Air will have masks available if requested.</li> <li>• Gloves can be requested.</li> </ul> | <ul style="list-style-type: none"> <li>• Face masks are mandatory on all flights for anyone aged 13 years and over. Passengers are encouraged to bring their own mask. If a passenger does not have a face mask, they will be available at the gate and on board.</li> </ul>                  | <ul style="list-style-type: none"> <li>• Face masks are mandatory on all flights for anyone aged 13 years and over.</li> <li>• Passengers are required to supply their own mask wherever possible. Sunair have stock available at a cost of \$5.00 per mask.</li> </ul>   |
| <p><b>Contact tracing</b></p>         | <ul style="list-style-type: none"> <li>• It is important that accurate contact details are recorded in your booking. If you booked directly with Air NZ, please go to <a href="#">manage bookings</a> to update your preferred contact information. If you booked through a travel agent, please contact them directly.</li> </ul>   | <ul style="list-style-type: none"> <li>• Contract tracing procedures are in place.</li> </ul>  | <ul style="list-style-type: none"> <li>• Please bring ID to check-in, and up-to-date mobile number and email to help with contact tracing, if required.</li> </ul>   | <ul style="list-style-type: none"> <li>• Contact tracing procedures are in place for all employees and passengers.</li> </ul>   | <ul style="list-style-type: none"> <li>• Contact tracing procedures are in place.</li> </ul>  |
| <p><b>Other</b></p>                   | <ul style="list-style-type: none"> <li>• Food and beverage services on all domestic flights operate as normal, including Koru Hour.</li> <li>• Koru lounges are available, with the exception of the Wellington Regional Lounge. The Wellington Jet Lounge is available as an alternative.</li> <li>• Air New Zealand Fast Bag product is currently unavailable.</li> </ul>  | <ul style="list-style-type: none"> <li>• Food and beverage services are operating as normal.</li> <li>• Once seated, passengers are asked to limit movement around the cabin.</li> </ul>   |  |   |   |



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| Schedules & COVID-19 updates | <a href="https://www.airnewzealand.co.nz/covid19-new-zealand-domestic-travel">https://www.airnewzealand.co.nz/covid19-new-zealand-domestic-travel</a> | <a href="https://www.jetstar.com/nz/en/covid-19-faq">https://www.jetstar.com/nz/en/covid-19-faq</a> | <a href="https://www.soundsair.com/">https://www.soundsair.com/</a> | <a href="https://www.airchathams.co.nz/travel-info/coronavirus">https://www.airchathams.co.nz/travel-info/coronavirus</a> | <a href="http://sunair.co.nz/">http://sunair.co.nz/</a> |
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## Rental Vehicles



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| <b>Extra hygiene protocols</b> | <ul style="list-style-type: none"> <li>Enhanced cleaning protocols are in place, including thorough multiple-point focus areas for cleaning vehicles; using an industry-grade cleaning solution, paying particular attention to hard surfaces that people most commonly touch, such as; steering wheels, door handles, handbrakes, dashboards, fuel levers and key fobs.</li> </ul> | <ul style="list-style-type: none"> <li>Enhanced cleaning protocols.</li> <li>All locations carry hand sanitisers for staff and customers.</li> <li>Counters are being cleaned regularly with wipes.</li> </ul> | <ul style="list-style-type: none"> <li>Enhanced cleaning and sanitising protocols.</li> </ul>  | <ul style="list-style-type: none"> <li>Enhanced cleaning and sanitising protocols.</li> </ul>        |
| <b>Pick up/ Drop off</b>       | <ul style="list-style-type: none"> <li>Collection: where some provincial airports are closed, Avis will provide keys and paperwork from the depot's service centre, typically stationed in/near an airport carpark or just across the road.</li> </ul>  | <ul style="list-style-type: none"> <li>As usual.</li> </ul>  | <ul style="list-style-type: none"> <li>As usual.</li> </ul>  | <ul style="list-style-type: none"> <li>As usual.</li> </ul>  |
| <b>Rental agreement</b>        | <ul style="list-style-type: none"> <li>Rental agreement will be emailed rather than supplying a hard copy.</li> </ul>   | <ul style="list-style-type: none"> <li>Paper rental agreements will be available.</li> <li>Disposable pens will be provided to sign paperwork.</li> </ul>  | <ul style="list-style-type: none"> <li>Paper rental agreements will be available</li> <li>Please use your pen where possible. Branches will provide cleaned pens for signing if required.</li> </ul> | <ul style="list-style-type: none"> <li>Will be emailed rather than supplying a hard copy.</li> </ul> |
| <b>Other</b>                   | <ul style="list-style-type: none"> <li>Travellers should sign up to Avis preferred membership to enable a faster check in process. <a href="#">Please click here for the online application.</a></li> <li>Contact tracing.</li> </ul>   | <ul style="list-style-type: none"> <li>Contact tracing.</li> </ul>   | <ul style="list-style-type: none"> <li>Contact tracing.</li> </ul>   | <ul style="list-style-type: none"> <li>Contact tracing..</li> </ul>                                  |

## Less-than-one-day Rentals



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| <b>Extra hygiene protocols</b> | <ul style="list-style-type: none"> <li>Applying a specialised product to all high touch areas that provides long-lasting protection to surfaces.</li> <li>Increased frequency of cleaning.</li> </ul> | <ul style="list-style-type: none"> <li>All contact surfaces in the vehicles are regularly sterilised with UVC technology (Ultraviolet C light, or Hard UV), which kills COVID-19 within seconds and is used in hospitals around the world.</li> <li>70% isopropyl alcohol wipes supplied in the centre console of every vehicle for drivers use whilst on-trip.</li> </ul> | <ul style="list-style-type: none"> <li>Undertaking regular, thorough cleaning of all Zilch cars that have been driven.</li> <li>Cleaning kits are available inside the cars for drivers to undertake their own cleaning procedures at the start and end of bookings.</li> </ul> |
| <b>Contact tracing</b>         | <ul style="list-style-type: none"> <li>Yes</li> </ul>   | <ul style="list-style-type: none"> <li>Yes</li> <li><a href="#">Please click here for COVID-19 updates.</a></li> </ul>   | <ul style="list-style-type: none"> <li>Yes</li> </ul>   |

## Airports

Below are some examples of how airports are working with others, taking specific actions to keep people safe, and ensure their customers are informed.

Airport information about COVID-19:

- [Auckland Airport](#)
- [Christchurch Airport](#)
- [Rotorua Airport](#)
- [Queenstown Airport](#)
- [Wellington Airport](#)
- [Hawke's Bay Airport](#)
- [New Plymouth Airport](#)

Contact your local airport or visit their website for local advice and information.

## Accommodation

Managed isolation and quarantine facilities are located throughout New Zealand. A list of facilities can be found on the Covid19.govt.nz website [here](#). Please note that none of the hotels being used as managed isolation or quarantine facilities are open to the public. They are used exclusively for people who have recently arrived in New Zealand. Contact the accommodation provider or your TMS provider if you have any questions related to specific accommodation processes. Many properties have COVID-19 protocols in place.

**Accommodation provider actions may include:**

- Taking extra precautions by thoroughly disinfecting the rooms before and after cleaning
- Keys may be left either in the assigned room or in the door, to ensure limited contact
- Keeping a record of staff or suppliers who enter and leave the premises for contact tracing.