

Travelling domestically

Last updated: 22 September 2021

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

					
Routes available	<p>During Alert Level 3 in Auckland, travel is restricted to essential services only. Customers planning to travel should check they are eligible to travel on the Government's COVID-19 website, as travel is severely limited. Customers will also need to carry a letter to prove they are travelling for essential purposes. A very limited schedule in and out of Auckland will operate at this time.</p> <p>Customers in Alert Level 2 regions can travel to other regions that are at Alert Level 2 or lower.</p> <p>Customers travelling on services from Alert Level 2 regions can transit through Auckland on their way to another Alert Level 2 region. Customers must provide evidence that they are transiting. Please refer to the New Zealand Government COVID-19 website for further details.</p>	<p>Jetstar domestic services in and out of Auckland are suspended until the region moves to Alert Level 2.</p> <p>Flights between Wellington, Christchurch and Queenstown are operating.</p>	<p>Sounds Air is operating a reduced schedule.</p> <p>Between Wednesday 08 September & Sunday 26 September, services will operate as follows:</p> <p>Wellington/Blenheim: Services available daily Wellington/Nelson: Services available daily Wellington/Westport: Services available Mon/Wed/Fri Wellington/Taupo: Services available Mon/Wed/Fri Christchurch/Wanaka: Services available Mon/Wed/Fri/Sun Christchurch/Blenheim: Services available Mon-Fri + Sun Paraparaumu: Services not operating Wellington/Picton: Services not operating</p>	<p>All services to/from Auckland are suspended whilst Auckland remains in Alert Level 3.</p> <p>Flights to and from the Chatham Islands are considered an essential service and will continue to operate as mainly cargo flights. Contact Air Chathams for passenger flights as these are limited.</p>	<p>Sunair services are not operating until further notice.</p>



<p>Physical distancing</p>	<ul style="list-style-type: none"> • 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. • At airports where kiosk check-in is offered, some kiosks will be blocked off to prevent crowding. • Floor markers will be used at airports where queues normally form. • Maintain two metres physical distance when boarding and disembarking. 	<ul style="list-style-type: none"> • Contactless check-in (via online/app) and self-service kiosks (available at selected airports) is recommended. • Contactless scanning of boarding passes further reducing shared contact. 	<ul style="list-style-type: none"> • Maintain two metres physical distance when boarding and disembarking. 		
<p>Extra hygiene protocols</p>	<ul style="list-style-type: none"> • Hand sanitiser is available in airports and on aircraft. Passengers are welcome to use it as required. • High touch surfaces on board and in lounges and airport spaces will continue to be cleaned regularly. • Aircraft are thoroughly sanitised with stronger products. Jet aircraft have hospital-grade air systems that filter out viruses. 	<ul style="list-style-type: none"> • Jetstar aircraft have hospital-grade aircraft filtration systems that filter out viruses. • Hand sanitising stations are available in airports. • 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. 	<ul style="list-style-type: none"> • Sounds Air staff have access to gloves and sanitiser at all airport bases. • Sanitiser is available for all passengers and gloves can be requested. • All aircraft are disinfected during every turn-around. 	<ul style="list-style-type: none"> • Aircraft have had their air filtration systems fully checked and replaced if engineers deem necessary. • Increased cleaning program using approved and recommended strength cleaning products for sanitisation against COVID-19. • Hand sanitiser is available on all aircraft, check-in desks and at all Air Chatham offices. 	<ul style="list-style-type: none"> • Hand sanitiser is available for passengers use at the check-in facility. • 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.
<p>PPE requirement</p>	<ul style="list-style-type: none"> • Face coverings are required on all flights for anyone aged 13 years and over. Passengers can wear their own face-covering or they will be provided before boarding if travelers do not have their own. 	<ul style="list-style-type: none"> • Face masks are mandatory on all flights for anyone aged 13 years and over. Passengers can bring their own mask if preferred. • Jetstar provides free 'Fly Well' packs including masks and sanitising wipes which will be available at the gate and on board. 	<ul style="list-style-type: none"> • Face coverings are mandatory on all flights for anyone aged 13 years and over. • Passengers are strongly encouraged to come prepared by bringing their own face mask/covering where possible. • Sounds Air will have masks available if requested. • Gloves can be requested. 	<ul style="list-style-type: none"> • 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. • Ground staff are required to wear masks on board aircraft and at check-in counters. 	<ul style="list-style-type: none"> • Face masks are mandatory on all flights for anyone aged 13 years and over. • Passengers are required to supply their own mask wherever possible. Sunair have stock available at a cost of \$5.00 per mask.



Contact tracing	<ul style="list-style-type: none"> It is important that accurate contact details are recorded in your booking. If you booked directly with Air NZ, please go to manage bookings to update your preferred contact information. If you booked through a travel agent, please contact them directly. 	<ul style="list-style-type: none"> Contact tracing procedures are in place. 	<ul style="list-style-type: none"> Please bring ID to check-in, and up-to-date mobile number and email to help with contact tracing, if required. 	<ul style="list-style-type: none"> Contact tracing procedures are in place for all employees and passengers. 	<ul style="list-style-type: none"> Contact tracing procedures are in place.
Other	<ul style="list-style-type: none"> Food and beverage services are suspended until further notice. Water is available on request. Koru Lounges (excluding Auckland) are open and operating under Alert Level 2 restrictions, with a maximum capacity of 50 guests and an adjusted service in place. Access may be restricted to members only (no guests or e-vouchers) in some regional lounges at peak times where social distancing is unable to be maintained. Air New Zealand Fast Bag product is suspended until further notice. Valet Parking is open in Christchurch but only available in Auckland for pick-ups. Unaccompanied Minor travel is permitted between regions in Alert Level 2, however is not permitted at Alert Level 4 and is restricted to compassionate and court ordered travel during Alert Level 3. Travel with pets is permitted for regions in Alert Level 2 and 3, however is not permitted at Alert Level 4. Pet travel is subject to space available on the day of travel and priority remains to be the carriage of essential cargo. 	<ul style="list-style-type: none"> Food and beverage services are suspended until further notice. Water is available on request. Once seated, passengers are asked to limit movement around the cabin. 			
Schedules & COVID-19 updates	https://www.airnewzealand.co.nz/covid19-new-zealand-domestic-travel	https://www.jetstar.com/nz/en/covid-19-faq	https://www.soundsair.com/	Flight Status Travel Info Air Chathams	http://sunair.co.nz/

Rental Vehicles






Extra hygiene protocols	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Enhanced cleaning protocols. All locations carry hand sanitisers for staff and customers. Counters are being cleaned regularly with wipes. 	<ul style="list-style-type: none"> Enhanced cleaning and sanitising protocols. 	<ul style="list-style-type: none"> Enhanced cleaning and sanitising protocols. Staff to wear appropriate PPE.
Pick up/ Drop off	<ul style="list-style-type: none"> Operate as usual outside of Auckland. For customers in Auckland that are still at Alert Level 3 - travel is only permitted for essential services/those with appropriate documentation that can validate their reason for travel. Collection hours will generally be between 8am - 4.30pm and anyone picking up a car within Auckland during Alert Level 3 must keep to their scheduled collection time, as staff will go into offices for pre-booked, scheduled bookings - they will not be at the counters all day. 	<ul style="list-style-type: none"> Operate as usual outside of Auckland. For customers in Auckland that are still at Alert Level 3 - travel is only permitted for essential services/those with appropriate documentation that can validate their reason for travel. 	<ul style="list-style-type: none"> Operate as usual outside of Auckland. For customers in Auckland that are still at Alert Level 3 - travel is only permitted for essential services/those with appropriate documentation that can validate their reason for travel. 	<ul style="list-style-type: none"> Operate as usual outside of Auckland. Only available for essential services workers in the Auckland area.
Rental agreement	<ul style="list-style-type: none"> Rental agreement will be emailed rather than supplying a hard copy. 	<ul style="list-style-type: none"> Paper rental agreements will be available. Disposable pens will be provided to sign paperwork. 	<ul style="list-style-type: none"> Paper rental agreements will be available Please use your pen where possible. Branches will provide cleaned pens for signing if required. 	<ul style="list-style-type: none"> Will be emailed rather than supplying a hard copy.
Other	<ul style="list-style-type: none"> Contact tracing. 	<ul style="list-style-type: none"> Contact tracing. 	<ul style="list-style-type: none"> Contact tracing. 	<ul style="list-style-type: none"> Contact tracing.

Less-than-one-day Rentals





Extra hygiene protocols	<ul style="list-style-type: none"> Applying a specialised product to all high touch areas that provides long-lasting protection to surfaces. Increased frequency of cleaning. 	<ul style="list-style-type: none"> 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. 70% isopropyl alcohol wipes supplied in the centre console of every vehicle for drivers use whilst on-trip. 	<ul style="list-style-type: none"> Undertaking regular, thorough cleaning of all Zilch cars that have been driven. Cleaning kits are available inside the cars for drivers to undertake their own cleaning procedures at the start and end of trips.
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Contact tracing	<ul style="list-style-type: none"> • Yes • In Auckland during Alert Level 3, essential service bookings will need to be made directly with CityHop. • Bookings outside of Auckland will operate as usual. 	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Yes • During Alert Level 3 in Auckland, Zilch cars are not available to book, unless verified as an essential service. • If you are part of an organisation undertaking essential services, please contact Zilch directly. • Travel outside of Auckland will operate as usual.
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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](#)
- [Wellington Airport](#)
- [Queenstown Airport](#)
- [Hawke's Bay Airport](#)
- [New Plymouth Airport](#)
- [Rotorua 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.