



An update to confirm the details for our ongoing air services into Whangarei and Kerikeri during the current phase in which Auckland is at AL3 and the rest of the country at AL2.

- As per our media release of Friday ([here](#)), Air New Zealand is reverting to a reduced schedule from today for services to/from Auckland, to cater for those customers travelling for essential purposes or customers wishing to connect to other parts of the country.
- This includes both a daily WRE AKL service and a daily KKE AKL return service as follows:
 - AKL WRE 1245/1325; WRE AKL 1350/1430
 - AKL KKE 1215/1305; KKE AKL 1330/1415
- Seats are available on these services on most days over the coming week. However as we are required, even under AL2, to implement social distancing on board, these seat numbers can be limited. Our customer teams are making efforts to encourage booked customers who no longer intend to fly to cancel their bookings (and claim a credit) so that we can minimise the number of “no shows” for flights and therefore make seats available for those that do intend to travel.
- The following advice to customers was included in an email communication sent by Air New Zealand in recent days, and I hope this provides clarity for customers in Northland that wish to connect to the rest of the country
 - At **Alert Level 3**, travelling is highly limited and only essential workers are permitted to travel between regions. Specifically, travel is permitted for the purpose of returning to your usual residence, with no plan to leave, or as part of essential work.
 - If you are wanting to travel domestically with no connection through Auckland, you can do so as normal under the guidance of **Alert Level 2**.
 - If you are transiting Auckland to travel between two Alert Level 2 areas you won't be able to leave the terminal and will need to wait for your connecting flight.