

**BEREAVEMENT/ UNEXPECTED CRITICAL MEDICAL SITUATION RETROSPECTIVE REFUND APPLICATION FORM  
EFFECTIVE FOR TRAVEL 12 JUNE 2015 ONWARDS - INTERNATIONAL CHANGE COSTS ONLY**



Passenger Name(s)	Ticket Number	Relationship to deceased or person who suffered an unexpected serious medical situation
1.	086 -	▶
2.	086 -	▶
3.	086 -	▶
4.	086 -	▶
5.	086 -	▶

Name of deceased or person who suffered the unexpected critical medical situation:

Booking Reference (PNR):  email:  Contact Number:

Contact Address:  Airpoints Number:

Traveller's Bank A/c Name:  Bank A/c Number:  Bank Name:

Bank Branch Address:

Routing / Transit No. (for CAD & USD):  IBAN/Sort Code (for EUR & GBP):

Bank & Branch / BSB No. (for all other countries):

- Please supply documents to support your claim:**  
(More than one may apply, originals not required copies accepted)
- Letter from Doctor / Funeral Director
  - Death Certificate
  - Death Notice
  - Birth Certificate
  - Marriage Certificate
  - Statutory Declaration from a JP

This documentation is required to validate both the death / unexpected critical medical situation, and the immediate family connection of the person(s) requesting refund consideration, e.g. 'beloved daughter of xxx'. Please supply only what is relevant to the situation.

**International Change Costs:**  
Where travel has already commenced, charges associated with changes to an Air New Zealand economy class international ticket will be refunded subject to approval under the Air New Zealand Compassionate Policy. Please note that where you change to travel in another class of travel no refund is applicable therefore we request that no application is submitted.

The traveller **must be** an immediate family member of the deceased or the person who has the unexpected critical medical situation that they are travelling to support.

**Immediate Family Definition**  
The following people are considered immediate family.

**Bereavement** - The spouse, de facto partner, parent, child, grandparent, grandchild, brother, sister, step parent, step child, step brother, step sister, parent in law, daughter in law and son in law of the deceased.

**Unexpected & Critical Medical Situation** - In addition to the person who has suffered the unexpected and critical medical situation, their spouse, de facto partner, parent, child, grandparent, grandchild, brother, sister, step parent, step child, step brother, step sister, parent in law, daughter in law and son in law.

- NOTE:**
- Applications must be received by an Air New Zealand office within 30 days of the date of travel to receive consideration for refund. Please do not forward until completion of travel.
  - Great-grandchildren, great grand parents, aunts, uncles, nephews, nieces, cousins, friends, ex-partner/spouse, grand niece, grand nephews etc. are not defined as immediate family in this situation.
  - Tickets purchased by credit card will be refunded back to the credit card. Tickets purchased by cash/cheque will be refunded into the bank account listed by you above. Air New Zealand accepts no liability for any lost funds or costs you may incur if the details you provide are not accurate. The account number must be that of the ticketed passenger. You may supply a pre-printed bank deposit slip or similar to verify account.

I confirm that the information provided and documentation supporting this application is true and accurate.

Name (print):  Sign:  Date:

**Please email / fax / mail the completed form to:**  
**Phone:** 0800 733 8637 **Email:** refunds@airnz.co.nz  
**Fax:** 09-3362939  
**Mail:** Air New Zealand Refunds Department, Private Bag 92007, Auckland, New Zealand