

# Air New Zealand lays out new safety policies

By **Rick Lundstrom** on May, 15 2020 | Airline & Terminal News



Passengers will have to wait to again taste the popular Air New Zealand lolly

Though the nation has had some of the world's best success combating COVID-19, [Air New Zealand](#) this week laid out a long list onboard safety measures for future flights.

The airline plans to operate around 20 percent of its usual domestic capacity (compared to pre-COVID-19 levels) during Alert Level 2, with flights to the majority of the country's airports.

"We'll be encouraging customers to check in for their flight via the Air New Zealand app, but for those checking in at our larger airports, every second self-service kiosk will be operating to support social distancing," said Air New Zealand General Manager Customer Experience Nikki Goodman.

In the cabin, Air New Zealand will be allocating seating to allow an empty seat between passengers traveling alone. The airline says it will, however, do its best to keep families and some traveling companions together.

Food and beverage services will not be available until at least 25 May on flights within New Zealand to minimize contact between customers and cabin crew, and passengers won't see the inflight magazine *Kia Ora* in seat pockets or its popular lolly snack inflight just yet.

"High touch surfaces will be cleaned regularly, and we are taking extra steps to ensure all our aircraft, lounges and airports are cleaned throughout the day," said Goodman. "Our jet aircraft are fitted with hospital-grade air systems that filter out viruses. Hand sanitizer will also be available across the airport, kiosks, service desks and all our aircraft for both customers and staff to use as they wish."

Domestic lounges and valet will re-open from 25 May. In accordance with government regulations the self-service buffet will not be available in lounges. However, the airline will offer packaged snacks along with beverages and our popular coffee station.

The airline stressed that passengers should not travel if they are unwell or have COVID-19 symptoms. Flights can be changed free of charge if needed.

Further details on the passenger journey for Alert Level 2 can be found on the [COVID-19 hub](#) on the Air New Zealand website. Customers travelling in the coming weeks will receive an email on their day of travel outlining what to expect before they fly and while onboard.