



**BEREAVEMENT
REFUND APPLICATION FORM**

<p>Customer Name/s</p> <p>*Relationship to person concerned (E.g. Mrs. Penny Brown/mother; please print clearly). Please see below definition for Immediate Family.</p>	<p>1. 2. 3.</p> <p>1. 2. 3.</p>
<p>Booking Reference</p>	
<p>Ticket Numbers</p>	<p>086- 086-</p>
<p>Contact Address</p>	
<p>Contact Phone Number</p>	
<p>Please supply documents from the following to support your refund claim:</p> <ol style="list-style-type: none"> 1. Letter from Funeral Director 2. Death Notice 3. Birth Certificate 	<p>Please ensure supporting documentation states relationship of all persons (claiming refund), to deceased/patient.</p>

NOTE: In order for the application to be processed, sufficient documentation proving applicants relationship to deceased is required. Namely, funeral director’s letter should state the reason for travel, names of travellers and their relationship to deceased. Death notices/Newspaper clippings should have names of immediate family members’ names and their relationship clearly printed (e.g. beloved mother of XXX). Birth certificates are considered to be sufficient documentation only if they contain names of the parents.

NB – Not every application received will receive a refund, assessments are based on the fare level travelled vs the compassionate fare level set by the airline.

***DEFINITION OF IMMEDIATE FAMILY**

The traveller **must be** an immediate family member of the deceased. Immediate Family are Spouse, partner (de facto or same sex), parents, parents-in-law, grandparents, child, grandchild, brother, sister, brother-in-law, sister-in-law, daughter-in-law, son-in-law, step children, step parents, step brothers, step sisters, aunts, uncles, nephews, nieces and any spouse of the previously mentioned persons. **NB Great-grandchildren and cousins are NOT defined as immediate family.**

Please fax/mail/email the completed form to:

Air New Zealand Refunds Department
Private Bag 92007
Auckland
NEW ZEALAND

Fax: 09 3362939 Email: refunds@airnz.co.nz **Phone verification:** Air NZ Staff nameDate

Queries: 0800 7338637 Normal work days and working hours only