

Important Information Regarding: Air New Zealand Strike - November 2025

Issued: 25th November 2025

Background

Air New Zealand cabin crew from two unions are set to strike on December 8.

The Flight Attendants' Association of New Zealand (FAANZ), representing 1000 flight attendants at Air New Zealand, and about 1250 members of cabin crew at the airline represented by E tū have said industrial action will be taken over pay and conditions.

[Air New Zealand cabin crew to strike on December 8 over pay dispute - NZ Herald](#)

If you have been directly affected by this event and need assistance, please call our 24-hour emergency assistance team immediately on +61 2 8907 5288. We further urge you to pay close attention to the local media and emergency services.

Policy coverage:

Policy coverage: For policies/trips with a Relevant Time before 7pm 21 November 2025

Subject to the benefits, terms, conditions, limits, sub-limits and exclusions contained in your Policy Wording and our assessment of your claim, there may be provision to claim for the following expenses if you or your travel plans are directly affected:

- Additional Expenses If you are already on your trip:
 - o Additional accommodation (room rate only) and transportation expenses; if your travel is delayed for the required timeframes; up to the nominated limits as outlined in the Policy Wording
 - o There is no cover if your existing travel plans are not directly affected
- Amendment or Cancellation Costs If you have this cover on your policy:
 - o The non-refundable portion of pre-paid, unused travel arrangements
 - o Amendments made prior to departing on the Journey if the cost to rearrange does not exceed the amount it would have cost to cancel the trip outright
 - o There is no cover available for any portions of your Journey that have been utilised
 - o There is no cover if your existing travel plans are not directly affected

To submit your claim, please remember:

- To keep all itemised receipts for additional purchases or costs incurred
- Obtain a letter from the travel provider confirming the length and reason for delay
- The easiest way to lodge a claim is online via: <https://claims.aatravelinsurance.co.nz/>

Policy Wording:

Our policies contain exclusions for any claims arising that may contravene or offend sanctions in both the Policy Conditions and the General Exclusions. If you have travelled to any of these regions or countries and have a claim,

then you may submit it for consideration. Claims will be assessed in accordance with your Policy Wording and our obligations under law.

Free Extension of Insurance

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

Important general advice

This information must be read in conjunction with the Policy Wording as certain terms, conditions, limits, sub-limits and exclusions apply. These are detailed in the Policy Wording and in particular we draw your attention to 'The Benefits', 'Policy Conditions' and 'General Exclusions' sections of the Policy Wording.

Contact us

If you are travelling and require travel or medical assistance, please contact our 24-hour emergency assistance team.

Here are the direct, toll-free numbers to call our emergency assistance team from these countries. You may need to pay charges if you call from a pay phone or mobile phone.

USA 1 833 824 6659

Canada 1 833 824 6659

UK 0800 015 0511

Australia 1300 889 312

If phoning from another country, or if you have trouble phoning the above numbers, please phone: +61 2 8907 5288

For any general enquiries regarding the event please contact our contact AA Travel Insurance Customer Service on 0800 808 203 — we're available Monday to Friday from 8:30am to 5:15pm, and Saturday from 10am to 1:45pm.