

16 June 2020

[REDACTED]

Dear [REDACTED]

Official Information Act #19.171 - America flight refunds

1. We refer to your request received on 19 May 2020 for information about a ruling on cash refunds for flights to America due to COVID-19.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

3. The Commission does not hold information about a ruling on cash refunds for flights to America due to COVID-19.
4. We have published guidance on disrupted travel due to COVID-19 on our website.¹
5. As outlined in our guidance, the terms and conditions of your ticket (the Conditions of Carriage) will set out the remedies available to you. International travel will often be governed by different laws (and terms and conditions) depending on where the airline is based.
6. You may wish to take legal advice on your specific position because circumstances can differ from contract to contract. Your local Citizens Advice Bureau² or Community Law Centre³ may be able to assist.
7. If you have purchased travel insurance, you may wish to speak with your provider about whether you are covered in the circumstances you have described.

¹ https://comcom.govt.nz/_data/assets/pdf_file/0019/214750/COVID-19-Disrupted-travel-events-and-trade-guidance-15-April-2020.pdf

² <https://www.cab.org.nz/>

³ <https://communitylaw.org.nz/>

8. If you wish to make a complaint about a business, you can do so by filling in our online form,⁴ calling us on 0800 943 600 or emailing contact@comcom.govt.nz.
9. Please note the Commission will be publishing this response to your request on our website. Your personal details will be redacted from the published response.
10. Please do not hesitate to contact us at oa@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

RELEASED UNDER THE
OFFICIAL INFORMATION ACT
1982

⁴ <https://comcom.govt.nz/make-a-complaint/complaint-form>