

Sunday 12 February 2023, 19:00 pm

Travellers Update from Auckland Airport

As a result of Cyclone Gabrielle, some international and domestic flights at Auckland Airport are impacted by delays or cancellations.

We are sharing the following important information with travellers:

- We encourage you to please check the status of your flight **before** coming to the airport, so you can plan ahead and rearrange any necessary ongoing accommodation in the event your flight is delayed or cancelled.
- The status of your flight can be viewed via the airline's website or travel app. If you've signed up for any alerts regarding your flight, please check your SMS and/or email.
- Airline representation to assist with rearranging flight bookings and providing general information at the airport is limited outside check-in times. If you need support rebooking flights, please contact the airline's contact centre, visit their website or app.
- Air New Zealand is offering travel flexibility so customers can defer travel. Please visit their website or app for more information about this. Air New Zealand has asked its customers not to come to the airport to rebook flights.
<https://www.airnewzealand.co.nz/travel-alerts>
- In the event of a cancelled flight, you may want to check with your travel insurance provider regarding what your policy covers e.g. accommodation, meal expenses, missed connections etc.
- If you are a foreign visitor to New Zealand and need any specific support, please contact your country's embassy, contact details for embassies are via this link
<https://www.mfat.govt.nz/en/embassies/>
- Stay up to date with storm warnings via the MetService Te Ratonga Tīrangi website or app <https://www.metservice.com/warnings/home>
- Updates to Auckland Airport's operations will be shared on its website and social media channels – www.aucklandairport.co.nz, [Facebook: AucklandAirport](#), [Twitter: @AKL_Airport](#), and [Instagram: aucklandairport](#)

We know delays and disruptions can be frustrating for travellers and we thank you for your support and understanding as we manage through this weather event.



Airline Customer Contact Numbers & Ground Handler details

Please note many airlines do not have airport or city ticket offices to handle rebooking.

Please call the number listed below for assistance.

If you have mishandled luggage, please contact the ground handler respective to your airline.

Airlines ground handled by Air New Zealand Air New Zealand baggage services only 0800 224872	
Airline	Airline phone number
Air New Zealand	0800 737 000
Air Canada	00 800 6699 2222
Air Calin	+61 2 9264 4866
Air China	+86 10 5928 1588
Air Vanuatu	+67 8 20 200
Air Tahiti Nui	09 869 6840
American Airlines	09 308 4014
United Airlines	0800 747 400
China Airlines	00 886 2 412 9000
China Southern	0800 895 539
Airlines ground handled by Menzies Aviation Menzies Aviation baggage services only (09) 256 8339	
Airline	Airline phone number
Qantas Airways	0800 808 767
Emirates	+64 508 364 728
Qatar Airways	09 886 6229
Singapore Airlines	09 282 0352
Cathay Pacific	0800 441 289
Korean Airlines	09 914 2000
Malaysia Airlines	0800 777 747
Air Asia X <i>Please note this number is voicemail only. Refer to Air Asia X app.</i>	+61 2 3813 8388
China Eastern	+86 21 206 95530



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Airlines ground handled by Swissport Swissport baggage services only (021) 624570	
Airline	Airline phone number
Jetstar Airways	0800 800 995
Hawaiian Airlines	0800 449 415
LATAM	0800 700 647
Fiji Airways	0800 800 178