



AIR NEW ZEALAND

DATE:

Dear Sir/Madam,

Thank you for your recent request for a special meal to be provided on your Air New Zealand flights due to your food allergy. The purpose of this letter is to explain Air New Zealand's position on this very important matter.

Air New Zealand currently offers 22 special meals options (see over page 2) for our customers with religious, ethnic and dietary requirements on our longhaul flights (e.g. from New Zealand to Asia, USA, London, Papeete or vice versa). There is no meal service on our Domestic flights and for customers travelling on our Trans-Tasman (excluding flights to/from Perth) or Pacific Islands service (excluding flights to/from Papeete and Noumea), a dairy-free vegetarian meal or gluten intolerant meal are the only special meal options available which must be requested at the time of booking or at the latest 24 hours prior departure.

If none of our special meals cover your medical requirements, you are welcome to bring your own suitable pre-packed meal on board with you. However please remember that on all of our services, the aircraft facilities are not suitable for heating any meals you may bring with you. Also, we are unable to refrigerate your meals as they could become contaminated with other food items from the aircraft's refrigerators.

We realise that with severe food allergies, people can react to tiny traces of food inadvertently present in ingredients or on cooking utensils and sometimes even with tiny quantities of food in the air – the most common example is peanuts. As Air New Zealand's in-flight meals are prepared at over 20 kitchens around the world it is not feasible to exclude these minute traces from the aircraft environment. Also, we cannot control what is brought onboard by other passengers or left behind by passengers from previous sectors. Therefore, we regrettably advise we are unable to provide allergen-free meals and/or an allergen-free environment on any of our flights.

If your allergy is severe we strongly recommend you always carry appropriate medication onboard our services in the event of a reaction. If you are not sure you will be able to administer your own medication in an emergency, we would advise you to travel with a companion who can assist you. Whilst our cabin crew are not permitted to administer medication, Air New Zealand does carry a comprehensive Physicians Kit on its jet services and this is made available to any travelling doctor in a medical emergency. The kit does contain an "Epipen". In addition, we have specialist medical staff on call 24 hours a day to advise the crew on medical problems that may arise in flight.

In closing, we would like to reassure you that Air New Zealand is committed to ensuring your inflight wellbeing and safety and we hope you will understand our position on this matter.

Yours sincerely,

Dr Tim Sprott
Chief Medical Officer

SPECIAL MEALS

AVAILABLE ON AIR NEW ZEALAND LONGHAUL SERVICES

Meal Code	Meal Description
1.	AVML Asian vegetarian meal
2.	BBML Baby meal
3.	BLML Bland meal
4.	CHML Child's meal
5.	DBML Diabetic
6.	FPML Fruit platter meal
7.	GFML Gluten intolerant meals
8.	HNML Hindu meal
9.	KSML Kosher meal
10.	LCML Low calorie meal
11.	LFML Low fat meal, also used for low cholesterol meal requests
12.	LPML Low protein meal
13.	LSML Low sodium, no salt added
14.	MOML Moslem meal
15.	NLML Non-lactose meals
16.	RVML Raw vegetarian meal
19.	SFML Seafood meal
20.	VGML Non Dairy vegetarian
21.	VJML Jain vegetarian
22.	VLML Lacto Ovo vegetarian (Dairy – egg)
23.	VOML Oriental vegetarian

PLEASE NOTE:

On Tasman (excluding flights to/from Perth) & Pacific Islands services (excluding flights to/from Papeete and Noumea), VGML (Non Dairy Vegetarian meal) GFML (Gluten Intolerant meal) are the only special meals available.

Special meals cannot be guaranteed if ordered within 24 hours of flight departure or 4 days for KSML (Kosher Meal) at Apia, Nadi and Papeete (on flights to/from Los Angeles).

Air New Zealand will not honour any free format special meal requests (SPML) stating a need for a meal to be provided due to an allergy, e.g. SPML – no mushrooms and onions due allergy.

