

# PRESEATING CLUE CARD



**Agency Sales are pleased to be able to assist you in requesting seats for your clients in the following scenarios:**

- The booking has been created for you by a wholesaler/consolidator, meaning you do not have access to the booking and cannot request seating for your clients through your GDS
- Seating for code share services **operated** by Air New Zealand, but with another carriers' flight number. For example flight number UA1234 operated by Air New Zealand
- Passengers travelling with an Air New Zealand Airpoints Gold Elite/Gold or Koru Club Member travelling in a different PNR

## **PREFERRED SEATING**

All cabins on Air New Zealand have preferred seating areas. These seats show in your GDS seat map with a 'P' or 'V' in the seat indicator, ie. NV. We are aware some GDS systems do not differentiate between normal seating and preferred seating. As a general rule, in economy class, the forward area of the cabin is set aside as preferred seating, so try seating your clients further back in the aircraft.

When preseating clients, the following message **NV SEATING NEED VALID GENFAX** may appear along with a UC request status. This message means you are trying to seat clients in the preferred seating area without HVC status.

**The Airpoints number must be in the booking to gain access to the preferred seating and allocation of these seats is only permitted if clients are classified as High Value Customers (HVC) as follows:**

- Air New Zealand Airpoints members with Gold Elite/Gold Status
- Air New Zealand Koru Club members
- Star Alliance Gold members

Or as follows:

<b>Flight</b>	<b>Allowed Access to Preferred seating</b>
Domestic Koru Hours <b>0400-0900 and 1630-1900</b>	HVC and Y class bookings
Domestic outside Koru Hours	HVC, Silver, Y, B, M, H, Q and V class bookings
Short Haul International	HVC and Y, B, M, H class bookings
Long Haul International	HVC and Y class bookings

## **SPACE+**

Space+ is on all Air New Zealand **Tasman, Pacific Island and Domestic jet routes** operated by 737, 747, 767, 777 and A320 aircraft, and offers high value customers increased seat pitch in certain areas of the aircraft.

Space+ is designated in your GDS as NV seating and will be available to clients with the same status as preferred seating.

**Note:** On 747 aircraft, Space+ is located in rows 22-30, and on 777 aircraft in rows 23-24. All other NV seating on these aircraft is normal economy.

## **EXIT ROW SEATING**

Exit row seating cannot be requested or confirmed before travel, due to CAA rulings requiring that passengers in the exit row must be fit and able to assist the cabin crew in case of an emergency.

If you have a client who has requested exit rows, i.e. they are very tall or simply like the extra legroom, we recommend the client be preseated as close to the exit row as possible, and advised to specifically request the exit row upon check in. **All exit row seating will be allocated at the discretion of the check in staff.**

### **INFANT / BULKHEAD**

Pre-allocation of bassinet seats is only available for infants up to 8 months and weighing a maximum of 11.8kgs on a first come, first served basis.

An infant name field and infant SSR with the infants date of birth ie. 01JUL09 must be in the booking to access the bassinet seating. If the infant is 8 months or older at the date of the first flight, the NI and NB seating will not be displayed when viewing the seat map and will not be able to be allocated in response to a request for bassinet seating.

If your passenger is travelling with an infant aged between 8 months and 15 months (and weighing a maximum of 11.8kgs), a bassinet seat may be allocated if one is available on check in, on the day of travel. Bulkhead seats are permitted for pre-allocation only when an infant is in the booking.

### **PRE SEATING ONLINE**

You can preseat clients via our website [www.airnzagent.co.nz](http://www.airnzagent.co.nz) using the 'Request Seats' area on the homepage. **Seating will only be able to be requested online once the tickets are issued.**

If the flight is under Airport Control which is normally 24-48hours prior to the flight, you will not be able to preseat via the GDS or Online. The Airport does hold back seating to assist with TCP passengers and multi-party bookings so your passenger would be allocated a seat at check-in.

### **GDS SEATING ENTRIES**

#### **Amadeus**

View seat map for segment 3	SM3
View seat for avail line 2 from an Availability or Schedule display	SM/2/Y(class of service)
Move down seat map	MD
Request specific seat segment 2	ST/33H/S2
Request multiple seating for segment 4	ST/4H/5H/S4
Generic seating request	ST/NSSW

#### **Galileo**

View seat map for segment 3	SA*S1
Move down seat map	MD
Request all segment specific seat	S.05A
Segment 1, 2 passengers specific seats	S.S1/24AB
Request all segments non smoking window	S.NW
Display seat data	*SD to check the seats you have booked

#### **Sabre**

View seat map for segment 3	4G3*
Move down seat map	MD
Display seat data	*B
Request seat segment 2 specific seat	4G2/23AB
Request all segments non smoking window	4GA/NW
Cancel all seating	4GXALL
How to cancel only 1seg seat request only	4GX1

*If you encounter trouble with seating entries, please contact your GDS helpdesk*

**Sabre:** 0800 500 787 or 0800 500 587  
**Galileo:** 0800 425 453  
**Amadeus:** 0800 939 009

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