



AIR NEW ZEALAND

Dear Sir/Madam,

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

Air New Zealand provides the following special meal options which can be requested at the time of booking –

- On international long haul services, we have 14 special meal options (listed over the page) for customers with religious, ethnic and dietary requirements.
- On Australia and Pacific services (i.e. between New Zealand and Australia and the Pacific Islands), dairy-free vegetarian, gluten free, and children's meals are available.
- On flights between New Zealand and Bali, Perth, Honolulu and Papeete a diabetic meal is available in addition to dairy-free vegetarian, gluten free and children's meals.

From time to time we receive requests to provide meals for people with specific food allergies. Air New Zealand's in-flight meals are prepared in over 20 kitchens around the world, each of which sources food and ingredients from many different suppliers and caters for many airlines with their various menu options. Given this, it is not feasible to test or control every ingredient and utensil which is used in preparing meals to the level that we can guarantee there will be no traces of an allergen substance present. Accordingly I regret that we cannot accept requests for allergen-free meals.

Some customers have allergies so severe they can react to the presence of tiny quantities of food in the air, the most common example is peanuts. Experience has shown that it is not feasible to exclude these minute traces from the aircraft environment as we cannot control what is brought onboard by other passengers. Therefore, we regrettably advise we are also unable to guarantee an allergen-free environment on any of our services.

If none of our special meals cover your medical requirements, you are welcome to bring your own suitable pre-packed snacks on board with you. However please remember that the facilities on our aircraft are not available for refrigerating and heating any meals you may bring with you due to space limitation and potential contamination reasons. You must also comply with security regulations relating to the carriage of liquids, gels, and aerosols in the aircraft cabin, so if your own food contains such items, it would be wise to carry documentation which indicates your requirement and a copy of this letter as your meals may be subject to inspection. Please note also that because of agriculture requirements at your destination, it is likely that your uneaten food will need to be either left on board the aircraft or disposed of in the amnesty bins provided in the airport.

If your allergy is severe we strongly recommend that you carry appropriate medication onboard our services in the event of a reaction. Once again, because of enhanced airport security measures it would be wise to carry documentation from your doctor concerning this medication. If you are not sure that you will be able to administer your own medication in an emergency, you should travel with a companion who can assist you if such an event occurs. Whilst our cabin crew are not permitted to administer medication, Air New Zealand does carry a comprehensive Physicians Kit on its jet services which is made available to any travelling doctor in a medical emergency. The kit does contain an "Epipen" (prefilled adrenaline/epinephrine injection). We also have specialist medical staff on call 24 hours a day to advise the crew on medical problems that may arise in-flight.

In closing, I would like to reassure you that Air New Zealand is committed to ensuring your in-flight wellbeing and safety and I am sure you will understand our position on this matter.

Yours sincerely

Dr Ben Johnston
Chief Medical Officer