

Sounds Air's COVID-19 Policy has been updated to align with the Government's COVID-19 Protection Framework (Traffic Light System).

Sounds Air is committed to the health and safety of staff and customers in relation to the COVID-19 pandemic. Further, our obligations under the Health and Safety at Work Act 2015 (HSWA) require us to manage all risks to our business and staff, including the probability of spread and infection of COVID-19 within the workplace.

Sounds Air accepts the Ministry of Health's view that COVID-19 vaccination is an important tool in ensuring the health and safety of New Zealanders, including our staff, and further recognises the role of vaccination in protecting those who interact with our staff.

### **What's changing, and when?**

From Wednesday 15 December, Sounds Air will employ 'My Vaccine Pass' for all flights **departing from a region**, in red or orange setting. The traffic light setting of the destination needs to be considered for customers planning return journeys.

For flights departing from a region in green setting, Sounds Air will not be utilising 'My Vaccine Pass'.

### **How does 'My Vaccine Pass' affect my travel?**

For passengers travelling between Friday 03 December and Tuesday 14 December, proof of vaccination status or negative COVID-19 test before travel are not required.

To travel with Sounds Air **from** an airport/region in red or orange setting, all passengers aged 12 years and 3 months or older, will need to present either:

- The Government issued 'My Vaccine Pass' in either digital or printed form.
- Proof of a negative COVID-19 test taken within 72 hours before departure in either the form of a text message or letter from a medical professional.

These will be scanned/checked upon check-in at the airport, and cross referenced with your ID as appropriate.

### **What happens to my existing booking or credit?**

1. If you have a confirmed booking and you can comply with the vaccine policy – there is no change to your booking.
2. If you have a confirmed booking and you are unable to comply with the vaccine policy – you may place your booking into credit or request a refund, regardless of the fare class purchased. This applies to bookings confirmed on or before the 3rd of December 2021, for travel departing on or after the 15th of December 2021. *Please email [info@soundsair.com](mailto:info@soundsair.com) with your booking number and let us know if you would prefer a credit or a refund.*
3. If you currently have a booking in credit or an outstanding 10 Trip Ticket, which you are unable to utilise due to the vaccine policy – we will extend the expiry date on the credit by 12 months. *Please email [info@soundsair.com](mailto:info@soundsair.com) with your booking number and we will apply the extension for you.*

Please be patient with our staff, we anticipate a large number of enquiries relating the new policy and these will take time to work through.

### **What if I have feedback about Sounds Air's policy?**

If you have any feedback or concerns about the new policy, please provide details in an email to [comms@soundsair.com](mailto:comms@soundsair.com) and a manager will respond to you.

Thank you for on-going understanding and support as we navigate this ever-changing environment!

This policy is continually under review and subject to change. If you are unsure of travel requirements or booking entitlements, please contact our reservations team on 0800 505 005 or email [info@soundsair.com](mailto:info@soundsair.com)