

Air New Zealand Check-In || US

CUSTOMER GUIDE ||

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(UK)

Checking in for your **Air New Zealand flight** is the first step toward a smooth, stress-free travel experience. Whether you prefer **online, mobile, airport counter, or kiosk check-in**, understanding the process ensures you avoid last-minute complications and meet airline and security requirements.

Air New Zealand provides a flexible system for both **domestic and international travelers**, allowing you to select seats, manage baggage, and print boarding passes efficiently.

Online Check-In

Online check-in is the most convenient option for most travelers.

- Available **48 hours before departure** and closes **90 minutes prior** for international flights.
- Requires your **booking reference or ticket number** and personal information.

Allows you to:

- Select or change seats
- Add meal preferences
- Specify baggage requirements

- Boarding passes can be **downloaded, printed, or saved on your mobile device** for airport security.

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Mobile Check-In

Air New Zealand' **mobile app** offers a fully digital check-in experience:

- Check in anytime within the same **48-hour window**.
- Receive **digital boarding passes** directly on your smartphone or tablet.

Manage:

- Seat selection
- Baggage options
- Special service requests
- Receive **real-time flight updates**, gate changes, and boarding notifications.
- Ensure your device is **charged** and the boarding pass is accessible.

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Airport Counter Check-In

Prefer personal assistance? The **airport counter** is perfect for travelers needing extra support:

- Opens **several hours before departure**

Staff helps with:

- Ticket verification
- Baggage check
- Special service requests
- Requirements: **government-issued ID or passport + booking reference**
- Receive a **physical boarding pass** and **baggage tags**
- Recommended for **complex itineraries, excess baggage, or international travel**

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Self-Service Kiosks

Kiosks are a hybrid option for passengers seeking **quick, minimal interaction**:

- Located in most airport terminals
- Enter **booking reference or frequent flyer number**
- Select seats, print boarding passes, and tag luggage
- Reduces waiting times, especially during **peak travel hours**

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Special Check-In Considerations

Notify Air New Zealand in advance if traveling with:

- Infants
- Unaccompanied minors
- Pets
- Medical devices
- Review **international travel documents** such as visas and customs forms
- Comply with airline baggage policies to avoid delays or denied boarding

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Frequently Asked Questions (FAQs)

1. When can I check in?

- **Online/mobile:** 48 hours before departure
- **Airport counter:** Opens several hours before flight
- Recommended to check in early to **avoid delays**

2. Can I choose my seat?

- Yes, during online, mobile, or kiosk check-in
- Premium or special seats may **require extra fees**

3. How do I check in with excess baggage?

- Declare during check-in (online, kiosk, or counter)
- Fees depend on **weight, size, and route**
- Prepay online/mobile to save airport time

4. What documents are required?

- **Domestic:** Government-issued ID
- **International:** Passport + visa (if required)
- Keep booking reference or e-ticket handy

5. Can I check in for someone else?

- Yes, if you have their **booking reference and personal info**

6. Cut-off times for check-in?

- **Online/mobile:** 90 mins before international flights
- **Airport counter:** ~60 mins before departure

7. Mobile boarding pass acceptance?

- Accepted for most flights

- Ensure device is **charged and functional**

8. Check-in fails?

- Try a **kiosk or airport counter**
- Common reasons: incorrect info, flight changes, technical issues

9. Frequent flyer check-in?

- Access **priority counters or expedited mobile services**

10. Domestic vs international check-in?

- **International:** Passport, visa, customs forms
- **Domestic:** ID + booking reference

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Conclusion

A smooth **Air New Zealand check-in** ensures a stress-free journey. Choose **online, mobile, counter, or kiosk check-in** depending on your needs. Plan ahead, meet cut-off times, and prepare your documents to **maximize convenience** and travel with ease.

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