

**MEDIA RELEASE**  
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## **DON'T FLY INTO TROUBLE - SOMETIMES IT IS TOO GOOD TO BE TRUE**

Kiwis have been enjoying extremely low airfare prices and holiday packages since the beginning of the year, but New Zealand's largest travel retailer warns Kiwis to take a closer look before they book.

Flight Centre's spokesperson, Marie Pilkington, said it is important that New Zealanders know what they are paying for before they hand over their money.

"Travel pricing has become extremely competitive recently and price the driving factor for many Kiwis thinking about taking a break this year.

"We have noticed advertised low fares, but with a number of hidden costs that can often push the price up higher than what is considered a good price," says Ms Pilkington.

Examples of hidden costs can include airfare prices excluding taxes, prices that don't include a baggage allowance or an online or phone booking fee.

Ms Pilkington went on to say that many of these options may suit Kiwi travellers and satisfy their travel needs, however it is important consumers are aware of all costs so they can then make an informed decision about the travel that best suits their requirements.

Ms Pilkington also believes that travel insurance is an area where Kiwis need to exercise caution.

"Kiwis should never leave home without travel insurance, it is simply not worth it.

"Many online travel companies or suppliers have the added option of buying travel insurance at the time of purchase online. It is imperative Kiwis read thoroughly what they are buying to ensure it's comprehensive enough to cover their trip and takes their personal circumstances, such as previous or existing health issues and activities while travelling, into account. Buying simply to cover flight cancellations or lost baggage just isn't enough.

"Ensure you purchase your travel insurance as soon as you book your travel and check the policy is comprehensive enough to cover you from the day you pay, rather than the day you travel. By doing this, you are covered for any unforeseen circumstances from the moment you pay.

"Recent influenza outbreaks in Mexico and around the world have highlighted this important point for many New Zealanders," she said.

“It is a misconception that the lowest fares are online. More often than not there are fantastic deals that only travel consultants have access to and are not available online,” Ms Pilkington said.

Below are Flight Centre’s top questions to ask and investigate before making your next travel booking:

- Is there an online booking fee for this special?
- Are all the taxes and surcharges included in this price?
- How much baggage can I take with me if I buy this fare?
- Can I earn airpoints?
- What entertainment and in-flight options are included with this airfare?
- How comprehensive is my travel insurance policy?
- How much are cancellation fees should I need to cancel my plans?
- Can I change the date and if so, how much will it cost?
- Can I request a specific seat ie: window or aisle?
- Am I able to request a special meal if I have a food allergy?
- Am I booking on a secure website where my credit card details are safe?

- ENDS -

**Note to editors:**

Flight Centre only advertises prices all inclusive of taxes, fuels and surcharges.

**About Flight Centre**

Flight Centre New Zealand is New Zealand’s largest travel agency, with more than 900 staff in over 140 retail stores and support businesses nationwide.

The company has won the JRA “Best Places to Work” Large Workplace category award for seven consecutive years.

Flight Centre Limited globally has more than 12,500 staff in countries including Australia, New Zealand, the United States, Canada, the United Kingdom, South Africa, Hong Kong, India and China.

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