

31 March 2020

Adrienne Darling
Head of Economic Regulation and Pricing
Auckland International Airport

By email only: adrienne.darling@aucklandairport.co.nz

Dear Adrienne,

Exemption for airport services specific information disclosures – quarterly passenger satisfaction surveys

1. Under clause 2.4(2) of the Airport Services Information Disclosure Determination 2010 (**ID Determination**), every three months, every airport regulated under Part 4 of the Commerce Act 1986 (**regulated airport**) must complete a passenger satisfaction survey for domestic and international passengers.
2. The Commission has had requests from a number of regulated airports to waive this requirement for a number of reasons relating to the COVID-19 pandemic, including:
 - 2.1 hygiene implications and the need for physical distancing;
 - 2.2 passenger stress levels; and
 - 2.3 airport cost-cutting measures.
3. Under clause 2.9(1)(a) of the ID Determination, by this notice, the Commission grants regulated airports an exemption from:
 - 3.1 the requirement to complete a passenger satisfaction survey in accordance with clause 2.4(2) of the ID Determination, for the first two quarters of calendar year 2020; and
 - 3.2 the requirement to publicly disclose the associated Passenger Satisfaction Indicators for those quarters in Schedule 14 of the ID Determination.
4. This exemption notice may be revoked or amended by the Commission at any time in accordance with clause 2.9(1)(b) of the ID Determination.
5. A copy of this exemption notice will be published on the Commission's website.

6. If you have any questions regarding this matter, please contact Stephen Bass on 04 924 3749 or Stephen.Bass@comcom.govt.nz.

Yours sincerely

A handwritten signature in blue ink that reads "Sue Begg". The signature is written in a cursive style with a large initial 'S'.

Sue Begg
Deputy Chair