

# Guidance for airlines and carriers

Reconnecting New Zealanders and changes to the Air Border Order

31 March 2022

Version 0.6

**THIS DOCUMENT IS SUBJECT TO CHANGE  
AND FINAL REGULATIONS AND NOTICES BEING IN EFFECT.**

This document is regularly updated.

## Purpose of this document

Airlines and carriers play a key role in safely enabling travel to New Zealand.

This document sets out key information for airlines and other carriers to meet their obligations under the COVID-19 Public Health Response (Air Border) Order 2021 (Air Border Order) for carrying passengers to New Zealand.

The document only covers requirements to enter New Zealand. Where two-way travel is in place, airlines, carriers and airports must also meet the requirements for travel from New Zealand to the relevant country.

Airlines and carriers are required to meet:

- all existing regulatory requirements; and
- the requirements in the Air Border Order and related notices; and
- the requirements in the Isolation & Quarantine Order and related notices; and
- Infection Prevention and Control measures as set out in the Infection Prevention and Control (IPC) Guidance for the Air Border.

This guidance is written to assist airlines and carriers to understand their legal requirements. It summarises the legal documents described above. In the case of any inconsistency, the legal documents described above prevail.

This document replaces any earlier guidance published by the Ministry.

If you need assistance with the interpretation of these documents, please seek your own legal advice.

This document is divided into two distinct parts: firstly, information for airline staff who are interacting with travellers; and secondly information for airlines and carriers to meet their regulatory requirements.

Further information complementing this document is available at:

- [Travel to New Zealand | Unite against COVID-19](#)
- [COVID-19: Aviation sector | Ministry of Health NZ](#)
- [New Zealand Traveller Declaration](#)

If you have questions or suggestions anything not covered in this guidance please email [COVIDsupport@transport.govt.nz](mailto:COVIDsupport@transport.govt.nz)

## Points of contact

Airlines and carriers can get further support by contacting:

- Ministry of Health: [COVID-19BorderOps@health.govt.nz](mailto:COVID-19BorderOps@health.govt.nz).
- Ministry of Transport: [COVIDsupport@transport.govt.nz](mailto:COVIDsupport@transport.govt.nz)
- NZ Customs Service (NZTD queries): [nztdpartners@customs.govt.nz](mailto:nztdpartners@customs.govt.nz)

## Version history

This document is a living document and will be updated as required.

Version	Date	Summary of changes
0.1	23/02/2022	Draft issued
0.2	26/02/2022	Incorporated feedback from Ministry of Health and aviation stakeholders. Insert links to final orders and notices.
0.3	04/03/2022	Incorporate changes removing self isolation and bringing forward Step 2 from 11:59pm 4 March 2002  Restructure and revision of content.
0.4	18/03/2022	Updated border reopening for Steps 3 and 4 (page 5)  Air Border Order amendments for unvaccinated travellers no longer required to go into MIQ (pages 6, 7, and 10)  Format of acceptable pre-departure documentation (page 9)  Traveller pass (page 9)  Updated inflight announcements (page 12)  References (pages 19 and 20)  Minor grammatical and style changes through out document
0.5	25/03/2022	Incorporate changes due to implementation of the New Zealand Traveller Declaration.  Note: Further updates are expected to be published from 29 March.
0.6	29/03/2022	Adds information about a new conditional Traveller Pass that can be issued via the New Zealand Traveller Declaration.  Adds information about a new manual process and paper form for passengers unable to complete the online New Zealand Traveller Declaration.  Update to specified airports and non-scheduled flights.

## Contents

Purpose of this document .....	2
Points of contact.....	2
Version history.....	3
Government’s Plan to re-open the borders.....	6
Passenger eligibility .....	8
Vaccination proof .....	8
Vaccination evidence .....	8
Pre-departure testing and evidence .....	9
Flight delays or cancellations .....	9
Acceptable pre-departure test documentation.....	9
Medical certificates .....	10
Format of acceptable pre-departure documentation.....	10
New Zealand Traveller Declaration and Traveller Pass.....	10
Verification of the NZTD Traveller Pass .....	11
Manual Verification .....	11
Digital Verification .....	12
Public key files for digital verification.....	13
Conditional Traveller Passes.....	13
Manual process and paper form.....	14
Boarding checks .....	14
Health and eligibility confirmation.....	15
Managing symptomatic passengers.....	16
Information for passengers .....	16
Inflight announcements.....	16
Non-scheduled flights and private flights.....	17
Providing information to border agencies before flight departs .....	17
Non-scheduled arrivals in New Zealand to disembark at international terminal.....	18
Understanding the Air Border Order.....	19
Provisions that apply to carriers .....	20
International aircraft must arrive at specified airports.....	20
Route safety plans for New Zealand based aircrew .....	20
Carriers must check passenger and aircrew compliance with COVID-19 provisions.....	20
Other provisions affecting airlines and carriers.....	21
Requirement to fly with specified carrier does not apply .....	21
Requirement to travel on a scheduled international air service does not apply .....	21

Exemptions from pre-departure requirements.....	21
Other guidance for airlines and carriers.....	22
Infection Prevention and Control requirements .....	22
Advice for aircrew .....	22
References .....	23
Legislation .....	23
Regulations .....	23
Notices .....	23
Revoked notices .....	25
Appendix 1 – New Zealand Traveller Declaration examples.....	26
Example 1: Test on Arrival.....	26
Example 2: Transit Only .....	27
Example 3: Manual Assessment.....	28
Example 4: Test on Arrival – Check PDT.....	29
Example 5: Test on Arrival Check Vax` .....	30
Example 6: Quarantine Free Travel.....	31
Appendix 2 – New Zealand Traveller Declaration paper form.....	32
Appendix 3 – COVID-19 aircrew traveller declaration.....	34

## Government's Plan to re-open the borders

The Government has announced its 5-step plan to re-open New Zealand borders, beginning 28 February 2022.

### Who can enter New Zealand now – Steps 1 and 2

The following people can enter New Zealand now from **anywhere in the world** and self-test on arrival or enter managed isolation and quarantine (MIQ).

- Vaccinated and unvaccinated New Zealand citizens
- Vaccinated New Zealand residents
- Vaccinated travellers with a border exception
- Vaccinated travellers on a working holiday scheme
- Other vaccinated eligible travellers under current border settings

### Step 3 — From 13 April 2022 and from 1 May 2022

From **11:59pm 12 April 2022**, the following fully vaccinated people can enter New Zealand and self-test on arrival:

- **Australian** citizens and permanent residents.
- Current temporary work and student visa holders from **anywhere in the world**, with a valid visa who can still meet their visa requirements — this includes both visa holders currently offshore, and those in New Zealand who choose to travel overseas and wish to return.
- Up to 5,000 international students from **anywhere in the world**, for semester 2.

From 11:59pm 1 May 2022 the following **fully vaccinated** people can enter New Zealand and self-test on arrival:

- Visitors from countries who do not need a visa (visa waiver visitors).
- Visitors from other countries who already hold a valid visitor visa.

### Step 4 — From July 2022

The following fully vaccinated people can enter New Zealand:

- Travellers arriving under the Accredited Employer Work Visa categories.

### Step 5 — From October 2022

All visa categories will reopen from October 2022, including visitor and student visas.

Final dates for Steps 4 and 5 are still to be confirmed.

### **New Zealand vaccination requirements change for travellers**

Effective from 11:59pm on 18 March 2022, requirements for travellers have eased to allow the acceptance of a broader range of vaccines to support them self-testing on arrival in New Zealand and not being required to enter managed isolation and quarantine (MIQ). This follows an earlier change to the “minimum vaccination” requirements which no longer require the last dose of a qualifying vaccine to be taken 14 days before departure.

***This plan is regularly reviewed so that as domestic public health settings evolve in New Zealand’s response to COVID-19, so can Step timings and settings.***

## Passenger eligibility

Passenger eligibility to travel to New Zealand under each step is predicated on their citizenship, residency or visa status, followed by their vaccination or health status.

Their citizenship residency or visa status determines **when** they are eligible, and their vaccination or health status determines which **entry pathway** they take, be it Pacific quarantine-free travel, self-testing or managed isolation and quarantine (MIQ).

Immigration eligibility information is detailed, by Steps, on the [Immigration website](#).

Vaccination eligibility information is detailed on Unite Against [COVID-19 \(UAC\) website](#).

From 11.59pm 18 March 2022

- unvaccinated New Zealand citizens will be able to self-test on arrival instead of entering MIQ
- non-NZ citizens who meet the vaccination requirements, or are exempt, will also be able to self-test on arrival instead of entering MIQ
- Non-NZ citizens who don't meet the vaccination requirements cannot enter NZ (unless exempt).

### Vaccination proof

The following people **do not need proof of vaccination to enter New Zealand**:

- New Zealand citizens
- children aged 16 years and under
- people who cannot be vaccinated for medical reasons, however they need electronic or paper evidence from a medical practitioner
- refugees accepted by the New Zealand government
- citizens of Afghanistan being evacuated
- a person who is an arrival from Ukraine
- a person who is an arrival from Antarctica.

The following people **do need proof of vaccination to enter New Zealand**:

- non-New Zealand citizens
- non-New Zealand citizens who are transiting New Zealand
- foreign air crew arriving in New Zealand.

An eligible traveller is fully vaccinated if they have completed the full course of any of the listed vaccines available here on the [UAC website | Vaccination requirements for travel to New Zealand](#). This is updated regularly.

### Vaccination evidence

**Evidence** that a COVID-19 vaccine has been administered must be presented as a digital vaccine certificate or another form of electronic or paper document from a government health authority or approval authority confirming they have had a full COVID-19 vaccine course.

Their evidence must confirm that they have received 1 or more COVID-19 vaccines (how many doses depends on which vaccine they received), and:



- their name
- the name of the vaccine or vaccines received
- the name of the agency that administered them
- the name of the place where they received them
- the date of each dose or the date when a primary vaccination course was completed.

**Note:** The last dose of a course of COVID-19 vaccinations does not have to be administered within 14 days prior to departure by air to New Zealand.

### Pre-departure testing and evidence

Information on pre-departure testing requirements to enter New Zealand, and exemption criteria, is available here on the [UAC website](#). Most passengers entering New Zealand from 28 February 2022 must provide evidence of a negative COVID-19 result from one of these tests:

- a **polymerase chain reaction (PCR)** test administered **no more than 48 hours before** the scheduled departure of their first international flight to New Zealand, or
- supervised **rapid antigen test (RAT)** administered **no more than 24 hours before** the scheduled departure of their first international flight to New Zealand, or
- a supervised **loop-mediated isothermal amplification (LAMP)** test administered **no more than 24 hours before** the scheduled departure of their first international flight

Travellers still need a test even if they have been vaccinated for COVID-19 and if they are entering MIQ.

### Flight delays or cancellations

If a traveller's flight is delayed or cancelled and re-booked for departure **within 24 hours of the original flight**, they can rely on the negative result from their original pre-departure test taken in anticipation of their earlier flight. The date and time of the original test must not be more than 72 hours before the new departure time of the rescheduled international flight to New Zealand.

If their flight is delayed (and rescheduled) or cancelled (and rebooked) **more than 24 hours after the original departure time**, travellers must undertake a new pre-departure test (and return a negative result). This is because the test would have been taken more than 72 hours before the new departure time and will be invalid.

They need to provide proof of the details of their original flight to airline staff and NZ Customs officers.

### Acceptable pre-departure test documentation

The New Zealand Government requires that all pre-departure tests contain the following information for travel clearance:

- traveller's full name
- traveller's date of birth and/or passport number
- date and time the test was conducted
- name of testing lab if you had a PCR test, or
- name of supervising health professional if you had a RAT
- written confirmation from lab or health professional of the type of test
- test result

## Medical certificates

If a passenger cannot take a test due to medical reasons, they will also need to get their medical certificate 48 hours before their flight and present it as part of their check-in documentation.

## Format of acceptable pre-departure documentation

Either a print or electronic copy (email/text message) of a passenger's negative test result will be accepted. A text message will only be accepted if it includes an image of the laboratory result form.

Evidence must include either

- the name of the health professional that supervised the test, including either a letterhead or stamp confirming the supervisor's name, occupation and employer; or
- the name of the pharmacy, laboratory, healthcare entity, telehealth service, community-based or airport-based testing station that supervised the test.

Evidence for the pre-departure test must be in English or accompanied by a certified translation into English.

The following people **do not need proof of a negative COVID-19 result to enter New Zealand**:

- persons with permission to arrive for humanitarian reasons
- refugees and related persons
- citizens of Afghanistan
- arrivals from Ukraine, as first time as a holder of a visa granted to them under the 2022 Special Ukraine Visa Policy.
- arriving from Antarctica

## New Zealand Traveller Declaration and Traveller Pass

A **traveller pass** is the electronic confirmation message generated by the New Zealand Traveller Declaration system.

This is generated after a traveller has entered all their required health and travel history information. It can be presented in electronic or paper format.

The NZTD traveller declaration is accessed at [www.travellerdeclaration.govt.nz](http://www.travellerdeclaration.govt.nz).

From 11:59pm on 31 March 2022 everyone travelling to New Zealand is required to complete and submit an online declaration in the New Zealand Traveller Declaration system. The New Zealand Traveller Declaration is an online system that collects travel and COVID-19 health-related information. If the declaration meets the requirements, a traveller pass will be issued to the traveller and sent to the email address that they have provided.

In the case where a traveller has not been able to complete a full declaration online, the traveller may:

- be issued with a "conditional Traveller Pass" by the New Zealand Government, that requires relevant vaccination and pre-departure test documentation to be checked by the airline or carrier at check-in
- complete a NZTD paper form, supplied by the airline at check-in, and provide relevant vaccination and pre-departure test documentation to be checked by the airline or carrier

All passengers except New Zealand Defence Force Members returning from service and Persons arriving for unplanned emergency reasons, must have a traveller pass.

There is no change to the current process for aircrew and they can use existing processes.

## Verification of the NZTD Traveller Pass

From 11:59pm on 31 March 2022, all airlines and carriers will be required to check that every passenger (excluding exceptions detailed above) has a Traveller Pass before boarding the passenger. The passenger may present their Traveller Pass as a printed document or in an electronic format (displaying the PDF on a device such as a smartphone or tablet etc). An example of the NZTD Traveller Pass is shown below. Further examples are provided in Appendix 1.



Airlines and carriers are required to verify the Traveller Pass either manually or digitally. The method of verification is at the discretion of the airline or carrier.

## Manual Verification

The airline or carrier will need to sight the traveller pass (either printed or electronically) to confirm the following details (refer to numbered sections in the example traveller pass above):

1. The document is a New Zealand Traveller Pass

2. The date of travel on the Traveller Pass is the date the traveller will enter New Zealand
3. If there are any "Check" notifications, the airline will need to sight evidence of these documents before allowing the traveller to board. Possible values are NZ-VAX (Check New Zealand Citizenship), PDT (Check Pre-Departure Test evidence) and VAX (Check Vaccination evidence) or "Manual assessment" (check all documents)
4. The name of the traveller on the Traveller Pass matches the name of the traveller on their passport (travel document)
5. The port shown on the Traveller Pass is the departure port the traveller will be entering New Zealand from

## Digital Verification

The Traveller Pass document contains a QR code with a digital representation of the information contained on the document. The payload in the QR code also has a signature which will confirm the data in the QR code has not been tampered with since being issued by the New Zealand Government. The information below will assist Information Technology teams to be able to consume the digital components of the Traveller Pass. Please email [nztdpartners@customs.govt.nz](mailto:nztdpartners@customs.govt.nz) if you need further information about digital verification.

Digital verification of the traveller pass would involve scanning the QR code on the document presented by the traveller followed by checking the payload against the signature:

1. The QR code is scanned and returns the augmented data object eg:
2. {
3.   "receiptNumber": "AWG5XED",
4.   "givenNames": "ANDREW JOHN",
5.   "surname": "NICOLSON",
6.   "passportNumber": "LN123456",
7.   "nationality": "NZL",
8.   "arrivalDate": "23 Mar 2022",
9.   "flightNumber": "NZ104",
10.   "departurePort": "SYD",
11.   "departureTimeLocal": "2022-03-23T12:15:00",
12.   "assessment": "Test-on-arrival",
13.   "checks": ["vaxExempt", "pdtExempt"],
14.   "vaxStatus": [],
15.   "signature":  
     "TKTrlDE+sx5HnDRw+33VsiwnMISjhP+fbiV6U3kYmlJXx7B1tb2vjTF4ShiW9fgM3kx8  
     yBqVslSm4AXTcmkIQWpBXxPsHMeDOMTtXNqHhEl1YtHoExJFCeDwRQQQkdynZmDdnVpmj  
     +NZPUdZkjPs2o9rUXViy4+X1kcDUjpcMyoavViNBK9bVio/d1X71i485/8Zvx9OrxXRls  
     571Y3R1If7WuxUTHLqcYrul+yQgpKxiiwvtDh403sYjsak/pGaZ6ChuvQnJ11zvL9PZO9  
     b6m1ySQKszFFxD6GImt1AVLZbmAD1Tf1TvWYQRtvboXpxvUX803oUJFbXi8VtKw3AnA==  
     "
- }

16. The signature field is removed from the object, and its value stored resulting in a payload which looks like:

17. {
18.   "receiptNumber": "AWG5XED",
19.   "givenNames": "ANDREW JOHN",
20.   "surname": "NICOLSON",
21.   "passportNumber": "LN123456",
22.   "nationality": "NZL",
23.   "arrivalDate": "23 Mar 2022",

```
24. "flightNumber": "NZ104",  
25. "departurePort": "SYD",  
26. "departureTimeLocal": "2022-03-23T12:15:00",  
27. "assessment": "Test-on-arrival",  
28. "checks": ["vaxExempt", "pdtExempt"],  
29. "vaxStatus": [],  
}
```

30. The object (per step #2 above) is verified using the public key to confirm that it matches the base64 decoded signature value.

Once the signature of the payload has been confirmed, the data elements in the object need to be checked in a similar fashion to the manual verification (name, manual checks, date, and port).

**Note:** If there are any elements in the checks array, the traveller will need to have these documents manually sighted by the airline before being allowed to board. In the QR code, current possible values are nzCitizenship (Check New Zealand Citizenship), pdtExempt (Check Pre-Departure Test evidence) and vaxExempt (Check Vaccination evidence).

If the value of the assessment is "Manual", then all documents (vaccine certificate and PDT, if required) will need to be manually sighted by the airline.

## Public key files for digital verification

Non Production public key:



Production public key:



## Conditional Traveller Passes

Where a traveller has only partially completed their online NZTD, they may be issued a 'conditional' Traveller Pass. A conditional pass may be issued in cases where:

- travellers have provided the required mandatory declaration information but have not been able to upload their health documents; and
- they confirm they have a negative PDT within the prescribed time before travel and meet required vaccine standards (and can provide evidence of meeting these requirements prior to boarding).

A conditional Traveller Pass is identical to other Traveller Passes, except that it will display the pathway "**Manual Assessment**".

If the Traveller Pass shows "Manual Assessment" then **airline staff must verify the traveller's vaccination certificate and PDT (if applicable) are valid prior to boarding.** Travel should be denied if documents are not valid.

## Manual process and paper form

If a traveller arrives at check-in but has no NZTD Traveller Pass they should be encouraged to try to complete the online form if at all practicable.

If they are unable to complete an online NZTD then a manual paper-based process will apply as follows:

- check-in staff will provide the traveller with the form
- the traveller will complete the paper declaration form prior to check-in.
- their completed form and relevant health documents will be validated by airline check-in staff, and they will be boarded if compliant.
- their paper declaration and relevant health documents will be further checked by Customs officers on arrival.

The paper form must be completed prior to the first international port of departure and presented with other COVID-19 documentation required and valid for travel to New Zealand.

The **manual form** is shown in Appendix 2 and has been provided separately to airlines. It will soon be available on the NZ Customs website.

## Boarding checks

Airlines and carriers are required to check each passenger has the correct documentation for the travel pathway they are entering New Zealand on.

The following table provides a quick guide:

Documentation	Entry pathway			
	Quarantine-free from the Pacific	Self-testing on Arrival	Managed isolation and quarantine	Transit-only arrivals
Vaccination Evidence	✓	✓	✓	✓
Negative PDT Evidence	*	✓	✓	
Traveller Pass	✓	✓	✓	
MIQ Voucher			✓	

From 11:59pm Friday 18 March 2022, most passengers will enter under the Self-testing on Arrival pathway. Passengers will only enter MIQ very limited circumstances, such as an option for refugees or seafarers who choose to (i.e. maritime crew who isolate there before heading via sea to the Pacific Islands).

\* Persons whose journey by air begins or is taken to begin in the following countries or other places: Federated State of Micronesia, Fiji, Kiribati, Republic of the Marshall Islands,

Solomon Islands or Tonga. Persons who travel directly to New Zealand from a Group 1 country and have been in that Group 1 country for less than 14 days.

As at 11:59pm 27 February 2022 countries for quarantine-free travel (Group 1 countries) are:

- American Samoa
- Cook Islands
- Nauru
- New Zealand
- Niue
- Samoa
- Tokelau
- Tuvalu
- Vanuatu

### **Health and eligibility confirmation**

Airlines and carriers must ensure each passenger reads and confirms they meet the health and eligibility conditions at check-in to travel to New Zealand. Airlines and carriers can choose how they facilitate the health and eligibility confirmation (i.e. paper-based, through electronic check-in, or verbally).

From 11:59pm 4 March 2022, the recommended text for the Health and Eligibility Confirmation for all travellers is set out below:

#### ***Health and Eligibility Confirmation***

- *I/we have not been advised to self-isolate or be tested for COVID-19; and I/we are not awaiting the results of a COVID-19 test.*
- *I/we have not ended a period of isolation early in order to take this flight.*
- *I/we are not currently experiencing any of the following symptoms:*
  - *New or worsening cough*
  - *Sore throat*
  - *Fever*
  - *Shortness of breath*
  - *Sneezing and runny nose*
  - *Temporary loss of smell or altered sense of taste*
- *I/we have completed the New Zealand Traveller Declaration.*

For passengers travelling to New Zealand from a Group 1 country (listed below) the Health and Eligibility confirmation must include the following additional statement:

- *In the past 14 days, I/we have not travelled outside of New Zealand and [Group 1 country / countries]*

Airlines may craft introductory and confirmation messages in their own style and tone either side of the Health and Eligibility Confirmation statements.

If a passenger does not meet all the conditions in the health and eligibility confirmation, they are not eligible to travel and should be declined boarding.

**Note:** changes to the health and eligibility confirmation statement are likely for further reopening steps and when the New Zealand Traveller Declaration is implemented. This guidance will be updated to reflect any changes made.

## Managing symptomatic passengers

Airlines are not permitted to board symptomatic passengers.

If a passenger has a symptom or symptoms consistent with COVID-19 (e.g. chronic hay fever causing a runny nose), they should declare these symptoms and provide the airline with evidence (such as a letter from their doctor) of their condition. If a passenger produces evidence of a medical condition that causes COVID-19-like symptoms, but which is not COVID-19, the airline should take this as valid and allow the passenger to board.

Alternatively, to manage passengers who are displaying COVID-19-like symptoms but do not have evidence from a medical professional of their medical condition, airlines may choose to contract the services of a health practitioner to be physically on site at airports for the duration of check-in for departing flights to New Zealand.

The purpose of this would be to refer symptomatic passengers to the health practitioner who is to conduct an onsite patient assessment of the symptomatic passenger in the absence of evidence from a medical professional.

This assessment and the subsequent recommendation to the airline from the health practitioner would then be considered an appropriate method of determining whether the passenger meets the health and eligibility criteria as listed in the Air Border Order for self-testing on arrival pathway and whether they should be permitted to board the flight to New Zealand.

## Information for passengers

Airlines and carriers play an important role in helping passengers understand what requirements apply to them when travelling to New Zealand, and should direct passengers to the [UAC website | Travel to New Zealand](#) for detailed information.

## Inflight announcements

Airlines and carriers should ensure an official in-flight government announcement is made on each flight to a New Zealand airport. This is in addition to any safety videos. The announcement should be made when close to arrival.

From 31 March 2022, the announcement should cover the following key messages:

- *Continue to wear your face mask when departing this aircraft, maintain physical distancing where possible, and wash and sanitise your hands to help protect yourself and others from COVID-19 and slow the spread of the virus.*
- **Have your passport, traveller pass and completed arrival card, ready to present to Customs upon disembarking**
- *Expect delays as you transit through the airport, and please be kind to all airport staff as they're working as quickly and carefully as they can.*
- *You will receive a Welcome Pack before you leave biosecurity. This pack includes detailed information about COVID-19 testing requirements upon arrival into New Zealand, including rapid antigen tests.*
- *For official information, and regular updates visit [covid19.govt.nz](https://covid19.govt.nz).*

Airlines and carriers can customise these key messages to meet their own style and tone.

**Note:** Airlines and carriers should cease showing the Managed Isolation and Quarantine (MIQ) inflight video. This video is now obsolete.



## Non-scheduled flights and private flights

Eligible travellers can arrive in New Zealand on a non-scheduled or private flight. They are not limited to using scheduled international air services operated by airlines.

At all times carriers must ensure they meet the requirements in the Air Border Order. This may include any operational requirements.

Operators of non-scheduled flights must provide the required pre-departure information to Customs, to allow for assurance processes to take place and for Customs to issue warnings about arriving in New Zealand without fulfilling the requirements on everyone on board the aircraft.

Intentionally failing to comply with the requirements may be a breach of the Air Border Order and may be an offence under the COVID-19 Public Health Response Act 2020.

### Providing information to border agencies before flight departs

Operators of non-scheduled flights are required to provide the following information to Customs at least **three hours before departure**:

- passport or official travel document number of all travellers
- citizenship of Passport for all travellers
- surnames of all travellers
- given names of all travellers
- date of Birth of all travellers
- sex of all travellers
- date of arrival
- estimated time of arrival; and
- port of arrival.

Information can be provided either on a spreadsheet, word document, or email.

If a carrier also provides scheduled international air services, then passenger information for a non-scheduled flight can be provided consistent with existing processes used for scheduled international air services. (i.e. PNRGOV, APP and APIS).

Operators of non-scheduled flights must make a declaration to Customs **before departure** that they have verified that all people travelling to New Zealand have met the all requirements to enter. Suggested wording for the declaration is as follows

#### **Declaration**

*I confirm that reasonable steps have been taken to ensure that each person on board the aircraft has satisfied the requirements of the COVID-19 provisions that apply to them, as stipulated under the COVID-19 Public Health Response (Air Border) Order 2021.*

*This declaration applies to [Carrier] flight [flight number]. The flight is departing from [Port of departure] and expects to depart at [Time and Date].*

*The contact person for this flight is, [Name, phone number, email address].*

Send passenger information and declaration to [ITOCOPS@customs.govt.nz](mailto:ITOCOPS@customs.govt.nz)

## Non-scheduled arrivals in New Zealand to disembark at international terminal

Non-scheduled flights must arrive at one of the four specified airports in New Zealand:

- Auckland Airport
- Wellington Airport
- Christchurch Airport
- Queenstown Airport

At the moment, everyone on board is required to disembark and be screened inside the main terminal at these airports. Arrival at a private terminal is not permitted. This requirement is made under sections 24 and 29 of the Customs and Excise Act 2018. This requirement will be reviewed as border settings change.

Once screening processes have been completed, non-scheduled flights can continue their journey on to any other New Zealand airport.

More information is available at <https://www.customs.govt.nz/personal/travel-to-and-from-nz/private-planes/>

**Note:** Civil aviation regulations may require an overseas-based carrier to hold a Foreign Air Operators Certificate, or an Australian AOC with ANZA privileges to fly on to secondary airports.

## Understanding the Air Border Order

This part of the guidance is information for airlines and carriers to meet their regulatory requirements

The requirements for passengers travelling to New Zealand and airlines are primarily set out in the COVID-19 Public Health Response (Air Border) Order 2021. The COVID-19 Public Health Response (Isolation and Quarantine) Order 2020 also sets out some relevant requirements.

Airlines and carriers should familiarise themselves with the Air Border Order.

Generally, the Air Border Order sets out COVID-19 provisions for persons who arrive in New Zealand. The clauses in the order define:

- consequences that may apply to a person who enters New Zealand
- conditions that may have to be satisfied for a particular consequence to apply
- provisions that may also apply to a person who arrives in, but does not enter, New Zealand
- consequences of breaching a condition

The Air Border Order has several schedules that specify what COVID-19 border requirements applies a person, including any modifications or exemptions

The schedules, which apply generally, are:

- Schedule 4 New Zealand-based aircrew members
- Schedule 5 Overseas-based aircrew members
- Schedule 6 Transit-only arrivals
- Schedule 7 Relevant workers
- Schedule 8 Arrivals from Antarctica
- Schedule 9 Ship crew members arriving to join ship
- Schedule 10 Arrivals on aircraft turned back to New Zealand
- Schedule 11 General travellers—A
- Schedule 12 General travellers—B
- Schedule 13 General travellers—C
- Schedule 14 General travellers—Z

## Provisions that apply to carriers

Clauses 50 to 54 of the Air Border Order have specific provisions that apply to carriers. These are detailed below.

### International aircraft must arrive at specified airports

Aircraft arriving in New Zealand are only permitted to land at specified airports.

As at 11:59pm, 31 March 2022 the specified New Zealand airports are:

- Auckland Airport
- Christchurch Airport
- Wellington Airport

Queenstown Airport Any new airports will be added to the Air Border Order by way of amendment Order and reflected in an updated version of this guidance.

### Route safety plans for New Zealand based aircrew

While clauses 51, 52 and 53 provide for route safety plans and for carriers to promote their compliance, along with key safety standards, these provisions are not currently in use.

Under the Air Border Order, aircrew are not currently required to comply with key safety standards or a route safety plan.

### Carriers must check passenger and aircrew compliance with COVID-19 provisions

Passengers must meet health and eligibility requirements for travelling to New Zealand, as well as [immigration](#) and all other relevant regulatory requirements.

As specified in clause 54 of the Air Border Order, a carrier must not cause an aircraft to arrive in New Zealand unless the carrier has *taken reasonable steps* to ensure that each person on board (both aircrew and passengers) satisfies the requirements of any COVID-19 provisions that apply to them.

Requirements under the ABO in relation to aircrew are provided in separate guidance available at [Ministry of Health | COVID-19: Aviation sector](#).

The concept of *taken reasonable steps* is not defined in the Air Border Order or its empowering legislation, the COVID-19 Public Health Response Act.

The guidance in this document outlines government agencies' views of what airlines and carriers can do to take reasonable steps to ensure that each person on board satisfies the requirements of any COVID-19 provisions that apply to them.

## Other provisions affecting airlines and carriers

### Requirement to fly with specified carrier does not apply

While clause 19 of the Air Border Order makes it possible to set a requirement that a person/group of persons must arrive on a flight operated by a carrier specified by the Director-General, this provision is not currently in use.

**Note:** the 'designated' carrier concept under the previous Air Border Order (for quarantine free travel) no longer exists. All carriers are permitted to operate, as long as they can meet all requirements under the order and detailed above under the heading 'Provisions that apply to carriers'.

### Requirement to travel on a scheduled international air service does not apply

While clause 20 of the Air Border Order makes it possible to set a requirement that a person or group of persons must arrive on a flight operated as part of a scheduled international air service, this provision is not currently in use.

As at 27 February 2022, this means travellers can arrive in New Zealand on any type of aircraft or flight. They are not limited to using international air services operated by airlines (refer non-scheduled and private flights below).

### Exemptions from pre-departure requirements

The following classes of people who arrive in New Zealand by air are exempt from pre-departure requirements subject to the condition that they are assessed by a medical officer of health, a health protection officer, or a health practitioner:

- Patients subject to aeromedical transfer into New Zealand.
- People entering under humanitarian or emergency circumstances and their support people.

## Other guidance for airlines and carriers

The Ministry of Health provides a range of guidance for the aviation sector that complements this guidance.

### Infection Prevention and Control requirements

Airlines and carriers should ensure they follow Infection Prevention and Control guidelines.

Guidance on aircraft cleaning processes, use of personal protection equipment and masks is available here: [Ministry of Health | COVID-19: Border, aviation and maritime sector](#)

### Advice for aircrew

Ministry of Health also provides guidance on COVID-19 requirements for both New Zealand-based aircrew and overseas-based aircrew.

This is available from [Ministry of Health | COVID-19: Aviation sector](#)

Like passengers, aircrew are required to complete a traveller declaration when arriving in New Zealand by air. For aircrew, this requirement is met by completing the COVID-19 Aircrew Traveller Declaration form (see Appendix 3 for example) and is available on the above Ministry of Health website

Failure to complete this declaration is an infringement offence under the Air Border Order.

Customs will collect and screen all Aircrew Traveller Declaration forms.

## References

**Note:** Amendments may not yet be consolidated into principal Acts and Orders. If you need assistance with the interpretation of legislation, orders and notices, please seek your own legal advice.

### Legislation

[COVID-19 Public Health Response Act 2020](#)

[Customs and Excise Act 2018](#)

### Regulations

[COVID-19 Public Health Response \(Air Border\) Order 2021](#)

[COVID-19 Public Health Response \(Air Border\) Amendment Order \(No 3\) 2022](#)

[COVID-19 Public Health Response \(Air Border\) Amendment Order \(No 2\) 2022](#)

[COVID-19 Public Health Response \(Air Border\) Amendment Order 2022](#)

[COVID-19 Public Health Response \(Air Border\) Order 2021 Amendment Order 2022](#)

[COVID-19 Public Health Response \(Isolation and Quarantine\) Order 2020](#)

[COVID-19 Public Health Response \(Isolation and Quarantine and Other Matters\) Amendment Order 2022](#)

[COVID-19 Public Health Response \(Isolation and Quarantine\) Amendment Order \(No 2\) 2022](#)

[COVID-19 Public Health Response \(Testing for COVID-19\) Order 2022](#)

### Notices

<b>Notice title</b>	<b>Notice number</b>
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Specified Airport of Arrival</a>	2022-go1230
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Specified Information and Form of Traveller Pass for New Zealand Traveller Declaration System</a>	2022-go1081
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Information Necessary to Support Public Health Response to COVID-19 and Traveller Health Declaration Information</a>	2022-go1080
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Pre-Departure COVID-19 Test</a>	2022-go972

<b>Notice title</b>	<b>Notice number</b>
<a href="#"><u>Specification of COVID-19 Vaccines Under the COVID-19 Public Health Response Act 2020 for the Purpose of the Air Border Order</u></a>	2022-go928
<a href="#"><u>COVID-19 Public Health Response (Testing for COVID-19) Order 2022 COVID-19 Testing Requirements for People Entering the Country Via the Air Border Who are Not Required to Isolate or Quarantine</u></a>	2022-go764
<a href="#"><u>Specification of COVID-19 Vaccines Under Section 5(3) of the COVID-19 Public Health Response Act 2020</u></a>	2022-go684
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Specification of Approved System for Traveller Declaration and of Traveller Pass for the Purposes of New Zealand Traveller Declaration System Pilots</u></a>	2022-go681
<a href="#"><u>Specification of COVID-19 Vaccines Under the COVID-19 Public Health Response Act 2020 for the Purpose of the Air Border Order</u></a>	2022-go678
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—COVID-19 Test</u></a>	2022-go677
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Vaccination</u></a>	2022-go676
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021 Specified Symptoms</u></a>	2022-go675
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Exemption of Persons from Pre-Departure Testing Requirements Before Arriving in New Zealand by Air</u></a>	2022-go672
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Exemption of Persons from Pre-Departure Requirements Before Arriving in New Zealand by Air</u></a>	2022-go671
<a href="#"><u>COVID-19 Public Health Response (Isolation and Quarantine) Order 2020—COVID-19 Test Requirements for Self-Isolation</u></a>	2022-go670



## Revoked notices

The following notices have been revoked. Some have been superceded.

<b>Notice title</b>	<b>Notice #</b>
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021 Evidence of Pre-Departure COVID-19 Test</u></a>	2022-go776
<a href="#"><u>Specified COVID-19 Vaccination Exemption for COVID-19 Public Health Response (Air Border) Order 2021</u></a>	2022-go680
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Specified Airport of Arrival</u></a>	2022-go674
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Pre-Departure COVID-19 Test</u></a>	2022-go673
<a href="#"><u>COVID-19 Public Health Response (Air Border) Order 2021—Information Necessary to Support Public Health Response to COVID-19, Traveller Health Declaration Information, and Self-isolation Information</u></a>	2022-go669

## Appendix 1 – New Zealand Traveller Declaration examples

### Example 1: Test on Arrival



**New Zealand  
Traveller Pass**

**23 Mar 2022**  
**Test on arrival**

-

Name  
**J KING**

Receipt number  
**9XA5RPQ**

Passport number <b>LL987678</b>	Nationality <b>NZL</b>
------------------------------------	---------------------------

Arrival flight  
**NZ104 from SYD**  
dep 23 Mar 2022 12:15

**DISCLAIMER**  
The Traveller Pass does not grant a full right to enter New Zealand. Travellers still need to meet any applicable Immigration and other Border requirements. Consequences noted on the pass, such as isolation on arrival, are indicative only and subject to allocation on arrival.

**New Zealand  
Traveller  
Declaration**

Whakapuakanga  
Tangata Haere ki  
Aotearoa



**Te Kāwanatanga o Aotearoa**  
New Zealand Government

Example 2: Transit Only



## New Zealand Traveller Pass

**25 Mar 2022**  
**Transit-only**

-

Name  
**J BLACK**

Receipt number  
**9M9682E**

Passport number <b>NN852145</b>	Nationality <b>NZL</b>
------------------------------------	---------------------------

Arrival flight  
**NZ104 from SYD**  
dep 25 Mar 2022 12:15

**DISCLAIMER**  
The Traveller Pass does not grant a full right to enter New Zealand. Travellers still need to meet any applicable Immigration and other Border requirements. Consequences noted on the pass, such as isolation on arrival, are indicative only and subject to allocation on arrival.

**New Zealand**  
**Traveller**  
Declaration

Whakapuakanga  
Tangata Haere ki  
Aotearoa



**Te Kāwanatanga o Aotearoa**  
New Zealand Government

### Example 3: Manual Assessment



## New Zealand Traveller Pass

**21 Mar 2022**  
**Manual assessment**

-

Name  
**S SMITHERS**

Receipt number  
**CNV34FS**

Passport number <b>MM4543234</b>	Nationality <b>AUS</b>
-------------------------------------	---------------------------

Arrival flight  
**NZ124 from MEL**

**DISCLAIMER**  
The Traveller Pass does not grant a full right to enter New Zealand. Travellers still need to meet any applicable Immigration and other Border requirements. Consequences noted on the pass, such as isolation on arrival, are indicative only and subject to allocation on arrival.

**New Zealand**  
Traveller  
Declaration

Whakapuakanga  
Tangata Haere ki  
Aotearoa



**Te Kāwanatanga o Aotearoa**  
New Zealand Government

Example 4: Test on Arrival – Check PDT



## New Zealand Traveller Pass

**24 Mar 2022**  
**Test on arrival**  
**Check PDT**

Name  
**G SMITH**

Receipt number  
**1V19KPQ**

Passport number <b>NN8521478</b>	Nationality <b>AUS</b>
Arrival flight <b>NZ104 from SYD</b> <small>dep 24 Mar 2022 12:15</small>	First departure <b>from LHR</b> <small>dep 22 Mar 2022 23:00</small>

**DISCLAIMER**  
The Traveller Pass does not grant a full right to enter New Zealand. Travellers still need to meet any applicable Immigration and other Border requirements. Consequences noted on the pass, such as isolation on arrival, are indicative only and subject to allocation on arrival.

**New Zealand** | Whakapuakanga  
**Traveller** | Tangata Haere ki  
Declaration | Aotearoa



**Te Kāwanatanga o Aotearoa**  
New Zealand Government

Example 5: Test on Arrival Check Vax`



## New Zealand Traveller Pass

**18 Mar 2022**  
**Test on arrival**  
**Check VAX**

Name  
**J DUGGAN**

Receipt number  
**A1P8YFH**

Passport number	Nationality
<b>NN8521478</b>	<b>AUS</b>

Arrival flight  
**NZ146 from BNE**

**DISCLAIMER**  
The Traveller Pass does not grant a full right to enter New Zealand. Travellers still need to meet any applicable Immigration and other Border requirements. Consequences noted on the pass, such as isolation on arrival, are indicative only and subject to allocation on arrival.

**New Zealand  
Traveller  
Declaration**

Whakapuakanga  
Tangata Haere ki  
Aotearoa



**Te Kāwanatanga o Aotearoa**  
New Zealand Government

## Example 6: Quarantine Free Travel



### New Zealand Traveller Pass

19 Mar 2022  
QFT  
-

Name  
**M JONES**

Receipt number  
**C9WA22E**

Passport number	Nationality
<b>NN852147</b>	<b>NZL</b>

Arrival flight  
**NZ104 from SYD**

**DISCLAIMER**  
The Traveller Pass does not grant a full right to enter New Zealand. Travellers still need to meet any applicable Immigration and other Border requirements. Consequences noted on the pass, such as isolation on arrival, are indicative only and subject to allocation on arrival.

<b>New Zealand Traveller Declaration</b>	Whakapuakanga   Tangata Haere ki   Aotearoa		<b>Te Kāwanatanga o Aotearoa</b> New Zealand Government
--	---	---	--

# Appendix 2 – New Zealand Traveller Declaration paper form

**New Zealand Traveller Declaration** | Whakapuakanga  
Tangata Haere ki Aotearoa

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

## New Zealand Traveller Declaration

For use when an electronic New Zealand Traveller Declaration is not able to be completed.

This form is to be completed prior to check-in at your first international port of departure and presented with other documentation required for travel to New Zealand. This includes proof of pre-departure test result and vaccine certificate (if applicable). If you are transiting other countries on your way to New Zealand, it may also be checked by your airline at your transit port.

**Retain this form for your journey, it will be checked and collected by New Zealand Customs officials on arrival.**

Privacy: Your information is collected to support the public health response to COVID-19 and to comply with the COVID-19 Public Health Response Act 2020 and relevant Order's under that Act. Your information may be collected and used by New Zealand Customs Service and the Ministry of Health and the Ministry of Business, Innovation and Employment. These agencies may use your information to confirm your eligibility to travel to and enter New Zealand through the applicable health management pathway, and where required to support and monitor your compliance with any public health requirements such as contact tracing and health testing. For full details go to [travellerdeclaration.govt.nz](https://travellerdeclaration.govt.nz)

This NZTD form is a legal document. False declarations can lead to penalties including fines and imprisonment.

- A separate New Zealand Traveller Declaration form must be completed for each passenger, including children
- Please answer in English and fill in BOTH sides
- Print in capital letters like this "NEW ZEALAND"
- A larger type size version of this form is available on request

1	<b>Date:</b>	Day	Month	Year
	<b>Date of Arrival in New Zealand:</b>	Day	Month	Year
	<b>Flight number:</b>			
	<b>Given Name(s):</b>			
	<b>Surname:</b>			
	<b>Nationality as shown in passport:</b>			
	<b>Date of Birth:</b>	Day	Month	Year
	<b>Passport Number:</b>			
	<b>Passport Expiry Date:</b>	Day	Month	Year
	<b>Email Address:</b>			
	<b>List the countries you have been in during the past 14 days:</b>			
	<b>Are you transiting New Zealand:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, you <b>do not</b> need to complete the contact details below. Go to section 2.
	<b>Contact Phone Number in New Zealand:</b>			

*Turn over to continue >*

V1.0 - March 2022



**New Zealand Traveller Declaration continued**

Address while in New Zealand:												
Date of Departure from New Zealand (if applicable):	Day	Month		Year								
Name of Emergency Contact:												
Emergency Contact Phone Number:												
Emergency Contact Email Address (if applicable):												

**2**

**All passengers must complete**

I confirm that I have the supporting documents required for the New Zealand Traveller Declaration:

- Vaccination Certificate (if required)
- Pre-Departure Test (if required)
- Evidence that I am exempt from the COVID-19 vaccination requirement
- Evidence that I am exempt from COVID-19 pre-departure testing

Signature:

Parent or guardian must sign for children under 18

**Please present this form and supporting documents on request**

**For airline use only**

Please describe why the passenger has been provided with a paper form instead of completing the New Zealand Traveller Declaration online.

- Traveller did not know about NZTD
- Traveller tried online, but unable to complete because:
- Traveller knew about NZTD but was unable to do it online because:
  - No device
  - No internet connection
  - Not confident with technology

## Appendix 3 – COVID-19 aircrew traveller declaration

Available at [Ministry of Health | COVID-19: Aviation sector](#)

### COVID-19 aircrew traveller declaration

This traveller declaration form must be completed by all aircrew members arriving in New Zealand by air under the COVID-19 Public Health Response (Air Border) Order 2021.

The information contained in this declaration is collected for the purpose of supporting New Zealand's public health response to COVID-19.

Failure to complete this form is an infringement offence under the COVID-19 Public Health Response (Air Border) Order 2021.

**ARRIVAL DETAILS**

1. Flight Number 2. Name of Airline

3. Overseas port where you boarded THIS aircraft

4. Date of arrival in New Zealand (NZST)

**CREW MEMBER DETAILS**

5. Full name (as shown in passport)

6. Full contact or residential address in New Zealand

7. Contact phone number in New Zealand

8. Contact email address in New Zealand

9. Are you ordinarily resident in New Zealand?

**DECLARATION INFORMATION**

10. What countries have you entered in the last 14 days? (landside only)

11. While outside of New Zealand, did you comply with the Key Safety Standards or an approved route safety plan (if applicable)?

12. Are you vaccinated against COVID-19?

If yes, what type of vaccine(s) did you receive?

13. When were you last tested for COVID-19?

14. What was the result?

15. Do you have any of the following symptoms? If yes, there are health staff at the airport who you can talk to for health advice:

- new or worsening cough
- sneezing and runny nose
- fever (at least 38°)
- temporary loss of smell or altered sense of taste
- sore throat
- shortness of breath

**Declaration**

By signing this declaration, I confirm that:


- I am not subject to a public health direction in any other country
- I intend to comply with all public health measures required of me while in New Zealand
- the information I have given is true, correct, and complete.

Signature


Date

The Privacy Act 2020 provides rights of access to, and correction of, personal information.

If you wish to exercise these rights please contact the Ministry of Health on 0800 424 888 or Email: COVID-19. [privacy@health.govt.nz](mailto:privacy@health.govt.nz).



**Te Kāwanatanga o Aotearoa**  
New Zealand Government



**MINISTRY OF HEALTH**  
MANATŪ HAUORA

HP7/15-2022-118