

# Guidance for airlines and carriers

Reconnecting New Zealanders and changes to the Air Border Order

20 June 2022

Version 1.0

**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:

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

## 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)

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

## Version history

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

Version	Date	Summary of changes
1.0	20/06/2022	<p>Removal of pre-departure test requirement (pages 11, 12) including aircrew (page 23)</p> <p>Removal of requirement for transit passengers to make a travel declaration or have a traveller pass (page 14)</p> <p>Removal of vaccination requirement for transit passengers (page 15)</p> <p>Confirmation of COVID-19 requirements for manual NZTD form to reflect removal of requirement that travellers must not be waiting for the results of a COVID-19 test (page 15)</p> <p>Removal of the requirement that aircrew must complete a traveller declaration (COVID-19 aircrew traveller declaration) (pages 9, 12, 23)</p> <p>References updated – Notices and revoke notices (pages 24-27)</p> <p>All appendices updated</p> <p>Other minor changes</p>
0.9	16/05/2022	<p>Who can enter New Zealand later in 2022 updated following changes announced 11 May 2022</p> <p>References updated – Notices and revoke notices</p>
0.8.1	04/05/2022	<p>Vaccination requirements for travel to New Zealand updated to include changes for New Zealand residence-class visa holders and Australian citizens who are ordinarily resident in New Zealand</p> <p>References updated – Notices and revoke notices</p>
0.8	02/05/2022	<p>Vaccination exemptions added</p> <p>Nau Mai Rā travel pass is no longer acceptable as a valid entry into New Zealand</p> <p>Important note on NZeTA (New Zealand Electronic Travel Authority)</p> <p>Reminders to travellers to ensure they are not infringed on arrival in New Zealand</p> <p>Minor grammatical and formatting changes</p>

Version	Date	Summary of changes
0.7	13/04/2022	Further updates to NZTD processes, including conditional pass and manual paper form.  Changes to QFT pathway  Passenger arrival cards  Minor structure and content revisions
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.
0.5	25/03/2022	Incorporate changes due to implementation of the New Zealand Traveller Declaration.
0.4	18/03/2022	Updated border reopening for Steps 3 and 4  Air Border Order amendments for unvaccinated travellers no longer required to go into MIQ  Format of acceptable pre-departure documentation  Traveller pass  Updated inflight announcements  References  Minor grammatical and style changes through out document
0.3	04/03/2022	Incorporate changes removing self isolation and bringing forward Step 2 from 11:59pm 4 March 2022  Restructure and revision of content.
0.2	26/02/2022	Incorporated feedback from Ministry of Health and aviation stakeholders. Insert links to final orders and notices.
0.1	23/02/2022	Draft issued

## Contents

Purpose of this document .....	2
Points of contact.....	2
Version history .....	4
Government's Plan to re-open the borders .....	8
Who can enter New Zealand now .....	8
Who can enter New Zealand later in 2022 .....	8
Passenger eligibility.....	9
Vaccination requirements for travel to New Zealand .....	9
Vaccination exemptions.....	10
Vaccination evidence.....	10
Pre-departure testing .....	11
New Zealand Traveller Declaration and Traveller Pass .....	11
Regular New Zealand Traveller Declaration information updates.....	12
Aircrew traveller declarations.....	12
Verification of the NZTD Traveller Pass.....	12
Manual Verification .....	13
Digital Verification.....	13
Conditional Traveller Passes .....	13
Manual process and paper form.....	13
Confirming other COVID-19 requirements .....	15
Managing symptomatic passengers .....	15
Information for passengers .....	16
Inflight announcements.....	16
Non-scheduled flights and private flights.....	18
Providing information to border agencies before flight departs .....	18
Non-scheduled arrivals in New Zealand to disembark at international terminal .....	19
Understanding the Air Border Order .....	20
Provisions that apply to carriers .....	21
International aircraft must arrive at specified airports .....	21
Route safety plans for New Zealand based aircrew.....	21
Carriers must check passenger and aircrew compliance with COVID-19 provisions....	21

Other provisions affecting airlines and carriers .....	22
Requirement to fly with specified carrier does not apply .....	22
Requirement to travel on a scheduled international air service does not apply.....	22
Exemptions from all pre-departure requirements.....	22
Other guidance for airlines and carriers.....	23
Infection Prevention and Control requirements .....	23
Advice for aircrew.....	23
Passenger arrival cards.....	23
References.....	24
Legislation.....	24
Regulations.....	24
Notices .....	25
Revoked notices .....	26
Appendix 1 – Pre-departure testing .....	28
Acceptable pre-departure test documentation .....	28
Format of acceptable pre-departure documentation.....	28
Flight delays or cancellations.....	29
Medical certificates.....	29
Appendix 2 – New Zealand Traveller Declaration examples .....	30
Example 1: Self-testing, check NZ-Res.....	30
Example 2: Self-testing, check NZ-Cit .....	31
Example 3: Self-testing, check Vax.....	32
Appendix 3 – Technical information for digital verification of New Zealand Traveller Declaration .....	33
Public key files for digital verification .....	34
Appendix 4 – New Zealand Traveller Declaration paper form .....	35

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

New Zealand's borders are reopening throughout 2022.

### Who can enter New Zealand now

The following people can enter New Zealand now from **anywhere in the world** and self-test on arrival.

- Vaccinated and unvaccinated New Zealand citizens
- Vaccinated and unvaccinated New Zealand residents
- Vaccinated Australian citizens and permanent residents
- Unvaccinated Australian citizens who live in New Zealand
- Current temporary work and student visa holders, 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, for semester 2
- Vaccinated travellers with a border exception
- Vaccinated travellers on a working holiday scheme
- Vaccinated travellers from countries who do not need a visa (visa waiver visitors)
- Vaccinated travellers from other countries who already hold a valid visitor visa
- Other vaccinated eligible travellers under current border settings

### Who can enter New Zealand later in 2022

#### From 4 July 2022

The following **vaccinated** people can enter New Zealand:

- Travellers arriving under the Accredited Employer Work Visa categories.
- Travellers applying for a Work Visa in New Zealand

#### From 11:59pm Sunday 31 July 2022

From 11:59pm Sunday 31 July, all visa categories including visitor and student visas will reopen for applications for travellers from anywhere in the world.

Travellers must be vaccinated to enter New Zealand, and have evidence of a negative COVID-19 test before their first international flight.

#### New Zealand vaccination requirements change for travellers

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-test after 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.

## 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, test on arrival, 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).

From 11:59pm 20 June 2022

- Travellers to New Zealand by air are no longer required to undertake a pre-departure test.

## Vaccination requirements for travel to New Zealand

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

- New Zealand citizens
- New Zealand residence-class visa holder
- Australian citizens living in New Zealand
- 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, arriving in New Zealand for the first time
- citizens of Afghanistan being evacuated, and arriving in New Zealand on or before 12 December 2021
- a person who has been granted a visa under the 2022 Special Ukraine Visa Policy; or if a person is or was ordinarily resident in Ukraine at any point on or after 1 January 2022
- a person who is arriving from Antarctica.

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

- not a New Zealand citizen or resident
- not an Australian citizen living in New Zealand
- not a New Zealand citizens or resident and 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 exemptions**

Some travellers may be able to get an exemption if they are travelling to New Zealand from a country with no, or limited access to COVID-19 vaccines.

A traveller will need to apply to the Ministry of Health for an exemption, along with evidence of why they need one. The Director-General of Health will decide if they can get an exemption.

Some travellers may be able to get a temporary exemption from vaccination due to medical reasons. Their own medical practitioner decides whether a person meets the criteria and will apply for the exemption on behalf of the person. This will usually apply only to non-NZ citizens who live in New Zealand

An email or letter issued by the Ministry of Health granting an exemption meets the evidence requirements.

### **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

From 11:59pm 20 June 2022 travellers are no longer required to have a pre-departure test for COVID-19 to enter New Zealand by air.

If a person's first international flight to New Zealand departs after 11:59pm 20 June 2022 (New Zealand Standard Time) the person will no longer need to get a pre-departure test as part of their Traveller Declaration.

- If a person's first international flight to New Zealand departs before 11:59pm 20 June 2022 (NZT), the person is still required to get a PDT as part of their New Zealand Traveller Declaration.
- If a person's first international flight to New Zealand departs after 11:59pm 20 June 2022 (NZT), the person no longer needs to get a PDT as part of their New Zealand Traveller Declaration.

## 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).

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 persons arriving for unplanned emergency reasons, must have a traveller pass.

**Note:** The Nau Mai Rā travel pass is no longer be legally accepted as a valid entry into New Zealand. Airlines must no longer accept Nau Mai Rā travel pass at check in.

**Important:** The NZTD Traveller Pass should not be confused with the NZeTA (New Zealand Electronic Travel Authority). Some visitors and transit passengers can travel to

New Zealand without a visa if they get an NZeTA. A person travelling on an NZeTA will also need a NZTD Traveller Pass.

## Regular New Zealand Traveller Declaration information updates

Information for airline customer service teams and what airline check-in agents is available [here](#):

- [Airline Update #7 – PDT removal – 16 June 2022](#) (PDF 3.0 MB)
- [Airline Update #6 - NZ residence class visa holders - 13 May 2022](#) (PDF 1.145 MB)
- [Airline Update #4 - NZ residence class visa holders – 4 May 2022](#) (PDF 1.1 MB)

## Aircrew traveller declarations

From 11:59pm 20 June 2022, aircrew are no longer required to complete a traveller declaration. Refer to page 23 of this guidance for further aircrew information.

## Verification of the NZTD Traveller Pass

All airlines and carriers are 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 2. 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 **Check NZ-Cit** (Check New Zealand Citizenship), **Check NZ-Res** (Check New Zealand Resident) and **Check VAX** (Check Vaccination evidence)
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. Digital verification of the Traveller Pass would involve scanning the QR code on the document presented by the traveller.

Technical information for IT teams implementing digital verification is available in Appendix 3.

## 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 a traveller has provided the required mandatory declaration information but have not been able to upload their health documents.

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 is 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 4 and has been provided separately to airlines. It is available for download at: [NZ Customs Service | Operational information for airlines](#). A version for the visually impaired is also available.

**Important:** passengers should not be denied boarding without first being offered a paper form.

For airlines and carriers completing a manual assessment or processing a NZTD paper form, the following table provides a quick reference for documentation required to be checked:

Documentation	Entry pathway			Transit-only arrivals
	Quarantine-free from the Pacific <sup>^</sup>	Testing on Arrival	Managed isolation and quarantine	
Vaccination Evidence	✓	✓	✓	n/a
Negative PDT Evidence	n/a	n/a	n/a	n/a
Traveller Pass	✓	✓	✓	n/a
MIQ Voucher	n/a	n/a	✓	n/a

From 11:59pm Friday 18 March 2022, most passengers will enter under the 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).

<sup>^</sup> From 11:59pm 8 April 2022, Nauru, Niue, Tokelau, and Tuvalu are the only countries in the QFT pathway.

From 11:59pm 20 June 2022 pre-departure testing is no longer a requirement for entry into New Zealand by air. Transit-only arrivals are no longer required to show proof of vaccination or have a traveller pass.

### **Confirming other COVID-19 requirements**

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).

The recommended text for the Health and Eligibility Confirmation for all travellers is set out below:

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

- *I/we are not currently experiencing any of the following symptoms:*
  - *New or worsening cough*
  - *New or worsening sore throat*
  - *New or worsening fever*
  - *New or worsening shortness of breath*
  - *New or worsening temporary loss of smell or altered sense of taste*
- *I/we have completed the New Zealand Traveller Declaration.*

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 is completing a manual NZTD paper form, airlines and carriers must ensure the passenger also confirms the following:

- *I/we have not been advised to self-isolate or be tested for COVID-19*
- *I/we have not ended a period of isolation early in order to take this flight.*

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.

### **Managing symptomatic passengers**

Airlines are not permitted to board symptomatic passengers.

A traveller cannot board a flight to New Zealand if they are presenting with COVID-19-type symptoms. However, the symptoms of COVID-19 can be similar to the symptoms of other common pre-existing conditions.

If a traveller is asked by airline check-in staff about their symptoms, they will need to provide either:

- a medical certificate from a qualified person (health practitioner, an overseas qualified medical practitioner, a health protection officer, or a medical officer of health) who has examined the passenger 48 hours prior to their flight and confirmed the symptoms are likely to be caused by something other than COVID-19;

or

- proof of a negative result from a supervised COVID-19 test. Approved COVID-19 tests are:
  - a PCR test taken a maximum of 48 hours before their first international flight to New Zealand;
  - a supervised rapid antigen test (RAT) or loop-mediated isothermal amplification (LAMP) test taken a maximum of 24 hours before their first international flight to New Zealand.

If the supervised test is positive, the traveller has the option of asking a qualified person to certify that the traveller is unlikely to still be infectious.

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.

See **Appendix 1** for further information on COVID-19 testing, documentation and medical certificates.

## 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 and biosecurity videos.

The announcement should be made when close to arrival and 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.

**Important:** Airlines are requested to discontinue playing the Managed Isolation and Quarantine inflight video. This video is now obsolete. Please stop playing this video as it may confuse passengers.

There are no plans to produce a new COVID-19 entry requirements video.

## 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 includes ensuring passengers meet eligibility requirements (pages 9-17) and aircrew meeting requirements (pages 12 and 23).

Operators of non-scheduled flights must provide separate 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 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

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 [NZ Customs Service | Non-scheduled flights and private flights](#)

**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. For more information visit [CAA | Foreign air operators](#)

## 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 3 Exemptions from some COVID-19 provisions
- 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 (*revoked*)
- 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

Note: while the Air Border Order distinguishes between New Zealand-based and overseas-based aircrew, the requirements that apply to them are the same.

## 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.

From 27 February 2022, 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 all pre-departure requirements

The following classes of people who arrive in New Zealand by air are exempt from all 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](#)

From 11:59pm 20 June 2022:

- aircrew are no longer required to obtain a pre-departure test prior to arriving in New Zealand.
- aircrew are no longer required to complete a traveller declaration or hold a traveller pass. This means aircrew do not need to complete the COVID-19 Aircrew Traveller Declaration form on arrival in New Zealand. is no longer to be completed.

### Passenger arrival cards

The New Zealand Passenger Arrival Card has been updated as the COVID-19 response has changed, and the related Health and Managed Isolation and Quarantine (MIQ) questions are no longer required.

The latest version of the New Zealand Passenger Arrival Card came into effect on 19 April 2022. It is identified by the 'APR 2022' date on the bottom right of the first page of the card.

Only the updated arrival cards (April 2022 version) will be accepted by Customs when passengers present their card upon arrival to New Zealand from 19 April 2022. The old version will no longer be accepted from this date.

Destroy any stocks of the previous versions of the arrival cards.

If you have any questions, please contact [Communications@customs.govt.nz](mailto:Communications@customs.govt.nz) in the first instance.

## 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

Order	Amendment orders
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021</a>	<a href="#">COVID-19 Public Health Response (Air Border) Amendment Order (No 5) 2022</a> <a href="#">COVID-19 Public Health Response (Air Border) Amendment Order (No 4) 2022</a> <a href="#">COVID-19 Public Health Response (Air Border) Amendment Order (No 3) 2022</a> <a href="#">COVID-19 Public Health Response (Air Border) Amendment Order (No 2) 2022</a> <a href="#">COVID-19 Public Health Response (Air Border) Amendment Order 2022</a> <a href="#">COVID-19 Public Health Response (Air Border) Order 2021 Amendment Order 2022</a>
<a href="#">COVID-19 Public Health Response (Isolation and Quarantine) Order 2020</a>	<a href="#">COVID-19 Public Health Response (Isolation and Quarantine and Other Matters) Amendment Order 2022</a> <a href="#">COVID-19 Public Health Response (Isolation and Quarantine) Amendment Order (No 2) 2022</a>
<a href="#">COVID-19 Public Health Response (Testing for COVID-19) Order 2022</a>	-

## Notices

Notice title	Notice number
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Pre-Departure COVID-19 Test</a>	2022-go2458
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—COVID-19 Test</a>	2022-go2457
<a href="#">Revocation of Exemption of Persons From Clause 13 of the COVID-19 Public Health Response (Air Border) Order 2021</a>	2022-go2456
<a href="#">Revocation of COVID-19 Public Health Response (Air Border) Order 2021—Information Necessary to Support Public Health Response to COVID-19 and Traveller Declaration Information – Alternate System and Alternate Traveller Pass</a>	2022-go2455
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021 Specified Symptoms</a>	2022-go2454
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021— Specification of information requirements carriers must provide to New Zealand Customs prior to arrival in New Zealand under the COVID-19 Public Health Response (Air Border) Order 2021</a>	2022-go2453
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Specified Information and Form of Traveller Pass for New Zealand Traveller Declaration System (No 2)</a>	2022-go1842
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021 Exemption of Persons from Pre-Departure Testing Requirements Before Arriving in New Zealand by Air</a>	2022-go1328
<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—Evidence of Pre-Departure COVID-19 Test</a>	2022-go972
<a href="#">Specification of COVID-19 Vaccines Under the COVID-19 Public Health Response Act 2020 for the Purpose of the Air Border Order</a>	2022-go928
<a href="#">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</a>	2022-go764
<a href="#">Specification of COVID-19 Vaccines Under Section 5(3) of the COVID-19 Public Health Response Act 2020</a>	2022-go684

Notice title	Notice number
<a href="#">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</a>	2022-go681
<a href="#">Specification of COVID-19 Vaccines Under the COVID-19 Public Health Response Act 2020 for the Purpose of the Air Border Order</a>	2022-go678
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Vaccination</a>	2022-go676
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Exemption of Persons from Pre-Departure Requirements Before Arriving in New Zealand by Air</a>	2022-go671
<a href="#">COVID-19 Public Health Response (Isolation and Quarantine) Order 2020—COVID-19 Test Requirements for Self-Isolation</a>	2022-go670

## Revoked notices

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

Notice title	Notice number
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Pre-Departure COVID-19 Test</a>	2022-go972
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—COVID-19 Test</a>	2022-go677
<a href="#">Exemption of Persons From Clause 13 of the COVID-19 Public Health Response (Air Border) Order 2021</a>	2022-go1614
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Information Necessary to Support Public Health Response to COVID-19 and Traveller Declaration Information – Alternate System and Alternate Traveller Pass</a>	2022-go1684
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021 Specified Symptoms</a>	2022-go675
<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

Notice title	Notice number
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021 Evidence of Pre-Departure COVID-19 Test</a>	2022-go776
<a href="#">Specified COVID-19 Vaccination Exemption for COVID-19 Public Health Response (Air Border) Order 2021</a>	2022-go680
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Specified Airport of Arrival</a>	2022-go674
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Evidence of Pre-Departure COVID-19 Test</a>	2022-go673
<a href="#">COVID-19 Public Health Response (Air Border) Order 2021—Exemption of Persons from Pre-Departure Testing Requirements Before Arriving in New Zealand by Air</a>	2022-go672
<a href="#">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</a>	2022-go669

## Appendix 1 – Pre-departure testing requirements

For testing symptomatic travellers, a COVID-19 test is 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

### 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

### 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.

## 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 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.

## Medical certificates

A health practitioner can examine the passenger for symptoms of COVID-19. If they are confident the passenger does not have symptoms of COVID-19, they will provide them with a medical certificate stating confirming they do not have symptoms. This will be accepted as meeting pre-departure requirements.

## Appendix 2 – New Zealand Traveller Declaration examples

### Example 1: Self-testing, check NZ-Res



**New Zealand  
Traveller Pass**

17 Jun 2022  
**Self-testing**  
**Check NZ-Res**

Name  
**H BROWN**

Receipt number  
**5YJE4PF**

Passport number      Nationality  
**NN234567**              **AUS**

Arrival flight  
**NZ104 from SYD**  
dep 17 Jun 2022 11:55

**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: Self-testing, check NZ-Cit



**New Zealand  
Traveller Pass**

**15 Jun 2022**  
**Self-testing**  
**Check NZ-Cit**

Name  
**H JAMES**

Receipt number  
**FHXS6CB**

Passport number  
**NN454567**

Nationality  
**AUS**

Arrival flight  
**NZ102 from SYD**  
dep 15 Jun 2022 09:55

**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: Self-testing, check Vax



**New Zealand  
Traveller Pass**

21 Jun 2022  
**Self-testing**  
**Check VAX**

Name  
**J SMITH**

Receipt number  
**9NFG84V**

Passport number      Nationality  
**NN123454**              **AUS**

Arrival flight  
**NZ104 from SYD**  
dep 21 Jun 2022 11:55

**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

## Appendix 3 – Technical information for digital verification of New Zealand Traveller Declaration

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:

The QR code is scanned and returns the augmented data object eg:

```
1. {
2.   "receiptNumber": "AWG5XED",
3.   "givenNames": "ANDREW JOHN",
4.   "surname": "NICOLSON",
5.   "passportNumber": "LN123456",
6.   "nationality": "NZL",
7.   "arrivalDate": "23 Mar 2022",
8.   "flightNumber": "NZ104",
9.   "departurePort": "SYD",
10.  "departureTimeLocal": "2022-03-23T12:15:00",
11.  "assessment": "Test-on-arrival",
12.  "checks": ["vaxExempt", "pdtExempt"],
13.  "vaxStatus": [],
14.  "signature":
    "TKTrlDE+sx5HnDRw+33VsiwnMISjhP+fbiV6U3kYmlJXx7B1tb2vjTF4ShiW9fgM3kx8
    yBqVslSm4AXTcmkIQWpBXxPsHMeDOMTTXNqHhEl1YtHoExJFCeDwRQQQkdynZmDdnVpmj
    +NZPUDZkjPs2o9rUXViy4+X1kcDUjpcMyoavViNBK9bVio/d1X71i485/8Zvx9OrxXRls
    571Y3RlIf7WuxUTHLqcYrul+yQgpKxiiwvtDh4O3sYjsak/pGaZ6ChuvQnJ11zvL9PZO9
    b6mlySQKszFFxD6GImtlAVLZbmADlTf1TvWYQRtvboXpxvUX803oUJFbXi8VtKw3AnA=="
15. }
```

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

```
15. {
16.   "receiptNumber": "AWG5XED",
17.   "givenNames": "ANDREW JOHN",
18.   "surname": "NICOLSON",
19.   "passportNumber": "LN123456",
20.   "nationality": "NZL",
21.   "arrivalDate": "23 Mar 2022",
22.   "flightNumber": "NZ104",
23.   "departurePort": "SYD",
24.   "departureTimeLocal": "2022-03-23T12:15:00",
25.   "assessment": "Test-on-arrival",
26.   "checks": ["vaxExempt", "pdtExempt"],
27.   "vaxStatus": [],
28. }
```

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

A zip file containing the public key files for both the production and non-production sites is available for download at [NZ Customs Service | Operational information for airlines](#)

## Appendix 4 – New Zealand Traveller Declaration paper form

Available for download at: [NZ Customs Service | Operational information for airlines](#)

A version for the visually impaired is also available

**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 a 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

**Date:** Day   Month   Year

**Date of Arrival in New Zealand:** Day   Month   Year

**Flight number:**

**Given Name(s):**

**Surname:**

**Nationality as shown in passport:**

**Date of Birth:** Day   Month   Year

**Passport Number:**

**Passport Expiry Date:** Day   Month   Year

**Email Address:**

**List the countries you have been in during the past 14 days:**


**Contact Phone Number in New Zealand:**

*Turn over to continue >*

V1.2 - June 2022



Address while in  
New Zealand:

Day	Month	Year
-----	-------	------

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

- Signature:

Parent or guardian must sign for children under 18

Please present this form and supporting documents on request

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

- ☐ Traveller tried online, but unable to complete because:

☐ No device

- ☐ No device
- ☐ No internet connection
- ☐ Not confident with technology