

# New Zealand Traveller Declaration (NZTD)

Airline Update #12 – 12 September 2022



**This update:** (1) Changes to the Air Border Order from 23:59pm 12 September 2022 (NZ Standard Time). (2) Support for Airlines, (3) Support for Travellers, (4) Changes to Manual Paper Form and NZ Traveller Pass

## ADVICE FOR AIRLINE CHECK-IN STAFF and CUSTOMER SUPPORT STAFF

### From 23.59 (NZT) on Monday 12 September 2022

All travellers are required to complete a New Zealand Traveller Declaration prior to departure, and obtain a Traveller Pass before entering New Zealand. This is required for children and infants too. This applies from a traveller's **first international flight** from their **first international port of departure** to New Zealand.

Traveller contact details and travel history will be provided to the Ministry of Health for contact tracing purposes.

### From 23.59 (NZT) on Monday 12 September 2022, anyone travelling to New Zealand:

- *no longer* needs to provide proof of vaccination to fly to New Zealand
- can *voluntarily self-test* on arrival with free tests will continued to be provided
- *no longer* need to wear a mask on arrival in New Zealand or while travelling on New Zealand public transport, but they do need to wear a mask in a NZ health setting environment, such as hospitals and care homes.

[www.travellerdeclaration.govt.nz](http://www.travellerdeclaration.govt.nz)

# Support for travellers - online

**UPDATED ONLINE DECLARATION WILL BE LIVE FROM 23.59 (NZT) ON 12 SEPTEMBER**

From 23.59 Monday 12 September (NZ Standard Time), the online declaration will be updated to reflect the changes to the *COVID-19 Public Health Response (Air Border) Order 2021 (Air Border Order - ABO)*.

←

## Before you travel to New Zealand

All travellers must complete and submit a New Zealand Traveller Declaration. This includes citizens and permanent residents of New Zealand, and children and infants.

Please allow 10 minutes to do this.

Your declaration will be automatically saved and a link will be emailed - you can use this link to return to your saved declaration.

To complete your declaration you will need

- ▶ Your flight number and date of arrival to New Zealand
- ▶ The passport you are entering New Zealand on
- ▶ To list the countries you have visited in the last 14 days
- ▶ Your contact details in New Zealand
- ▶ Details of a person who can be your emergency contact.

[Get started](#)

[My saved declaration](#)

### My declaration

Your declaration has been automatically saved and can be accessed again from your email.

#### Upcoming trip

No trip details

[+ Add trip details](#)

#### Travellers

**RAY JONES**  
Your reference number: 31DN8Z4

#### Tasks

- Add passport details >
- Add trip details >
- Add emergency contact information >
- Add contact tracing information >
- Provide travel information >

Attached to the email are the screenshots of the full online declaration form.  
(Screenshot\_NZTD Online Declaration Changes\_12 Sept 2022.pdf)

# Support for travellers – NZTD Contact Centre

## CONTACT CENTRE SUPPORT FOR TRAVELLERS

New Zealand Traveller Declaration Contact Centre: The Contact Centre is fully prepped to support travellers who have queries about changes to border entry requirements.

The New Zealand Traveller Declaration Contact Centre is available 24 hours a day, 7 days a week.

- +64 4 931 5799 – for international callers
- 0800 359 269 – toll free number for NZ based callers
- 1800 359 269 – toll free number for Australia based callers

# Updated New Zealand Traveller Pass and eGates

## HOW AIRLINES CAN HELP THE TRAVELLER

From 23.59 Monday 12 September 2022 (NZ Standard Time)

### The New Zealand Traveller Pass

The new directive on Traveller Passes will show "QFT"



### eGate access for passports used in online declaration

- Travellers who have completed the NZTD will receive a Traveller Pass that shows "QFT" and are eligible\* to use the eGates

Can use the eGates on arrival to exit

- Travellers who have completed the NZTD Paper Manual Form or have not completed the NZTD

Please advise these travellers that they **will not** be able to use the eGates on arrival. They should proceed to Passport Control.

\* Travellers will need to meet entry requirements to use the eGates on arrival. Find out more here [eGate \(customs.govt.nz\)](https://www.customs.govt.nz/eGate)



# Support for travellers – updated NZTD Manual Paper Form

## HOW AIRLINES CAN HELP THE TRAVELLER

### NZTD Manual Paper Form

- Travellers need to complete their NZTD before they enter New Zealand and travellers could face a NZD \$500 infringement if they have not done so.
- If travellers have not completed their declaration before they check-in, please help your passengers by asking to complete this NZTD Manual Paper Form.
- The NZTD Manual Paper Form has been revised with proof of vaccination now removed.
- The following manual paper forms are attached to the email accompanying this update:
  - a) Version 4 (NZTD Paper Form v4–Sept 2022.pdf)
  - b) Updated form for the vision impaired (NZTD Paper Form–Vision Impaired v4–Sept 2022.pdf)
- Airlines can also email us for a copy of the manual paper forms at [NZTDPartners@Customs.govt.nz](mailto:NZTDPartners@Customs.govt.nz)



The image shows a snapshot of the New Zealand Traveller Declaration (NZTD) Manual Paper Form, version 4. The form is titled "New Zealand Traveller Declaration" and includes the following information:

**New Zealand Traveller Declaration**  
Whakapuakanga | Tangata Haere ki Aotearoa  
Te Kāwanatanga o Aotearoa  
New Zealand Government

**IMPORTANT:** On arrival into New Zealand, do not use the eGates. Please proceed directly to Passport Control.

For use when an electronic New Zealand Traveller Declaration is not able to be completed.  
This form is to be completed by everyone travelling to New Zealand. It's important we continue to collect contact details and travel history (via the Traveller Declaration) to allow for contact tracing.

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 Orders 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 verify your identity and to support public health requirements such as contact tracing. For full details go to [travellerdeclaration.govt.nz](http://travellerdeclaration.govt.nz)  
This NZTD form is a legal document. False declarations can lead to penalties including fines.

- 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:			

Snapshot of NZTD Manual Paper Form – v 4

# Additional support for airlines – coming soon

Resources will be uploaded in the next few days

## Airline Partner Toolkit

Updated resources in the Airline Partner Toolkit will be available from Wednesday 14 September. These resources can be used on your social media, website, newsletters, emails to your customers and anywhere that you offer travel advice to travellers.

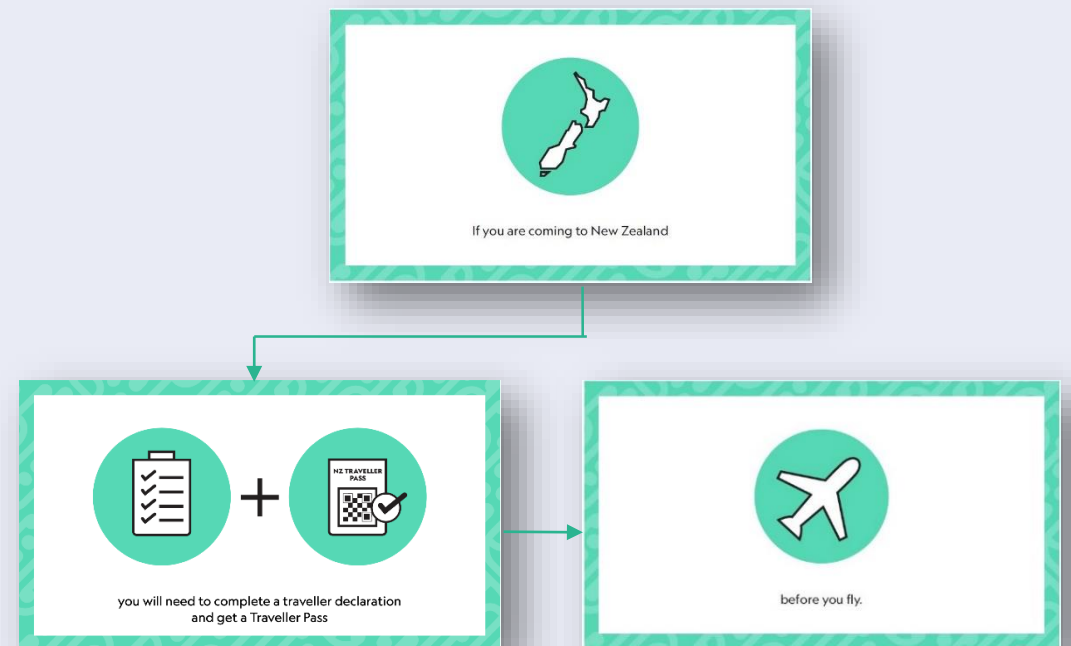
## Examples of resources in the Airline Partner Toolkit



Traveller Factsheet - an introduction of the NZTD and quick guide for what travellers need to do

Social Media Tiles – for use on your own social media channels

Introduction to NZTD Video - an audio and visual introduction and quick guide of the NZTD



*Thank you from the NZTD Implementation team at*

[NZTDpartners@Customs.govt.nz](mailto:NZTDpartners@Customs.govt.nz)