

# Managed Isolation Allocation System

## **MANAGED ISOLATION ALLOCATION SYSTEM Q&A**

### **Why is an allocation system needed?**

The Managed Isolation Allocation System is designed to manage the flow of in-bound travellers to New Zealand, allowing Managed Isolation and Quarantine (MIQ) to better match the number of people flying into the country with room availability in managed isolation facilities.

### **Will the Managed Isolation Allocation System delay travel to New Zealand?**

There is capacity for more than 7,000 people in the managed isolation and quarantine facilities. The Managed Isolation Allocation System is not expected to significantly delay travel to New Zealand.

### **Does my visa need to be approved before I arrange my managed isolation allocation?**

It is recommended you obtain your visa to enter New Zealand before getting your Managed Isolation Allocation Voucher.

New Zealand's borders are restricted to all but critical travel. Check your eligibility to travel on Immigration New Zealand's [Border restrictions: who can enter New Zealand or request to travel](#). Please note, it is your responsibility to make sure you can transit and enter any country on your journey through to New Zealand.

### **Who is exempt from using the Managed Isolation Allocation System?**

A list of those who will not be required to use the voucher system will be published on the [MIQ website](#). Most of these people are still required to enter managed isolation and quarantine. Their allocations will be managed separately.

Those who are exempt from using the Allocation System may be asked at check-in or when boarding to provide evidence of their exemption, such as ID or an official letter of exemption.

### **Can I choose which managed isolation facility I isolate in?**

No. The Managed Isolation Allocation System does not allow travellers to choose where they will stay. Passengers on the same flight are typically allocated to the same managed isolation facility, except those assessed as having a higher risk of COVID-19 who will enter quarantine.

### **Will managed isolation facilities cater to my additional needs or requests?**

You can note dietary requirements and list any additional needs, such as wheelchair access or a travel cot, when using the Managed Isolation Allocation System. Staff at the managed isolation facility will do their best to accommodate travellers' needs.

### **Can families stay together in the same managed isolation facility?**

Yes. Families travelling together can register in the Managed Isolation Allocation System using the 'family registration' option, for groups of up to 12 people. The members of that group will be allocated a set of rooms at the same facility where possible.

For family groups of more than 12 people, the family will need to create two or more registrations. Each registration will need to indicate in the 'Special Requests or other information' text box under 'Step 2' that those listed across the two (or more) registrations are one family group and wish to isolate together. There is one voucher issued for each registration.

Those travelling in a group of non-family members should each complete an 'individual registration' unless they wish to share a room in the managed isolation facility.

### **What happens if I want to travel urgently but there are no places immediately available in the system?**

We recognise there will be some situations where people will need to urgently return to New Zealand. We are working on a process to manage these situations. More information will be made available on the [MIQ website](#).

### **I booked flights before the Managed Isolation Allocation System went live, do I need to get a voucher?**

If your flight arrives during the grace period from 8am, 5 October to 11.59pm, 2 November, you are strongly encouraged to get a Managed Isolation Allocation Voucher.

If your flight arrives in New Zealand after 12am, 3 November you will be required to get a voucher, regardless of when you booked your flights.

Some travellers who booked flights prior to the system going live may find there are no available places in the Allocation System for their arrival date. A process will soon be in place where these travellers will be able to apply to be issued a Managed Isolation Allocation Voucher that matches their arrival date in New Zealand. More information will be made available on the [MIQ website](#).

### **Is there a fee for getting a voucher?**

No. But some people are liable for the costs of their stay in managed isolation or quarantine. Visit the [Charges for managed isolation](#) webpage to see if you will be required to contribute to the costs of your managed isolation.

## **MANAGED ISOLATION AND QUARANTINE Q&AS**

### **What is the payment method for staying in managed isolation?**

Those liable to contribute to their costs of managed isolation or quarantine will receive an invoice after their stay. There will generally be 90 days to pay. Information about how to pay the charge is provided on the invoice.

### **Do I have to go into managed isolation if I have medical proof that I'm COVID-free?**

Yes. Everyone arriving in New Zealand is required to stay in managed isolation or quarantine for at least 14 days and until they return a negative COVID-19 test. Only a small number of people are exempt from entering managed isolation. See the [Exemptions webpage](#) for more information.

### **Will there be a COVID-19 test at the airport in New Zealand?**

Upon arrival in New Zealand, every passenger receives an initial health assessment, which includes a temperature check and questions from a health team member. All passengers on the same flight are transferred into buses airside to go to a managed isolation or quarantine facility.

If someone meets the COVID-19 case definition, they are tested and placed in an approved quarantine facility or area.

### **How are transfers from the airport to the managed isolation facility managed?**

You may be assigned to a facility that is in a different city to the one you arrived in. If this is the case, the government will arrange your free transfer. Once you have completed your managed isolation, transport will be provided back to the airport you arrived at, if you wish. Otherwise, travel home on completion of your isolation will be at your own expense.

### **What are the restrictions in managed isolation?**

You can find out about how managed isolation works and what you can and can't do by reading the [Welcome Pack](#) online. This will also be provided to you when you arrive at your managed isolation facility.

### **What happens after I've completed my isolation?**

Once you have completed your isolation you are deemed to pose no risk of spreading COVID-19 and can enter the community. You will be given a departure letter proving you have completed your managed isolation.

If you completed your managed isolation in a different city, you will be offered transport back to the airport you arrived at. If you are isolating in the same city as your arrival airport, you must make your own arrangements to reach your final destination.

### **Once I've completed my isolation, can I travel the country 'normally'?**

Visit the government's [COVID-19 webpage](#) to check New Zealand's current Alert Level and the details of the restrictions that are currently in place. The Alert Levels may be applied at a town, city, territorial local authority, regional or national level.