

# Managed Isolation Allocation System

## **SPECIAL ALLOCATION REQUEST**

Some places in managed isolation are reserved specifically for emergencies and time-critical travel, and for New Zealand citizens and permanent residents who may be experiencing lengthy delays in returning to New Zealand.

In these situations, travellers can complete the online [Special Allocation Request](#) to apply for one of these reserved places in managed isolation. Applications are assessed on a case by case basis, and places are allocated to travellers based on a number of factors, including the reason for travel and the urgency of the request. Travellers are still required to isolate for 14 days on arrival to New Zealand. A Special Allocation Request is not an exemption from isolation.

If their application is successful, travellers will be able to print or download a Managed Isolation Allocation Voucher to present to airlines before boarding their flight to New Zealand.

### **Eligibility to apply**

Travellers to New Zealand must meet three criteria to be eligible to apply. They must demonstrate they have:

- › the legal right to enter New Zealand; and
- › a valid reason for entering New Zealand within a specified time period or date; and
- › been unable to secure their place in the Managed Isolation Allocation System within their specified time period or on, or by a certain date and have exhausted alternative date options.

Meeting the eligibility criteria to apply does not guarantee a special allocation to enter managed isolation will be granted. Each application is assessed on a case by case basis.

### **How it works**

Once a traveller has confirmed their eligibility to apply, they will need to complete the Special Allocation Request form online and submit any evidence that supports their application. Those applying to arrive in New Zealand in the next seven days will need to mark their application as 'urgent.'

Urgent requests will be processed within one working day (NZST) from receipt of a complete application. All other Special Allocation Requests will be processed within five working days (NZST) from receipt of a complete application.

There is no single rule for assessing applications. A range of factors will be considered, such as a returnee's vulnerability, wait times to enter managed isolation and the reason for the request.

Those whose requests have been successful will receive an email confirming their allocation to a managed isolation facility, and further information on how to receive their Managed Isolation Allocation Voucher.

Those who are unsuccessful in their application will need to use the Managed Isolation Allocation System to get a voucher. They will need to select a date to start their managed isolation from those available in the system.

More information is available on the [MIQ website](#).

## RESCHEDULED FLIGHTS AND URGENT TRAVEL REQUESTS

### **I need to travel urgently, what do I do?**

If you believe you have a valid reason to enter New Zealand on, or by a specific date and there are no available rooms in the Managed Isolation Allocation System, you may be eligible to apply for a Special Allocation Request. Visit the [Special Request webpage](#) for the eligibility criteria and information on how to apply.

### **My flight has been rescheduled, what do I do?**

If your flight to New Zealand is rescheduled by the airline more than 72 hours prior to your departure, you will need to cancel your existing allocation in the Managed Isolation Allocation System. Select a date in the system that matches your new arrival date and select your new flight number. You will be allocated a place in managed isolation starting on your new arrival date. You will need to download or print your new voucher to present to airlines in order to board your flight.

If the system shows there are no available rooms for your new arrival date, you will need to lodge a Special Allocation Request and provide evidence that your original flight has been rescheduled.

### **My flight has been rescheduled en route during a multi-stop flight, what do I do?**

If your flight is cancelled or rescheduled within 72 hours of departure, or en-route during a multi-stop flight, you do not need to cancel your allocation. You will be assisted by the airline when you check-in. The airline will reschedule you to a different flight and your allocation to a managed isolation facility will be transferred to your new arrival date. Airlines will be informed that your original voucher will be valid, even if the arrival date in New Zealand has changed.

### **I didn't need a voucher during the grace period, but my flight has been rescheduled and now I do. How do I get a voucher?**

If you did not have a voucher for your cancelled flight (that arrived in New Zealand before 3 November), and your rescheduled flight arrives in New Zealand after 12am, 3 November, you are legally required to get a voucher before boarding your new flight. You will need to register on the [Managed Isolation Allocation System](#) to get your voucher confirming your place in managed isolation, starting on the day you arrive in New Zealand. If the allocation system shows there are no rooms available for your new arrival date, you will need to lodge a Special Allocation Request online. Visit the [Special Request webpage](#) for more information and details on how to apply.

### **I booked flights to New Zealand before the allocation system went live. Do I need a voucher?**

If you had already purchased flights before 8am, 5 October you are encouraged to get a voucher if your flight to New Zealand arrives during the grace period (from 8am, 5 October to 11.59pm, 2 November 2020).

After the grace period, all passengers will be required to present a Managed Isolation Allocation Voucher in order to board their flight, regardless of when their flight was booked, unless they are exempt from using the allocation system.

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. These travellers can apply to get a voucher by lodging a Special Allocation Request. They will need to provide evidence that their flights were purchased prior to 5 October 2020. Go to the [Special Request webpage](#) for more information and to apply.