



BRIEFING

Implementation Update on Managed Isolation Allocation System

Date:	11 September 2020	Priority:	High
Security classification:		Tracking number:	2021-0722

Action sought		
	Action sought	Deadline
Hon Phil Twyford Minister of Transport	<p>Agree to a one month grace period starting from when MIAS is publicly available (5 October) to when the legal instruments commence from 3 November that make using MIAS mandatory;</p> <p>Agree to the proposed key messages and Questions and Answers for the 25 September 2020 announcement of MIAS;</p> <p>Agree to introduce an infringement offence for passengers and airlines in breach of the new COVID-19 Public Health Response (Air Border) (No 2) Order 2020.</p>	18 September 2020
Hon Dr Megan Woods Minister of Housing		
Hon Chris Hipkins Minister of Health		
Hon Kris Faafoi Minister of Immigration		
Hon Dr Megan Woods Minister of Housing	Agree to announce the MIAS 'go-live' date of 5 October 2020 on 25 September.	18 September 2020
Hon Chris Hipkins Minister of Health	<p>Agree to amend the COVID-19 Public Health Response (Air Border) (No 2) Order 2020 to require passengers to use MIAS and receive a voucher, and for international air carriers to check that passengers have a voucher (or verbal confirmation from an Immigration Border Officer) before permitting them to board an aircraft;</p> <p>Forward the briefing to the Minister of Justice and consult on the recommended Order.</p>	18 September 2020
Hon Kris Faafoi Minister of Immigration	Note MBIE will provide Immigration Instructions for to you to certify in late October, in time for the 3 November commencement date.	18 September 2020
Hon Andrew Little Minister of Justice	Copy for your information.	

Contact for telephone discussion (if required)			
Name	Position	Telephone	1st contact
Megan Main	Deputy Chief Executive, Managed Isolation and Quarantine	Privacy of natural persons	✓
Privacy of natural persons	Manager, Managed Isolation and Quarantine Policy		

The following departments/agencies have been consulted
Ministry of Transport, Ministry of Health, Ministry of Justice

Minister's office to complete:

Approved

Declined

Noted

Needs change

Seen

Overtaken by Events

See Minister's Notes

Withdrawn

Comments



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Purpose

This briefing updates you on the development of legal instruments to implement the Managed Isolation Allocation System (MIAS). Joint Ministers' agreement is sought on the timeline for implementation, including the regulatory grace period.

Relevant Ministers' agreement is sought on amendments to:

- The COVID-19 Public Health Response (Air Border) (No 2) Order 2020, and
- Immigration Instructions.

Draft key messages and Q&As intended for Minister Woods' agreement ahead of the announcement are provided at **Annex One**.

Recommended action

The Ministry of Business, Innovation and Employment recommends that the Minister of Transport, the Minister of Housing, the Minister of Health and the Minister of Immigration:

- a. **Note** that the legal instruments proposed in this briefing will give effect to Cabinet's previously agreed decision to require all passengers to have a pre-booked place in Managed Isolation facilities (MIF) before boarding a flight and before entering New Zealand, unless exempt, and to reinforce this requirement through a complementary obligation on foreign nationals, implemented through changes to Immigration Instructions and Border Entry Instructions [SWC-20-MIN-0094];

<i>Hon Phil Twford</i>	<i>Hon Dr Megan Woods</i>	<i>Hon Chris Hipkins</i>	<i>Hon Kris Faafoi</i>
<i>Noted</i>	<i>Noted</i>	<i>Noted</i>	<i>Noted</i>

- b. **Agree** to the timeframe for implementing the Managed Isolation Allocation System (MIAS);

<i>Hon Phil Twford</i>	<i>Hon Dr Megan Woods</i>	<i>Hon Chris Hipkins</i>	<i>Hon Kris Faafoi</i>
<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>

- c. **Agree** to a one month grace period starting from when MIAS is publicly available (5 October) to when the legal instruments commence (3 November) that make using MIAS mandatory;

<i>Hon Phil Twford</i>	<i>Hon Dr Megan Woods</i>	<i>Hon Chris Hipkins</i>	<i>Hon Kris Faafoi</i>
<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>

- d. **Agree** to the proposed Key Messages and Questions and Answers for the 25 September 2020 announcement of MIAS;

<i>Hon Phil Twford</i>	<i>Hon Dr Megan Woods</i>	<i>Hon Chris Hipkins</i>	<i>Hon Kris Faafoi</i>
<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>	<i>Agreed / Not Agreed</i>

FOR THE MINISTER OF HOUSING'S AGREEMENT

- e. **Agree** to announce the MIAS 'go-live' date of 5 October 2020 on 25 September;

Agree / Disagree

FOR THE MINISTER OF HEALTH'S AGREEMENT

- f. **Agree** to amend the COVID-19 Public Health Response (Air Border) (No 2) Order 2020 to require passengers to use MIAS and receive a voucher, and for international air carriers to check that passengers have a voucher (or verbal confirmation from an Immigration Border Officer) before permitting them to board an aircraft;

Agree / Disagree

- g. **Agree** to introduce an infringement offence for passengers and airlines in breach of the new COVID-19 Public Health Response (Air Border) (No 2) Order 2020;

Agree / Disagree

- h. **Forward** the briefing to the Minister of Justice and consult on the recommended Orders;

Agree / Disagree

FOR THE MINISTER OF IMMIGRATION'S NOTING

- i. **Note** MBIE will provide Immigration Instructions for to you to certify in early October 2020, in time for the 3 November 2020 enforcement commencement date;

Noted



Megan Main
Deputy Chief Executive, Managed Isolation and Quarantine
MBIE

..11 / ..09 / ..2020
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Hon Phil Twyford
Minister of Transport

..... / /



Hon Dr Megan Woods
Minister of Housing

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Hon Chris Hipkins
Minister of Health

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Hon Kris Faafoi
Minister of Immigration

..... / /

Please advise when system will be able to reflect/implement visa cross distinctions

Background

1. On 1 July 2020, the Cabinet Social Wellbeing Committee, having been authorised by Cabinet to have Power to Act, agreed to:
 - a. put in place a flow management system (MIAS) that would apply to all New Zealand citizens, residents and visa holders coming into New Zealand (other than people operating under exemptions); and
 - b. introduce a legal requirement for all passengers to have a pre-booked place in a Managed Isolation facility (MIF) before entering New Zealand by air, unless exempt [SWC-20-MIN-0094].
2. One of the key benefits of MIAS will be its ability to provide more accurate information on the number of people intending to enter New Zealand, and therefore the number of MIF spaces used and available in the short to medium term. MIAS is also expected to increase MIF utilisation rates because travellers could time their travel for when MIF spaces are available. If successful, this should help minimise periods where not all MIF places are being used.
3. MIAS will also enable MIF staff to better match people and families to suitable MIF facilities. For example, it will inform staff of scenarios and requirements such as:
 - a. the number of family groups arriving and whether they need adjoining rooms;
 - b. whether wheelchair access or other accessibility aides are required,
 - c. any other health needs someone may have, such as pregnant women;
 - d. dietary requirements and other personal needs.
4. The current airline passenger quota system controls the flow of people into New Zealand, but does not provide for this more granular level of information. The quota system was intended as an interim solution while a more fit-for-purpose demand management tool was developed.
5. To make it a legal requirement to have booked a place in a MIF, a number of legal changes are being developed, including:
 - a. An amendment to the COVID-19 Public Health Response (Air Border) Order (No 2) 2020 (Air Border Order) to require people entering New Zealand to have a place booked in a MIF, and for international air carriers to check that passengers have a voucher (or verbal confirmation from an Immigration Border Officer) before permitting them to board an aircraft, and
 - b. New Immigration Instructions to ensure foreign nationals can be denied entry by Immigration New Zealand if they do not have a booking.¹
6. These changes need to commence simultaneously after a one month grace period. The grace period will enable people to book via MIAS (which will be strongly encouraged) but it will not be a legal requirement. This will allow a transition time to raise awareness of MIAS and to resolve any operational issues to ensure the system is running smoothly prior to the voucher becoming a legal requirement.
7. Over time MIAS will replace the current airline passenger quota system.

¹ Except those who hold a permanent resident visa, or those who hold a resident visa and have previously lived in New Zealand while holding a resident visa. Permanent resident visa holders, for example, cannot be denied entry permission in any circumstance, in accordance with the Immigration Act.

Timeframes for implementing MIAS

8. The table below outlines proposed milestones for the implementation of MIAS.

Table 1: Indicative Timeframe for the Implementation of MIAS

Action	Indicative date
COMPLETE: System ready; not public	2 September
MBIE / Airline testing and internal staff training	18 September
Public announcement of MIAS	25 September
MIAS is available to the public to start using; awareness campaign starts	5 October
Grace period starts – use of MIAS is voluntary, but strongly encouraged	
Grace period ends – MIAS is compulsory for everybody entering New Zealand	3 November

There are options for the length of the regulatory grace period

9. A grace period is recommended between MIAS becoming live and available for passengers to use voluntarily, and when MIAS becomes mandatory.
10. The grace period allows time for the planned awareness campaign to inform passengers about MIAS and how to use it before it becomes compulsory. This awareness campaign is a key tool to ensure people transition to using MIAS smoothly.
11. Key considerations in determining the length of a grace period include:
 - a. Allowing enough time for passengers to know they need a MIF voucher before boarding, but not so long that they become complacent;
 - b. Allowing enough time for airlines to know what they need to do when checking passengers and to train staff in a live environment, but not so long that it is de-prioritised in favour of more urgent requirements;
 - c. Allowing enough time to fully test the system and respond to issues while recognising that issues remain likely to arise. Taking a 'continuous improvement' approach to IT system implementation means that even after the end of the grace period, improvements are likely to still be needed;
 - d. Allowing enough time for regulatory implementation processes to be completed that are required before MIAS can be compulsory.
12. With these considerations in mind, we recommend that the grace period is one month long from the 'go-live' date, with the option to review and extend if significant issues are identified. Amendments to the Air Border Order would need to commence at the end of that period.

Status of the airline quota system during the grace period

13. Cabinet has agreed that MIAS will replace the current quota system in which airlines have a limit on the number of passengers they can each bring to New Zealand.
14. We do not recommend 'turning off' the quota system on the 'go live' date for MIAS. The quota system will be required to allow passengers to transition to the new system, and to allow for any operational issues to be remedied.
15. We recommend the quota system and MIAS run in parallel until at least the end of the grace period. Once MIAS becomes mandatory, it will be the primary tool for managing the flow of people returning to New Zealand.

16. When the Secretary for Transport is satisfied the airline passenger quota is no longer necessary to manage risk to MIF capacity, the Secretary can remove the quota in consultation with the Chief Executive of MBIE.
17. Officials will provide advice and data on the flow of people entering New Zealand and compliance with MIAS to help inform the Secretary's decision.
18. Compliance with MIAS is likely to only occur once the awareness campaign is running for a while and people know it is mandatory.

Impact of the transition from the quota system to MIAS on airlines

19. We have consulted the Ministry of Transport on this paper. They advise that a move from the quota to the MIAS may change the proportion of passengers that some airlines carry. This could happen if some airlines' passengers prove to be more adept at securing a place in a MIF than others or if airlines currently constrained by their quota can carry more passengers.
20. However, as the total number of international passengers that can be carried into New Zealand will continue to be constrained by total MIF capacity, we would not expect that the move to MIAS in and of itself will lead to a significant change in the number of services operated by each airline.

The IT functions of MIAS are ready to go live on 5 October

21. The IT functions necessary for MIAS are almost ready for the go live date. We have completed:
 - a. Internal release of MIAS for MBIE MIF testing use only;
 - b. Commercial agreements with **Commercial information** (the company developing MIAS vendor), including MBIE approval;
 - c. Workshops and various one on one conversations with around 13 airlines to formally commence operational process testing, and
 - d. Operational testing and training with the specialist MIF accommodation team and Immigration Border Officers.
22. The grace period is an opportunity for us to further refine the IT system and operational processes, including incorporating feedback from airlines and passengers.

Key messages on MIAS

23. We would like your feedback and agreement on the following high-level key messages that will inform our communications with the public and airlines. More detailed messages are included in Annex One.
24. The key messages are:
 - a. MIAS is designed to manage the flow of in-bound travellers, allowing us to better match the number of people flying into the country with spaces available in MIF.
 - b. Passengers will soon be required to secure an allocation in a MIF before they board a plane for New Zealand. Passengers will receive a voucher showing they have an allocation secured that they will need to present to staff at the airport before boarding. Airlines will need to check passengers for vouchers before permitting them to board.
 - c. MIAS will enable MIF facilities to plan for the different needs of individuals and family groups such as room size and configuration, dietary requirements, accessibility considerations or other requests, well ahead of their arrival.
 - d. From 3 November 2020 passengers will not be permitted to board a plane bound for New Zealand without a voucher unless a passenger is exempt from MIF requirements.

- e. To support the introduction of MIAS, passengers and airlines have a one month grace period to start using MIAS before it becomes compulsory.

Legislative instruments for implementing MIAS

25. The obligation to secure an allocation in a MIF rests on passengers. Passengers who request a place through MIAS receive a voucher (subject to the availability of space in a MIF).
26. International air carriers will be required to check that passengers have a voucher before permitting them to board an aircraft. Verbal confirmation from an Immigration Border Officer that there is space available at a MIF and the passenger must enter MIF facilities² will also be sufficient for the airline to permit the passenger to board the aircraft.
27. All passengers, regardless of citizenship or visa type, will be required to have a voucher unless they are exempt from entering a MIF. The voucher obligation will be reinforced for foreign nationals by changes to Border Entry Instructions which mean those travellers can be refused entry if they do not have a voucher. (This instruction would give Immigration New Zealand (INZ) grounds to make a decision under section 97 of the Immigration Act 2009 to instruct an airline to deny boarding.)
28. Foreign nationals, when applying for a visa offshore, will also be required to acknowledge their obligation to obtain a voucher prior to travel. Immigration instructions will be amended to allow INZ to decline the visa if the person indicates their intention not to obtain one.
29. The following table summarises the legal instruments, their intent, and proposed commencement date.

Legal Mechanism	Policy Intent	Expected Timeframe
Orders under the COVID-19 Public Health Response Act 2020		
Air Border Order	Amend to require passengers to book a MIF allocation and present a voucher before boarding. Amend to require international air carriers to check passengers have a voucher (or receive verbal confirmation from an Immigration Border Officer) before permitting them to board an aircraft.	Commencement date: 3 November 2020
Maritime Border Order	No change required. Maritime arrivals will be manually processed, as their arrival times and length of required managed isolation can vary with short notice.	None
Airline Licences (Civil Aviation Act 1990)		
International Air Service Licence	Allows the Secretary for Transport to issue notices which reduces and controls the flow of passengers into New Zealand by establishing a quota for each airline.	Notices will be lifted once the Secretary is satisfied that the quota is not needed to stop MIF capacity being exceeded.
International Air Service Licence	Airline licences can be suspended if the airline does not operate in accordance with the relevant Air Services	On-going

² Passengers exempt from entering MIF facilities, such as diplomats, are also exempt from using MIAS and will not need to have a voucher before boarding an aircraft. The Ministry of Foreign Affairs and Trade and MBIE are developing a system for managing the arrival of diplomats.

	Agreement. Air Services Agreements inter alia require airlines to comply with New Zealand entry requirements.	
Immigration Act 2009		
Immigration Instructions (visa)	Amend to require visa applicants to undertake to obtain an MIF voucher prior to any travel to be undertaken after 3 November.	5 October 2020
Immigration Instructions (border entry)	Amend to require foreign nationals to have and present an MIF voucher before border entry (unless they are an excluded arrival).	2 November 2020
Section 97	Allows for INZ to instruct airlines to deny boarding any foreign national.	Already in force

Using an Order for the requirement for airlines to check passengers for vouchers

30. Cabinet had previously agreed that the requirement for airlines to take reasonable steps to ensure that each passenger on their flight has secured an MIF allocation be implemented through a Civil Aviation Rule [SWC-20MIN-0094].
31. Legal professional privilege officials now recommend that a requirement for the airline to check the passenger has a booking be included in the amended Air Border Order rather than a Civil Aviation Rule. The fundamental nature of the obligation would remain the same.
32. The advantages of this approach are:
- The measures being imposed are primarily a health measure designed to reduce the spread of COVID-19 by managing the flow of people entering New Zealand. Making an Order under the COVID-19 Public Health Response Act 2020 (COVID-19 Act) is the most appropriate instrument, and
 - Including the obligation on airlines and passengers in the same Order is simpler, and keeps all requirements relating to MIAS in one place.

Ensuring compliance with MIAS

33. Section 26(1) of the COVID-19 Act currently makes any intentional breach of an obligation under an Order a criminal offence. The COVID-19 Act also provides for infringement offences. Using both penalties and an infringement fee allows for a more proportionate response depending on whether the passenger or airline's behaviour is intentional.
34. We propose to also include an infringement offence for both:
- the obligation on persons wanting to travel to New Zealand to use MIAS, and
 - on airlines to check for vouchers.
35. Under s26(2) of the COVID-19 Act this would be subject to an infringement fee of \$300 or a fine imposed by a court of up to \$1,000. These offences do not require intentional behaviour.
36. For airlines, there is a third, last resort option in the case of persistent non-compliance: Airlines' licences could be suspended under section 87ZC of the Civil Aviation Act 1990 if the breach was in an area covered by the relevant Air Services Agreement (which include entry and quarantine requirements). The term of the suspension is for a period the Minister of Transport thinks fit.

37. We note that currently, no enforcement officers are authorised to issue infringement notices for failure to comply with an Order made under the COVID Act.
38. Work is underway to further design the operation of the penalties and infringement regime for MIAS, including who can issue infringement notices, and when. We will update you on a suitable penalty and infringement regime as we develop this with the Ministry of Justice.

Staff will be available to help passengers comply

39. New Zealand citizens and permanent residents have a right to enter New Zealand. MBIE will work with airline staff as they help passengers with their voucher requirements.
40. If a New Zealand citizen or permanent resident arrives at the airport without a voucher, airlines will contact the Immigration Border Office (IBO). The IBO can check MIAS and secure spaces on behalf of passengers. IBO would then give verbal confirmation of an MIF space to airline staff. The final decision to permit New Zealand citizens or permanent residents to board the aircraft rests with the airline. INZ will refuse boarding for foreign nationals who do not have a voucher, once it is mandatory.
41. Call centre support will be available to the public 8am-10pm seven days a week. The call centre will have an escalation plan to address urgent or critical issues.

Human rights implications

42. Cabinet has previously agreed the policy decisions on restricting the flow of people entering New Zealand through the use of MIAS [SWC-20-MIN-0094].
43. Restrictions to manage the flow of people into New Zealand and into MIF facilities engage a number of human rights contained in the Bill of Rights Act 1990 (BORA). These rights include freedom of movement, the right of NZ citizens to enter and leave NZ and freedom from discrimination.
44. We consider that, with the appropriate procedural and operational safeguards, these limitations are justified.
45. There are two key policy objectives that justify the restrictions on the flow of people into New Zealand:
- a. Limit and prevent the spread of COVID-19 into the community through the border, and
 - b. Meet our duty of care for those people who do arrive in New Zealand and must enter MIF facilities. Controlling the flow of people into New Zealand by using MIAS means that we can safely provide health and other wrap-around support services to everyone entering MIF in a timely manner.
46. Further, the COVID Act expressly lists a requirement to be registered for a MIF as a possible obligation to be introduced through an Order (section 11(1)(a)(x)).

47. Legal professional privilege

48. Procedural and operational safeguards include:
- a. Ensuring that passengers are not required to pay for any MIF for which they may be liable up front (that is, paying for MIF will not be a condition for boarding the plane);
 - b. Establishing an offline prioritisation function to mitigate any risk that foreign nationals will secure MIF spaces and unduly delay New Zealanders, and to ensure that urgent travel requests can be processed;

- c. A public communications campaign to ensure everyone looking to travel to New Zealand is aware of MIAS and their obligations;
- d. Working closely with airlines so that they know their obligations to check for a voucher, and are aware of New Zealanders' rights to enter New Zealand. Airlines will be able to connect with the Immigration Border Office for voucher issues, including where a New Zealand citizen or permanent resident has arrived at the airport without a voucher (or proof of one).

Human rights implications of the penalty and infringement regime

- 49. We also consider the introduction of infringement offences a necessary and proportionate limitation on human rights (see paragraph 29). They aim to ensure that people wanting to travel to New Zealand use MIAS once it is compulsory so that the policy objective of better use of MIF capacities can be achieved. As there will be clear messaging and a regulatory grace period, anyone travelling to New Zealand should be aware of this requirement.
- 50. We consider that the introduction of an infringement offence in addition to the criminal offence does not engage double jeopardy (section 26 BORA) as the criminal offence only applies to intentional behaviour (section 26 (2) COVID Act). The Ministry of Justice's Offences and Penalties Vetting Team has not raised significant concerns about the infringement offences to be introduced provided the underlying obligation is clearly defined.

An offline prioritisation function to complement MIAS will be implemented

- 51. MIAS has been developed to manage the flow of people into MIF and enable the ability to better match supply and demand.
- 52. However, MIAS will not be able to prioritise places. For example, it will not be able to prioritise places for New Zealand citizens and permanent residents over foreign nationals.
- 53. Legal professional privilege
- 54. To mitigate this risk, a proportion of MIF places will be used for offline prioritisation and allocated based on need (such as urgent travel) and priority (such as New Zealand citizens and permanent residents). These offline spaces would only be visible to and bookable by the specialist MIF Allocation team.
- 55. By the time MIAS is live (5 October), a process will be in place to prioritise urgent requests. By the end of the MIAS grace period (3 November), the offline prioritisation function will be available.
- 56. You will shortly receive advice for your agreement on the broad design parameters for the offline prioritisation function to complement MIAS including the proportion of MIF places to be used for offline prioritisation.

Immigration requirements

- 57. The Immigration Act 2009 establishes that New Zealand citizens, and most residence class visa holders, cannot be prevented from travelling to or entering New Zealand.
- 58. However, other people (holders of temporary visas, and people eligible for visa waiver travel to New Zealand) do not have an equivalent right to travel to or enter New Zealand. Immigration Instructions, certified by the Minister of Immigration, set out the rules for
 - a. the grant and holding of a visa, and
 - b. the grant of entry permission.

59. To reinforce the requirement for holders of temporary visas and people eligible for visa waiver travel to book an allocation in MIF facilities, we recommend amending Immigration Instructions (the Border Entry Instructions) to provide for foreign nationals to be refused entry without an MIAS allocation. This will mean that airlines can prohibit a passenger without a voucher from boarding an aircraft and, in the event that they do board the aircraft, the passenger could be turned around and sent back.
60. It is currently proposed that changes to Immigration Instructions and to the role of the Immigration Border Office will commence from the date that MIAS is mandatory (3 November). The Immigration Border Office will provide front line support to carriers to facilitate the introduction of MIAS.

Next steps

61. Subject to your approval of the Key Messages and Q&As and timeframe, we will start using them on the website and in communications material to the public and airlines.
62. We will continue to work with airlines and provide supporting information to them to assist with their understanding and implementation of the requirements.
63. We can provide you with further supporting information ahead of your public announcement on 25 September 2020, if you would like.

Annex One: Key messages and Q&As

Managed Isolation Allocation System

Key messages

How it works

- › Everyone arriving in New Zealand from ---(time)--- 5 October is strongly encouraged to get a voucher confirming they have been allocated a place in a managed isolation facility before they board their flight.
- › This applies to all passengers flying into New Zealand after --x--- 5 October, unless they are exempt from using the Managed Isolation Allocation System.
- › Vouchers can be obtained from the Managed Isolation Allocation System website www.allocation.miq.govt.nz from ---x--- 5 October when the website goes live.
- › There will be an initial one-month grace period before having a voucher will become a legal requirement.
- › From ----(time)-- 3 November, airlines will not be permitted to board passengers to New Zealand who do not have a voucher, unless they are exempt from using the Managed Isolation Allocation System.
- › We recognise there will be some situations where people will need to urgently return to New Zealand, and we will have a process to manage these.
- › To make the journey home as smooth as possible and to avoid delays at the airport, travellers should get their Managed Isolation Allocation Voucher before they book their flights.
- › Travellers who arrive at the airport without a voucher during the grace period will still be able to board their flight. However their check-in process may take longer while airline staff work with MIQ to arrange a place for them in managed isolation.

Benefits

- › This voucher system means managed isolation facilities will have a better ability to cater for the different needs of individuals and family groups.
- › For families, MIQ will be able to allocate rooms that better match their needs.
- › The web-based Managed Isolation Allocation System streamlines the manual processes currently in place for allocating people to our facilities.
- › The Managed Isolation Allocation System doesn't prevent New Zealanders from coming home. It will help manage the timing of their return so we can guarantee their place in a managed isolation facility, which is necessary to keep them and all New Zealanders safe.
- › We'll continue to refine the system as we work to make the journey home a smooth one.

Q&As

I bought a plane ticket before the Managed Isolation Allocation System was set up, do I still require a voucher?

Those who had already purchased flights prior to the Managed Isolation Allocation System going live are also encouraged to get a Managed Isolation Allocation Voucher, if their flight to New Zealand arrives during the grace period from 5 October to 2 November.

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 system.

We are a large family travelling together, can we isolate together?

Yes. You can register in the Managed Isolation Allocation System using the family group option, for groups of up to 12 people. The members of your group will be allocated a set of rooms at the same facility.

If there are more than 12 people in your family group, you can add additional family groups to your registration. Please indicate in the 'Special Requests' text box that the two groups would like to isolate together.

Does everyone in the group get a voucher?

No. If you register using the family group option, you will receive one Managed Isolation Allocation Voucher for the group. The voucher will list the names of the people in your group.

I am travelling with friends or colleagues, can we isolate together?

If you are travelling with people who are not family members and you do not wish to share a room, then you should each complete individual registrations. If you are comfortable sharing a room, then you can register as a group.

What if I can't find an arrival date that suits my travel plans?

The Managed Isolation Allocation System shows all available rooms across our managed isolation facilities. Please select an arrival date where there is availability.