

Managed Isolation Allocation System

What is the Managed Isolation Allocation System?

The Managed Isolation Allocation System is an online portal for everyone travelling to New Zealand to secure their place in a managed isolation facility before they board their flight. Once they have completed their registration, the individual traveller or family group will be allocated a place in managed isolation, and they will be issued a voucher to present at the airport before they can board their flight.

Vouchers can be obtained from the Managed Isolation Allocation System online portal from 8am, 5 October. The link to the Managed Isolation Allocation System will be published on the [Managed Isolation and Quarantine \(MIQ\) website](#) at that time.

Legal requirement to get a voucher

Getting a voucher is an extra step for all people flying to New Zealand. To help with the transition, there will be a grace period before having a voucher will become a legal requirement.

The grace period runs from 8am, 5 October 2020 to 11:59pm, 2 November 2020.

If you arrive in New Zealand during this time you are **strongly encouraged** to get a voucher confirming that you have been allocated a place in a managed isolation facility before you board your flight.

Travellers are **legally required** to have a voucher before flying if they are arriving in New Zealand after 12:00am, 3 November 2020.

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.

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 Managed Isolation and Quarantine (MIQ) to arrange a place for them in managed isolation.

Why do we need it?

The Managed Isolation Allocation System is designed to manage the flow of in-bound travellers, allowing us to better match the number of people flying into the country with the availability in managed isolation facilities.

People using the Managed Isolation Allocation System will be able to note dietary requirements, accessibility considerations, select double or twin rooms, and list any other needs or requests. By having this information in advance, the managed isolation facilities will be better able to support the different needs of individuals and family groups during their stay.

Who doesn't need to use the Managed Isolation Allocation System?

A small number of people will be exempt from using the Managed Isolation Allocation System and from presenting a voucher when boarding their flight. Most of these individuals are still required to enter managed isolation or quarantine. Their allocations will be managed separately.

These passengers may be asked at check-in or when boarding to provide evidence of their exemption, such as ID or a letter of exemption. A list of the types of passengers who are exempt from using the system will be published on the [MIQ website](#) at a later date.

There is a four-step process for getting a voucher

1. Create a registration for an individual passenger or a family travelling together.

Enter passenger details of the individual or everyone in the group travelling together. Couples should complete a 'family registration'.

2. Hold accommodation

Select the intended day of arrival in New Zealand for the individual or group. Their 14-day stay in managed isolation, starting on this day, will be held for 48 hours while they book their flights.

3. Book flights, ensuring the date the flight arrives in New Zealand matches the date entered in the Managed Isolation Allocation System. Return to the website and enter these flight details into the system to confirm the managed isolation allocation.

4. Print or download the voucher

The voucher is immediately generated to print or download once the allocation is confirmed. You will also be emailed a copy. Airlines will ask travellers to present their voucher, either as a printed physical copy or on their mobile device, before boarding their flight. A couple or a family travelling together will be issued a single voucher for all passengers in the group.

Travellers will be asked by airlines to present their Managed Isolation Allocation Voucher at check-in or when boarding their flight to New Zealand. They may also be asked at transit points on their journey to New Zealand.

Is there a fee for getting a voucher?

There is no fee for getting a voucher. However, some people will be charged for their stay in managed isolation or quarantine. Visit the [Charges for managed isolation](#) webpage to find out who will be liable to contribute towards the costs of their stay.

Important things to know

- › 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 8am, 5 October to 11.59pm, 2 November 2020.
- › All passengers with flights arriving in New Zealand after 12am, 3 November 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. A process will soon be in place where these travellers will be able to request their Managed Isolation Allocation Voucher. More information will be available on the [MIQ website](#).
- › There will be some situations where people will need to urgently return to New Zealand. A process will soon be in place to manage these situations. More information will be available on the [MIQ website](#) at a later date.

Further information

More information will be available on the [MIQ website](#) from 25 September. The link to the Managed Isolation Allocation System online portal will be published on this website at 8am, 5 October.

For further enquiries, please contact the MIQ Service Centre on 0800 476 647 (within New Zealand) or +64 4 931 5720 (outside New Zealand). Charges may apply. You can also submit your enquiry to the MIQ Service Centre via the [MIQ website](#). The MIQ Service Centre is open 0800 – 2200 (NZST), seven days a week.