

## What is the NZeTA?

The NZeTA (New Zealand Electronic Travel Authority) is a new border security measure that will improve the way travellers are assessed before they arrive in New Zealand. It will speed up border clearance, strengthen security and become a collection tool for the International Visitor Conservation and Tourism Levy (IVL).

You can help inform the 1.5 million air and cruise ship travellers the NZeTA will affect each year.

### Important dates

- From 1 October 2019, some visitors and transit passengers must have an NZeTA before travelling to New Zealand.
- From July 2019, travellers can request their NZeTA via the mobile app, or online at [immigration.govt.nz/nzeta](http://immigration.govt.nz/nzeta). The app is the preferred option because it's fast, easy to use and offers greater data accuracy.
- The cost of the NZeTA is NZD\$9 via the mobile app and NZD\$12 via the Immigration NZ website.
- NZeTA requests take between 5-10 minutes to complete. Once issued, the NZeTA is valid for up to 2 years and can be used for multiple visits.
- Travellers will pay for their International Visitor Conservation and Tourism Levy (IVL) at the same time they request their NZeTA.
- Air and cruise ship crew also require an NZeTA from 1 October 2019. This costs NZD\$9 and will be valid for up to five years. Crew do not need to pay the IVL.

### Key benefits of the NZeTA

The NZeTA will benefit travellers, carriers and New Zealand's border control. Specific benefits include:

- Providing assurance about the purposes and characteristics of travellers who plan to visit New Zealand.
- Lowering New Zealand's security exposure and closing existing gaps in the border relating to the marine (cruise) pathway.
- Bringing New Zealand's border controls into line with international best practice.
- Helping New Zealand manage the increasing numbers of travellers forecast to come to our country in the future.
- Meeting travellers' and carriers' expectations of being able to interact with authorities digitally to receive personalised and relevant services.

### Communicating with travellers

A global marketing campaign will raise awareness of the NZeTA and how it affects New Zealand's borders. The campaign kicks off in May 2019. This allows five months to ensure travellers, markets and carriers are well-educated about the NZeTA and what they need to do. We also need your support to minimise confusion and disruption to travellers. Here's how you can help:

- Communicate the information in this document to your customers and direct them to: [immigration.govt.nz/nzeta](http://immigration.govt.nz/nzeta).
- Make use of the NZeTA communications toolkit available at [immigration.govt.nz/nzetatoolkit](http://immigration.govt.nz/nzetatoolkit). It includes information you can put in your communications, such as emails and online content.
- Tell travellers who have already booked their trip to New Zealand they will be able to request their NZeTA from July 2019, before the NZeTA becomes mandatory from 1 October 2019.
- Communicate these changes to your staff so they're aware and able to confidently answer questions from customers.

**Download the communications toolkit at [immigration.govt.nz/nzetatoolkit](http://immigration.govt.nz/nzetatoolkit)**

### International Visitor Conservation and Tourism Levy (IVL)

The IVL is a way for travellers to contribute directly to the tourism infrastructure they use and help protect the natural environment they enjoy during their stay in New Zealand.

Most visitors to New Zealand will need to pay the IVL and this payment will be made when they apply for either their visa or request an NZeTA, which may enable multiple entries for one payment. The IVL costs NZD\$35 and, if required, will be charged automatically making it easy for the traveller.

## Immigration New Zealand's work with the tourism industry

Working with the travel and tourism sector is essential to ensure the implementation of the NZeTA and IVL is successful. INZ is working with all the airlines that fly to New Zealand, as well as the three largest cruise companies, to minimise disruption to travellers and avoid delays at check in. Ongoing engagement with industry bodies and associations, travel agents and tourism operators will also help ensure the sector is prepared for this change and is able to communicate this to travellers.

### Who needs an NZeTA?

Travellers required to hold an NZeTA before they travel to New Zealand include:

- Travellers from visa waiver countries.
- Australian permanent residents.
- All cruise ship passengers, regardless of nationality.
- Air and cruise crew (working and positioning).

Passengers from a visa waiver country or a transit visa waiver country who are transiting through New Zealand are also required to hold an NZeTA from 1 October 2019, even if New Zealand is not their final destination.

### Who does not need an NZeTA?

New Zealand and Australian passport holders and travellers who hold a valid New Zealand visa do not need an NZeTA.

Visit [immigration.govt.nz/nzeta](https://immigration.govt.nz/nzeta) to view the list of visa waiver countries and transit visa waiver countries.

### Requesting an NZeTA

We recommend visitors and transit passengers request their NZeTA well in advance of travel. In most cases, the NZeTA request will be processed quickly, however travellers should allow at least 72 hours for processing. Travellers who arrive at their port of departure without an NZeTA will still be able to request an NZeTA at this time, but if the request cannot be processed in time, or is refused, the passenger will be denied boarding.

Travel agents and other travel professionals will be able to download the NZeTA mobile app or visit [immigration.govt.nz](https://immigration.govt.nz) to help their customers with NZeTA requests and NZeTA/IVL payments. Travel agents must be aware they will need to provide information about their customer's criminal conviction history and whether they are seeking medical treatment in New Zealand as part of the NZeTA request. Travel agents must have the traveller's consent for this.

### Information to be collected from travellers

- Travel document details (passport).
- Biographic details (photo).
- Contact details (email).
- Information that enables Immigration New Zealand (INZ) to determine the traveller's eligibility to travel to New Zealand without a visa (such as a declaration about their criminal conviction history).
- Information about the purpose of the traveller's trip (such as whether they are travelling to seek medical treatment).

The information provided will be used to confirm whether the traveller is eligible to visit New Zealand and will be checked against other information available to INZ, such as the International Lost and Stolen Passports list.

### Preparing for the crew NZeTA

Employers should request an NZeTA on behalf of all airline or cruise ship crew who are travelling to New Zealand from 1 October 2019. A bulk upload function will enable carriers to request NZeTAs on behalf of many crew members in one transaction. Crew NZeTAs will be linked to employment; it will cost NZD\$9 and will be valid for up to five years. Crew are not required to pay the IVL.

### Who needs a crew NZeTA?

Both working crew and positioning crew from all countries, except New Zealand and Australia, are required to hold an NZeTA. If a crew member already holds a valid visa for New Zealand, they can continue to use this in place of the NZeTA.

### How to contact us

If you have any questions about the NZeTA and would like to know more about how it will affect your organisation and/or customers, visit [immigration.govt.nz/nzeta](https://immigration.govt.nz/nzeta) or email [eta.information@mbie.govt.nz](mailto:eta.information@mbie.govt.nz)