



14 February 2022

Ref: DOIA 2122-1392

Ian Pattison

fyi-request-18174-657821b8@requests.fyi.org.nz

Dear Ian Pattison

Thank you for your email of 12 January 2022 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

Could you please tell me how many people miss flights to New Zealand because they test positive for covid-19 at the 48-hour point before departure?

Also, could you please tell me what happens with families travelling to New Zealand together if one of the family members tests positive for covid-19 at that 48-hour point? Are exemptions granted in these cases?

You asked for information on the number of people who 'miss flights to New Zealand because they test positive for covid-19 at the 48-hour point before departure'. We have interpreted this to be a request for the number of travellers who held vouchers for entry into Managed Isolation and Quarantine (MIQ) but were unable to use the voucher on the expected date due to a positive COVID-19 test result before they were due to depart for New Zealand. More information on pre-departure tests for travellers wishing to enter New Zealand can be found at: covid19.govt.nz/travel/international-travel-and-transit/pre-departure-tests-to-enter-new-zealand/.

On 12 January 2022, 389 potential travellers with an arrival date into New Zealand in the period 15 November 2021 to 18 January 2022 (inclusive), had either cancelled or requested to re-book their MIQ space due to a positive COVID-19 Polymerase Chain Reaction (PCR) Test.

You asked, *what happens with families travelling to New Zealand together if one of the family members tests positive for covid-19 at that 48-hour point?* In general, family members are considered to be close contacts of the positive person. They need to follow the guidance for the country they are in and provide MIQ with a certificate from a medical practitioner to confirm they are safe to travel or have recovered. This must be provided within 72 hours of their new travel date.

There is no specific exemptions process for travellers who are traveling with family members who are unable to enter MIQ on their intended date due to one of their family members testing positive for COVID-19 in a pre-departure test. The Flight Changes team works with travellers on a case-by-case basis to rebook, where possible.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Russell Burnard
General Manager National Operations Services
Managed Isolation and Quarantine

