

The Electronic Travel Authority (ETA) will improve the way travellers are assessed before they arrive in New Zealand. It will also help reduce the time needed for border clearance and strengthen border security. Around 1.5 million air and cruise ship travellers will be affected by the ETA, and we need your support to help us get the message out there. In addition to the border security benefits, the new ETA platform will be used as a collection tool for the International Visitor Conservation and Tourism Levy (IVL).

### IMPORTANT DATES

- From 1 October 2019, travellers must have an ETA to travel to NZ.
- From July 2019, travellers can request their ETA via the ETA mobile app or the Immigration NZ website. The app is fast and easy to use. The app also offers greater data accuracy, making it the preferred option.
- The cost of the ETA is NZD\$9 for requests made via the mobile app and NZD\$12 for requests made via the Immigration NZ website.
- ETA requests will take between 5-10 minutes to complete. Once issued, an ETA is valid for up to two years and can be used for multiple visits to NZ.
- Travellers will pay their International Visitor Conservation and Tourism Levy (IVL) at the same time they request their ETA.
- **Air and cruise crew also require an ETA 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 ETA

The ETA will bring a number of benefits to travellers, carriers and New Zealand's borders, by ensuring faster and better facilitation for an increasing number of visitors. These benefits include:

- Providing assurance about the purposes and characteristics of foreign 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 practices.
- Help 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.

### TRAVELLER COMMUNICATIONS

A global marketing communications campaign is being developed to raise awareness of the changes coming to the border. Activity will kick off in May, allowing five months to ensure that offshore travellers and markets are well-educated about the ETA and what they need to do. We are also seeking your support in working to minimise confusion and disruption to travellers.

- You can help by communicating this information to your customers.
- In May, we will be publishing a tourism sector communications toolkit. This will include content you can drop into your customer communications, such as emails and website content.
- Travellers who have already booked their trip to New Zealand will be able to request their ETA from July, before the ETA becomes mandatory on 1 October 2019.
- It's also important to communicate these changes to your staff, so they're aware and able to confidently answer questions from customers.

### 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 they'll be able to do this when they apply for either their visa or ETA. If a person needs to pay the IVL it will be charged automatically, making it easy for travellers. The IVL costs NZD\$35. Visitors only pay the IVL when they apply for a visa or ETA. This may enable multiple entries for one payment.



## OUR WORK WITH THE TOURISM SECTOR

Working with the travel and tourism sector will play a key part in ensuring that the ETA and IVL implementation is successful. Immigration NZ is working with all of 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 to ensure the sector is prepared for this change, and is able to communicate this to travellers.

## WHO NEEDS AN ETA?

Travellers who are required to hold an ETA 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 ETA from 1 October 2019, even if New Zealand is not their final destination.

[List of visa waiver countries](#)

[List of transit visa waiver countries](#)

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

## REQUESTING AN ETA

We recommend visitors and transit passengers request their ETA well in advance of travel. In most cases, the ETA 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 ETA will still be able to request an ETA at this time; however, if the ETA request cannot be processed in time, or the ETA request is declined, the passenger will be denied boarding. Travel agents and other travel professionals will be able to download the ETA mobile app or visit [immigration.govt.nz](http://immigration.govt.nz) to assist their customers with ETA requests and pay for the ETA/IVL on behalf of their customers. Travel agents must be aware that they will need to provide information about their customer's criminal conviction history and whether they are seeking medical treatment in NZ as part of the ETA request and ensure they 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 NZ 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 that the traveller is eligible to visit New Zealand and will be checked against other information available to Immigration NZ, such as the International Lost and Stolen Passports list.

**PREPARING FOR THE CREW ETA** From 1 October 2019, both working crew and positioning crew are required to hold an ETA. Employers should request an ETA on behalf of all airline or cruise ship crew who are travelling to New Zealand. A bulk upload function will enable carriers to request ETAs on behalf of many crew members in one transaction. Crew ETAs 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. However, if a crew member is visiting New Zealand on holiday (not working or positioning), they will need to request a traveller ETA and pay the IVL.

## HOW TO CONTACT US

If you have any questions about the ETA and would like to know more about how it will affect your organisation and/or customers, contact us at [ETA.information@mbie.govt.nz](mailto:ETA.information@mbie.govt.nz).