

From: Immigration New Zealand immigration@customer.immigration.govt.nz
Subject: Important COVID-19 information | Your visa
Date: 26 March 2020 at 21:55
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Kia ora,

New Zealand moved to Alert Level 4, meaning that people are instructed to stay at home and all businesses except essential services and lifeline utilities must close. We are required to close our visa processing offices in New Zealand. This significantly reduces our ability to operate, so we are only able to process a small number of priority applications.

The Government has also announced an epidemic management notice to control the spread of COVID-19. This notice comes into effect on Thursday 2 April 2020.

We know there are people currently in New Zealand who are unable to leave because of travel restrictions around the world. We hope that this helps you understand your visa options during this uncertain time.

Immigration New Zealand | COVID-19

Temporary visas can be extended

The epidemic management notice means all visas will be extended to 25 September 2020, for people who are currently in New Zealand on 2 April 2020 on a valid temporary entry class visa, if the expiry date in their visa states it expires between 2 April 2020 and 9 July 2020 inclusive. This includes:

- work visa holders
- student visa holders
- visitor visa holders
- interim visa holders, and

- limited visa holders.

If you are in New Zealand

We are sympathetic to individuals who are currently in New Zealand and unable to return to their home country at this time.

1

Your visa expires between now and 1 April 2020

If the expiry date stated in **your visa is on or before 1 April 2020** you must apply for a visa online before your current visa expires.

If you cannot provide information required by the online form, such as a new medical certificate, upload an explanation instead to complete your application.

When you apply for a visa online it is accepted automatically. This means after you apply, you will be granted an interim visa automatically when your current visa expires. An interim visa will allow you to remain lawfully in New Zealand for six months.

[Apply for a new visa](#)

2

Your temporary visa expires between 2 April and 9 July 2020

If your temporary visa expires **between 2 April and 9 July 2020**, it will automatically be extended to late September 2020. We will confirm this by email in early April.

We are aware that some individuals may wish to apply for a change of visa conditions. We are currently working through the options for this. Please keep an eye on the website for information about this.

Options to leave New Zealand

You may be able to still leave New Zealand before the expiry date on your temporary

visa if you are able to.

International flights are still operating in and out of New Zealand, but you should start organising your trip home as soon as you can. As the global situation changes and more borders close, it will become harder to travel.

Before you make plans to head home

- Check your home country's border restrictions to see if you can return;
- Find out if you are required to self-isolate when you get home. Embassies will have this information;
- Find out about the border restrictions of any stopover country you are transiting through. You may not be allowed to transit via certain countries. Contact your Embassy for this information;
- Contact a travel agent to talk about flights home. Even if you didn't book your travel through a travel agent, they will be able to tell you what is happening with your flight, or how to book a flight;
- Use airline and airport websites to check your booked flight. Airline schedules have been disrupted so make sure your flight is going ahead as scheduled; and
- Book a flight before going to an airport. Airline staff at airports are very busy trying to help travellers and booking a flight at the airport will be very difficult. Do not turn up at the airport more than 3 hours prior to departure.

Check our website

Please be aware that the Immigration Contact Centre is currently experiencing extremely high call volumes and you may face an extended delay in your call being answered.

Our website is the best place for up-to-date immigration-related information. We are updating this regularly.