

BREAKING NEWS

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Reopening of Visa Application Centres

- All INZ offshore processing offices (except Apia) remain closed and, due to New Zealand's border restrictions, INZ is not currently processing visa applications for individuals who are offshore unless they meet the strict border exception criteria. This is because legally INZ is unable to grant visas to individuals who are unlikely to meet entry requirements.
- From 10 August 2020, people outside New Zealand are not able to apply for temporary visas for 3 months.
- From Monday 7 September 2020, select New Zealand Visa Application Centres (VACs) will reopen to accept applications from those individuals who meet the border exceptions criteria. Customers who meet the border exceptions criteria will be encouraged to send in their documents through post/courier as the preferred method of submission. Examples of types of requests or services the VACs will be able to provide include passport scanning, PRVs, and eVisa label transfer requests. A mandatory appointment system will be operating for any customer who meets the border exception criteria and wishes to submit their documents in person to ensure health and safety and contact tracing protocols are followed.

The reopening of the VAC network will be a phased approach and will be dependent on in country conditions. Please visit the VFS website for information about which locations have reopened and what services are being offered: <https://www.vfsglobal.com/en/individuals/index.html>

FAQs

Which VACs are reopening?

Immigration New Zealand is working on a phased approach to VAC reopening.

You can check to see the status of your nearest VAC on the [VFS website](#).

How do I submit my application?

If you meet the border exception criteria, it is preferred that applications are submitted to VACs by courier in order to minimise risks associated with personal interactions.

Should you need to submit an application in person please note that all VACs will operate an appointments system upon reopening. Those able to apply online should do so.

Further information on how to book an appointment can be found on the [VFS website](#).

Does this mean New Zealand's border is reopening?

No. The New Zealand border remains closed to almost all travellers wanting to travel to New Zealand.

There are a small number of exceptions to the ban on travelling to, and entering, New Zealand.

More information on these exceptions can be found [here](#).

All INZ offshore processing offices (except Apia) remain closed and, due to New Zealand's border restrictions. From 10 August, people outside New Zealand are not able to apply for temporary visas for 3 months. INZ is not currently processing visa applications for individuals who are offshore unless they meet the strict border exception criteria.

What type of visa application can VACs accept at this time?

VACs will be able to accept applications which meet the border exceptions criteria. Examples of types of requests or services the VACs will be able to provide include passport scanning, PRV's, and eVisa label transfer requests.

Please refer to this link for processing times <https://www.immigration.govt.nz/new-zealand-visas/waiting-for-a-visa/how-long-it-takes-to-process-your-visa-application>

Applications which do not meet these criteria will be returned and will not be forwarded to Immigration New Zealand.

Can I get my residence visa transferred to a new passport?

Yes, VACs can accept requests to transfer your e-Visa from your old to your new passport.

What if my local VAC is still closed?

We are working to have the majority of our VACs open in the near future. If your nearest VAC is closed, and your application is urgent and you meet border exception criteria, please [contact us](#) for further information on the options available to you.

Source: Immigration New Zealand

Contact details

Please contact us should you have any questions and queries, initially by email.

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