

This document answers frequently asked questions about pre-departure testing requirements for those travelling by air to New Zealand at current COVID-19 Alert Levels.

**This information applies from 12 January 2021**

Information can be used for any government, agency, local government or relevant sector and business communications.

This is a living document that will be updated frequently over January. Information that changes or is added between versions will be **highlighted**.

Please ensure you are using the most up to date version.

This version was current at **2:00pm on 12 January 2021**.

## Contents

Day 0/1 testing .....	2
Pre-departure testing .....	2
Exemptions .....	10
<b>Enforcement of pre-departure testing requirements</b> .....	11
General .....	12
Key contacts for official advice .....	14

Find out more at  
**Covid19.govt.nz**

## Day 0/1 testing

### Q. What is happening?

Starting 18 January all passengers arriving in New Zealand excluding those from Australia, Antarctica and some Pacific islands will be required to undergo day 0/1 testing within 24 hours of their arrival at a managed isolation facility (MIQ). This expands on measures already in place for passengers from the United Kingdom and the United States.

This measure will be progressively introduced at MIQ facilities over three days, starting from Monday 18 January.

### Q. Which Pacific islands are exempt from the day 0/1 testing requirements?

The following are exempt from the day 0/1 testing requirements: Fiji, Cook Islands, Niue, Samoa, Tokelau, Tonga, Kiribati, New Caledonia, Tuvalu, Marshall Islands, Vanuatu, Federated States of Micronesia, Niue, Solomon Islands, Nauru, and Palau.

## Pre-departure testing

### Q. What is happening?

Passengers need to have a negative COVID-19 test before departure if they arrive from the United Kingdom or the United States after 11:59pm (NZT) on 15 January 2021.

Currently, travellers transiting through the United Kingdom and United States to New Zealand **will be exempt** from pre-departure testing if they in transit for less than 96 hours.

Pre-departure testing will soon be required for passengers arriving from all countries or territories excluding Australia, Antarctica and some Pacific islands.

### Q. Which Pacific islands are exempt from the pre-departure testing requirements?

The following are exempt from the pre-departure testing requirements: Fiji, Cook Islands, Niue, Samoa, Tokelau, Tonga, Kiribati, New Caledonia, Tuvalu, Marshall Islands, Vanuatu, Federated States of Micronesia, Niue, Solomon Islands, Nauru, and Palau.

## Q. For what types of journeys to New Zealand must I get a pre-departure test?

Type of journey	Do I need to get a pre-departure test?
My journey starts in the United States and I am flying <b>direct</b> to New Zealand	Yes, you must get a pre-departure test within 72 hours of the scheduled departure time of your international departure.
My journey to New Zealand <b>starts</b> in the United Kingdom or the United States (i.e. the first leg), with transit legs in other countries ( <b>not the United States or the United Kingdom</b> ) before I arrive in New Zealand.	Yes, you must get a pre-departure test within 72 hours of the scheduled departure time of your first international departure.
My journey to New Zealand <b>starts</b> in a country which is not yet subject to new Zealand's pre-departure testing requirements, and then I will be transiting through the United States or the United Kingdom (and possibly other transit stops) before I arrive in New Zealand.	<p>If you are going to be in a specified country (United Kingdom or United States) for longer than 96 hours during your journey, you will need to be tested before leaving that country.</p> <p>If you are transiting a specified country (United Kingdom or United States) and are there for less than 96 hours, you do not need to be tested.</p> <p>You also must check any pre-departure travel requirements imposed by other countries you will be travelling through on your way to New Zealand, as these may be different from the New Zealand requirements.</p> <p>A test may be required by the airline or another country before you depart from your original destination, for example.</p>
I am travelling to New Zealand (see options <b>above</b> ) but I will only be transiting airside (not leaving the airport) through New Zealand, not staying.	<p>If you are staying airside while transiting through New Zealand you do not need to be tested (but may need to be tested as per the requirements of your destination country).</p> <p>If you are not staying airside while transiting, you are not exempt, and will need to be tested as per New Zealand's requirements.</p>

Find out more at  
**Covid19.govt.nz**

**Q. How many days before travel do people have to have a test?**

Travellers entering New Zealand from the United Kingdom and the United States will be required to have a COVID-19 test (of a type approved by the Director-General of Health) no more than 72 hours before the scheduled departure time of the first **international** flight (leg) of their journey to New Zealand. This means you will need to have had both your COVID-19 sample taken **and** the result returned within 72 hours **of the scheduled departure time of your first international departure.** Always remember to check the requirements of other countries you are going to be transiting through. They may have requirements that are different to what New Zealand requires.

**Q. Do children have to be tested?**

**Children under two years of age (24 months) are exempt from pre-departure testing. Evidence of a negative pre-departure test will be required for all children over the age of two (24 months).**

**Q. What kind of tests are people required to have?**

**New Zealand currently accepts results from the following tests:**

- **PCR and RT-PCR tests,**
- **LAMP tests, or**
- **antigen tests.**

There are a variety of COVID-19 tests available. Some test directly for the virus (e.g. PCR, LAMP or antigen tests) while others test if you have been previously exposed to the virus (these are called antibody tests). New Zealand requires the former of these – the test must be able to detect either viral genetic material or viral proteins (or antigens).

*The Ministry of Health classifies these tests in two tiers:*

Tier 1 tests are PCR tests for the virus – these are the most sensitive test for COVID-19 and are preferred. If you arrive in New Zealand, you will undergo 2-3 PCR tests while in an MIQ facility.

Tier 2 tests are either LAMP tests or antigen tests. These tests are currently acceptable as pre-departure tests.

Samples for testing can be obtained via nasopharyngeal, anterior nasal, oral, sputum, or saliva, which may be conducted in-home or by a trained sampler, but **must** be processed by a laboratory recognised in the country of origin as authorised or accredited to conduct tests. Always remember to check the requirements of other countries you are going to be transiting through. They may have requirements that are different to what New Zealand requires.

Find out more at  
**Covid19.govt.nz**

## LAMP

- is a type of laboratory test that can be used for COVID-19 testing.
- stands for *Loop-mediated isothermal amplification*, in which the amplification of DNA is performed at a constant temperature.
- is simpler and faster than PCR because it does not involve the multiple cycles of heating required for PCR.
- is considered to be less reliable than PCR because it is more likely than PCR to generate a false positive result.
- is adequate as a screening test in countries where the numbers of positive cases are high, which is not the situation in NZ.

## LAMP in New Zealand

- LAMP is not currently being utilised for diagnostic COVID-19 testing in laboratories in New Zealand, for the reasons above.
- LAMP screening results performed in laboratories in other countries will be accepted in NZ as part of pre-departure screening requirements for incoming travellers. Part of accepting these additional types of tests is to ensure that the barriers for travellers are not prohibitive.
- It is important that new testing methods proposed for use in New Zealand can be shown to be appropriate to the unique New Zealand COVID-19 context of a low incidence of positive cases and in line with the elimination strategy.

### Q. Why are only these types of tests acceptable?

The Director-General of Health specifies the kind of pre-departure test that is required in order to safeguard travellers to New Zealand, flight crew, and New Zealand workers at our MIQ facilities.

### Q. Are at-home COVID tests okay?

Tests must be processed by an authorised/accredited laboratory. Some testing laboratories allow samples to be taken at home – in these cases a sample can be taken at home, but the sample must be analysed by the laboratory. This means that the rapid (point-of-care) antigen tests conducted at home (akin to an ‘at home’ pregnancy test, with two blue lines displayed for a positive result), are not acceptable, as they are not analysed by a laboratory.

### Q. Where should I go to be tested?

Samples for testing can be obtained via nasopharyngeal, anterior nasal, oral, sputum, or saliva, with sample collection carried out in-home or by a trained sampler, but they **must** be processed by a laboratory recognised in the country of origin as authorised or accredited to conduct tests.

Find out more at  
**Covid19.govt.nz**

## **Q. I am anxious about the tight 72-hour timelines of the test – what should I do?**

A pre-departure test within 72 hours of departure is being used as a reasonable timeframe globally.

The Ministry of Health recommends that you explore a number of options prior to selecting a test provider and be satisfied that the provider can provide a result in time for your flight departure. You should specify that a PCR, LAMP or antigen test is required.

We realise some individuals will find this difficult to arrange and, at times, inconvenient and expensive. The decision to implement pre-departure tests considered all these factors – they were weighed up against the health and economic risks that New Zealanders face if COVID-19 enters the New Zealand community.

## **Q. What type of evidence do I need to be able to provide about my negative test and when and how do I present my results?**

At check in, you can expect to provide evidence to airlines of a negative COVID-19 test taken no more than 72 hours prior to departure, or a medical certificate if unable to take a test for medical reasons.

Testing laboratories must be able to issue a dated report for you to show at check-in. It should have:

- Traveller's name
- Traveller's date of birth
- Date and time the COVID-19 test was conducted
- Name of testing laboratory
- Test type
- Test result

If you have previously contracted COVID-19, but have recovered, there is a chance you may still test positive. In this case, you will still need to have a test. If it is positive, you will need a medical certificate documenting this past infection and that you are fit to fly.

If you're asked for documentation about your negative COVID-19 test and you cannot provide it, you may be denied carriage. You may also be asked to provide this information to a Customs Officer when entering New Zealand.

Travellers should note that other airlines and countries may also ask for evidence of a negative COVID-19 test at check in, or during transit. For this reason, it's important to keep your information with you for the entire journey. You should check airline and country pre-departure testing requirements for every country you are going through on your journey to make sure you comply with them all, not just New Zealand's requirements.

Find out more at  
**Covid19.govt.nz**

**Q. Will I have to stay in managed isolation and quarantine facilities (MIQ) on arrival in New Zealand if I have evidence of a negative pre-departure test or if I have been exempted from having to have a pre-departure test?**

All arrivals to New Zealand are required to stay in MIQ for at least 14 days. More information about MIQ can be found at [miq.govt.nz](https://miq.govt.nz).

**Q. Will a negative pre-departure test exempt me from being tested on arrival in a MIQ?**

All arrivals in MIQ are tested COVID-19 three times – within 24 hours of arrival (day 0/1), day 3 and day 12. Passengers from Australia, Antarctica and some Pacific islands are excluded from day 0/1 testing.

Children are treated the same as adults for testing. The only exception is that infants under six months of age are not required to undergo nasopharyngeal testing, unless they are symptomatic or close contacts of a confirmed or probable case. In all cases, clinical discretion can apply.

More information about MIQ and testing can be found at [miq.govt.nz](https://miq.govt.nz).

**Q. What happens if I turn up to check in without evidence of a negative test result?**

Unless you take a test, or have a medical certificate that shows you are exempt from being required to provide a negative test result, you may be denied boarding, either at your point of initial departure due to the New Zealand requirements, or as you transit through other countries because of their country pre-departure testing requirements.

Infringement offences will be enforced for people arriving in New Zealand from the United Kingdom or the United States and without the required evidence of a negative test or medical certificate (see section on Enforcement below).

Passengers from all other countries and territories excluding Australia, Antarctica and some Pacific islands will soon be required to have a negative COVID-19 test before departure. We will specify the implementation date as soon as this information is confirmed.

**Q. What if my test results do not come back in time?**

The requirement of a test 72 hours in advance may be extended to 96 hours if your flight has been delayed or cancelled, or you haven't received your test results in time. In this situation, the flight must be rescheduled or rebooked within 24 hours of the original departure (assuming your test result is negative).

MIQ is working hard to accommodate travellers that might be impacted by the new testing requirements. If you are impacted by the pre-departure testing requirements you should work with your airline to rebook your flights and contact MIQ for information about their MIQ placement.

You will need to contact the MIQ team to discuss changes to your MIQ booking. Further information is available at [www.miq.govt.nz/](https://www.miq.govt.nz/)

Find out more at  
**Covid19.govt.nz**

**Q. What if I physically can't take a test due to a medical reason?**

You will need to see a medical practitioner within 72 hours of your scheduled departure. They will examine you for symptoms of COVID-19. If they are confident you do not have symptoms of COVID-19, they will need to provide you a medical certificate stating you are unable to undertake a test due to medical reasons but do not exhibit symptoms. This will be accepted as meeting the pre-departure testing requirements.

**Q. What if I get a positive test result?**

If you have a positive test you should **postpone your** travel and **seek and follow** local public health advice. If you present at the airport with a positive test then you will not have the required documentation, and the airline will not permit you to board. You may also be subject to an infringement fine.

If you have a positive test you should not travel, and you should follow local public health advice. If you present at the airport with a positive test then you will not have the required documentation, and the airline will not permit you to board. You may also be subject to an infringement fine.

If you choose to travel at a later date when you have recovered, you will be required to obtain a medical certificate (within 72 hours from the date of departure) that confirms that you had a positive COVID-19 test but have now recovered.

MIQ is working hard to accommodate those that might be impacted by the new testing requirements and will work with affected travellers on case-by-case basis to get you a voucher for a suitable date when you have tested negative and can travel. You might not be able to travel on your preferred dates but we will support you to be able to travel to New Zealand on a suitable date.

If you find yourself with MIQ vouchers you won't be using, for whatever reason, please cancel your booking as soon as possible so that someone else can get home. If you have queries about changes to your flight, please email [flightchanges@miq.govt.nz](mailto:flightchanges@miq.govt.nz) with a copy of your original flight ticket and your voucher, and details of the new flight. More information on [miq.govt.nz](http://miq.govt.nz)

**Q. I have returned a positive test for the first time but don't have any symptoms, why can't I fly?**

A large number (~30%) of COVID-19 patients don't exhibit any symptoms. Therefore, it is not enough to feel well. To board a flight to New Zealand, you must not display any symptoms of COVID-19 and return a negative COVID-19 test.

**Q. What if my test comes back positive from an old infection?**

If you have a positive pre-departure test, but believe this is because of a historical COVID-19 infection, you need to see a medical practitioner who will examine you for current symptoms of COVID-19. If they are confident you do not currently have a COVID-19 infection, you will need them to provide a medical certificate with the date of your previous positive test (if

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applicable) and documentation stating that they consider you as no longer being infectious with COVID-19. It may take time to get an appointment, so if you have tested positive for COVID-19 in the last three months, arrange your medical examination in advance of receiving your test results.

**Q. Do I have to produce a hard copy of my negative test results or will an email do?**

Either a hard copy or an electronic copy will be accepted. Hold on to all documents and treat your test results and MIQ voucher with the same importance as your passport - you may be asked to show these when you get to New Zealand.

**Q. What if I've already been vaccinated – do I still need a test?**

Individuals who have received a COVID-19 vaccination (single or both doses) will still need to have a pre-departure test. Please factor this into your timings and check with your airlines on any regulations they may have in place regarding vaccinations.

**Q. What support is available to New Zealanders whose travel plans are disrupted due to these requirements?**

MIQ is working hard to accommodate travellers that might be impacted by the new testing requirements. If you are impacted by the pre-departure testing requirements you should work with your airline to rebook your flights and contact MIQ for information about their MIQ placement.

Further information is available at [www.miq.govt.nz/](http://www.miq.govt.nz/).

**Q. What consular support is available?**

If you require consular assistance due to travel disruption or COVID related health issues, you should contact the [Embassy, High Commission or Consulate](#) closest to you or [CONS@mfat.govt.nz](mailto:CONS@mfat.govt.nz). For emergency consular assistance, please contact +64 99 20 20 20 (if overseas) or 0800 30 10 30 (within NZ).

Find out more at  
**Covid19.govt.nz**

## Exemptions

### Q. Is anyone exempt from New Zealand pre-departure testing requirements?

The following passengers will be exempt from new Zealand's pre-departure testing requirements:

- children who are under two years of age (24 months);
- individuals who can present a medical certificate verifying they have been examined no earlier than 72 hours prior to departure and have been determined to be unable to undertake a test for medical reasons but do not exhibit symptoms of COVID-19;
- individuals with past (recovered) cases of COVID-19 who have a positive 72 hour or less test result, and a medical certificate for showing that the individual is no longer considered by a medical practitioner to be infectious with COVID-19;
- passengers on flights that have to perform emergency landings or refuelling in New Zealand and where passengers remain airside;
- air crew and international emergency assistance teams as currently exempt from the Air Border Order and/or managed COVID-19 Public Health Response (Isolation and Quarantine) Order 2020 through an exemption granted by the Director-General of Health;
- diplomatic and consular personnel who are currently exempt from the Air Border Order and/or managed COVID-19 Public Health Response (Isolation and Quarantine) Order 2020;1
- individuals granted permission to enter New Zealand for humanitarian reasons, including medical evacuations from the Pacific;
- individuals arriving in New Zealand by air from Antarctica.

### Q. What if a passenger is subject to another exemption from the Air Border Order?

Officials are reviewing the current exemptions (above) granted to individuals by the Director-General of Health, and will be amending any that may be adversely affected by the new requirements.

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Find out more at  
**Covid19.govt.nz**

**Enforcement of pre-departure testing requirements****Q. What is the role of airlines in supporting compliance with New Zealand's requirements?**

We are working with the aviation section around the implementation of the pre-departure testing requirements. The primary obligation is on passengers to comply and check the testing requirements they will be subject to before flying. Airlines will be obliged to take reasonable steps to ensure that the person, when checking in for a direct flight or initially checking in for a multi-leg flight, has evidence of compliance with the pre-departure testing requirements. Airlines may choose to refuse to board passengers who cannot show evidence of compliance, in accordance with their conditions of carriage.

**Q. On arrival in New Zealand, will a Customs officer ask me if I have been in the United Kingdom or the United States for the past 14 days?**

Yes, you will be asked if you have been in the United Kingdom or the United States by Health staff initially when you disembark your aircraft but also by the Customs officers during the processing of your arrival into New Zealand. The question is also on your Arrival Card.

**Q. On arrival in New Zealand will I be asked if I have had a COVID-19 test prior to my departure from the United Kingdom or the United States and was the result negative?**

Yes, Customs will ask all passengers to provide proof of a negative COVID-19 test during the arrivals process when you enter New Zealand.

**Q. What happens if I arrive in New Zealand without having produced proof of a negative COVID-19 test?**

Arriving in New Zealand without evidence of a negative approved test would incur an infringement offence fee or a fine not exceeding \$1,000.

**Q. What if I don't provide proof of a negative COVID-19 test or I have lost the documentation?**

Under the Air Border Order infringement fees or fines will be enforced for people arriving in New Zealand from the United Kingdom or the United States without the required evidence of a negative test or medical certificate from 29 January – two weeks after the requirement comes into force at 11:59pm (NZT) on 15 January. You are responsible for providing proof of a negative test, or the appropriate medical certificate when you arrive in New Zealand. You must provide this information to a Customs Officer and if you don't you could be given an infringement notice and a fine under the Air Border Order.

**Q. What if I don't pay the fine?**

Unpaid fines will be referred to the Ministry of Justice for further enforcement action.

**Q. Does Customs have the power to prosecute me if I don't or refuse to show proof of a negative COVID-19 test?**

Yes, in cases of more serious non-compliance, such as the falsification of testing documents, you could be prosecuted.

Find out more at  
**Covid19.govt.nz**

## General

### Q. When do the new **testing** requirements take effect?

The day 0/1 measure will be progressively introduced for all passengers excluding those from Australia, Antarctica and some Pacific islands at MIQ facilities over three days, starting from Monday 18 January.

The pre-departure testing requirement for all passengers from the United Kingdom or United States comes into effect if they land New Zealand after 11:59pm (NZT) on 15 January 2021.

Between 15 and 29 January 2021, the focus will be on education and compliance.

Passengers from the United Kingdom or the United States arriving in New Zealand after 29 January without evidence of a negative approved test may incur an infringement offence fee or a fine not exceeding \$1,000.

### Q. Why are the **pre-departure testing requirements** necessary given that I am transiting through a country that requires a pre-departure test?

Pre-departure testing provides some additional reassurance to minimise potentially infectious people getting on flights. Most of the main transit hubs for flights from the United Kingdom to New Zealand already require passengers to have had a COVID-19 test prior to departure. It's important, however, that we put our own safeguards in place. We're at the end of flights or chains of flights and any actions we take to further strengthen our border must be based on our own unique set of circumstances.

We are stepping through the options carefully to minimise any overlapping requirements on travellers or airlines. Please note that you must comply with the requirements of your transit hub as well as New Zealand's requirements.

### Q. Why **is it** just the United Kingdom and the United States at this stage?

The increasing number of COVID-19 cases in the United Kingdom and the United States and the new strain of COVID-19 has led the Government to introduce further precautionary measures, in line with our ongoing elimination strategy.

Along with the new requirement that came into force at midnight on 31 December 2020 to test travellers from these countries within 24 hours of their arrival at an MIQ, this additional measure aims to reduce the risk of COVID-19 spreading on flights and into our communities.

Passengers from all other countries and territories excluding Australia, Antarctica and some Pacific islands will soon be required to have a negative COVID-19 test before departure. We will specify the implementation date as this information is confirmed.

### Q. How many people are likely to be affected by **the additional pre-testing requirements**?

An average of 1000 people a week are scheduled to arrive in New Zealand from the United Kingdom and the United States over the next two weeks. Most of these passengers are

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likely to already be required to have a COVID-19 pre-departure test as a result of other transit country requirements.

Data on the number of passengers from all other countries and territories (excluding Australia, Antarctica and some Pacific islands) impacted by the wider roll out will be provided in due course.

**Q. Why do people arriving in or transiting through New Zealand need a pre-departure test when they will soon get a day zero/day one test within 24 hours of arrival in New Zealand, be isolated and then have 14 days of MIQ?**

Our 14-day MIQ regime provides one of the strongest border defences anywhere in the world. This is an additional measure to further reduce the risk of people infected with COVID-19 boarding flights while infected and therefore infecting other passengers, and the risk of entering our MIQ facilities while infectious. It is complementary to existing testing requirements and does not duplicate them. We will be reviewing the pre-departure, day 0/1, day 3 and day 12 testing regime over the next few months.

**Q. Will there be any distinguishing between New Zealand citizens and permanent residents and other people who want to come to New Zealand?**

No. The pre-testing and day 0/1 requirements apply to all travellers, excluding those from Australia, Antarctica and some Pacific islands.

**Q. How long will these measures be in place?**

The Government continues to monitor overseas developments very closely. We will be reviewing the pre-departure, day 0/1, day 3 and day 12 testing regime over the next few months. The measures will be in place until we are satisfied it is no longer required to support our elimination strategy.

**Q. Where can I find more information?**

Official advice and information can be found by visiting [www.covid19.govt.nz](http://www.covid19.govt.nz). Please also check the websites of the airlines you are flying with or contact their call centres for more information. You can read more in the section below.

Find out more at  
**Covid19.govt.nz**

## Key contacts for official advice

### Immigration

Visit [www.immigration.govt.nz/about-us/covid-19](http://www.immigration.govt.nz/about-us/covid-19) or call the Immigration Contact Centre (6am – 10pm, Monday – Friday (NZST) from landlines only on 0508 558 855, or Auckland 09 914 4100, Wellington 04 910 9915, or from overseas +64 9 914 4100

### Kiwis returning from overseas

Managed Isolation and Quarantine (MIQ) [www.miq.govt.nz](http://www.miq.govt.nz) or call on +64 4 931 5720 if you're overseas (rates will apply) or 0800 476 647 if you're in New Zealand (calls are free). Hours are 0800 to 2200 hours (NZST), seven days a week.

All New Zealanders overseas are encouraged to see the advice and register on [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

If you require consular assistance, please contact the [Embassy, High Commission or Consulate](#) closest to you or [CONS@mfat.govt.nz](mailto:CONS@mfat.govt.nz). For emergency consular assistance, please contact +64 99 20 20 20 (if overseas) or 0800 30 10 30 (within NZ).

**Healthline** 0800 358 5453 or +64 9 358 5453

### Translations

For resources in other languages, visit <https://covid19.govt.nz/updates-and-resources/translations/>

### Accessible information

Information and advice in other formats for people with particular accessibility needs <https://covid19.govt.nz/updates-and-resources/accessible-information/>

### Pacific communities

For information to support Pacific communities, visit <https://www.facebook.com/MinistryforPacificPeoples/>

### Transport

For information on transport go to [www.transport.govt.nz/about/covid-19](http://www.transport.govt.nz/about/covid-19) or email [essentialtravel@transport.govt.nz](mailto:essentialtravel@transport.govt.nz)

### Unite Against Covid-19

Website [www.covid19.govt.nz](http://www.covid19.govt.nz)  
Facebook <https://www.facebook.com/UniteAgainstCOVID19/>  
LinkedIn <https://www.linkedin.com/company/uniteagainstcovid19/>  
Instagram <https://www.instagram.com/uniteagainstcovid19/>  
Twitter <https://twitter.com/covid19nz>  
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