



# MBIE, 2020a

The Managed Isolation Allocation System is now fully booked until 20 December 2020. You will need to select a travel date after this period.

9 April  
COVID-19

## Staying in a managed isolation facility

You will be assigned a room in a managed isolation facility for the duration of your stay. This will take into account how many people are with you.

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### What is provided

Managed isolation facilities are in hotels in different locations across New Zealand.

All facilities provide you with:

- Free basic toiletries and refreshments on arrival, including tea and coffee
- Unlimited Wi-Fi access and TV
- Laundry services.

Any purchases, including external calls from landlines in hotel rooms, will be at your own expense.

[Facility locations\(/being-in-managed-isolation/isolation-facilities/facility-locations/\)](#)

### Meals and food

Three meals a day and some snacks are provided. These will be delivered to your room.

For any additional meals, you can order room service or deliveries from local shops or supermarkets. This will be at your own expense.

Dietary needs are catered to as best as possible, including medical needs and cultural tastes. It is important to note that hotel kitchens are not operating in the same way they might usually and the choices available are often limited.

There is no need to bring food with you. Remember that New Zealand has strict biosecurity laws about bringing food into the country. The Ministry for Primary Industries has information about bringing food and other risk items into New Zealand.

[Items to declare](https://www.mpi.govt.nz/travel-and-recreation/arriving-in-new-zealand/items-to-declare/) (https://www.mpi.govt.nz/travel-and-recreation/arriving-in-new-zealand/items-to-declare/)- Ministry for Primary Industries

You can drink alcohol in managed isolation, just remember to drink in moderation.

### Moving around and contact with others

Movement outside rooms and in exercise areas is allowed only in a strictly controlled manner.

You will be asked to only interact with people in your 'bubble' and stay 2 metres away from other people.

**Family and friends cannot visit you.**

This is a precautionary measure to protect you and others and prevent the spread of COVID-19.

**Leaving your facility**

See [Leaving managed isolation\(/being-in-managed-isolation/leaving-isolation/\)](#) for information about when your managed isolation has ended.

Reasons for leaving a facility before your managed isolation has ended could include:

- taking part in planned outdoor exercise
- in case of emergency
- to access healthcare
- if you have to move to a different facility.

Staff from the managed isolation and quarantine programme will ensure steps are taken to minimise the risk of COVID-19 spreading.

**You must not leave your facility unless authorised.**

**Wearing face masks**

You need to wear a face mask when:

- you are outside your room
- someone else needs to enter your room, for example for maintenance or cleaning.

You will get instructions on how to put on, wear, take off and dispose of your mask safely.

If asked to wear a face mask, you must do so.

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<https://www.miq.govt.nz/being-in-managed-isolation/staying-in-a-managed-isolation-facility/>  
Please note: This content will change over time and can go out of date.