Charges for managed isolation

The Government recovers some of the costs for managed isolation to share the costs in a way that fairly reflects the benefits to both the New Zealand public of having a robust system, and those who leave and enter the country.

Charges for Managed Isolation

$3,100 for the first or only person in the room (whether that is an adult or a child) with $950 for each additional adult and $475 for each additional child (3-17 years old, inclusive) sharing that room, all GST inclusive. There will be no charge for children under the age of 3 if they are staying in a room with another person.

If you are liable to pay, you will be charged per room.

Room configurations and charges ([being-in-managed-isolation/charges-for-managed-isolation/room-configurations-and-charges/])

Who will have to pay

If you are a NZ citizen or resident you will be liable for a charge if:

- You are currently overseas and return to NZ for a period of less than 90 days; or
- You leave NZ after the regulations came into effect (12:01am on 11 August 2020) and return at a later date. This includes people returning to New Zealand after travelling to Australia (including quarantine-free states and territories).

The term ‘New Zealand citizen or resident’ means NZ citizens (including those in the Cook Islands, Niue and Tokelau) and residence class visa holders. It also includes Australian citizens and permanent residents who are ordinarily resident in NZ.

Temporary visa holders will have to pay, unless they left New Zealand on or before 19 March 2020, and were ordinarily resident in New Zealand as of 19 March 2020. Ordinarily resident means having lived in New Zealand for 183 days (six months) in total of the previous 12 months.

Everyone who is entering on a border exception as a critical worker will have to pay. Their employers may pay these costs. Critical workers who are unsure of who will pay the charge will need to contact their employer.

In cases where maritime workers are required to enter a managed isolation facility, they will be liable to be charged if they arrived in New Zealand on or after 12:01am on 11 August 2020.

Flowchart: Liability for managed isolation and quarantine charges [PDF, 214 KB] ([being-in-managed-isolation/charges-for-managed-isolation/flowchart.pdf])
Waivers may be considered on a case-by-case basis.

Are you a New Zealand citizen or resident?

- Yes
- No

When did you leave NZ?

- Before 12:01 AM, August 11, 2020
- After 12:01 AM, August 11, 2020

Are you entering NZ on a border exception as a critical worker?

- Yes
- No

How long are you staying in NZ?

- 90 days or longer
- Less than 90 days

Were you ordinarily resident in NZ before the border closure on 18 March, and did you leave NZ before that date?

- Yes
- No

NOTES:

- A waiver of the charges will be considered by the Ministry of Business, Innovation and Employment on a case-by-case basis. Waiver will be available in cases of hardship or other exceptional circumstances (e.g., compassionate reasons).
- Ordinarily resident means having lived in New Zealand for 183 days in total (i.e., for six months) of the previous 12 months.
- Anyone travelling or isolating with a family member who does not have to pay charges is also exempt from charges, unless they are entering New Zealand on a border exception as a critical worker. A family member is defined as a partner, legal guardian, and any dependent children.
- There are other classes of exempt people (e.g., diplomats, refugees, deportees, people travelling to attend the sentencing of the accused in the Christchurch mosque attack).

Read more about the liability for managed isolation and quarantine charges.
Who will not have to pay

New Zealanders who left New Zealand before 12:01am on 11 August 2020, will not have to pay if they return to stay in New Zealand for 90 days or longer.

Temporary visa holders who left New Zealand on or before 19 March 2020, and were ordinarily resident in New Zealand as of 19 March 2020 will not have to pay (unless they are entering under a critical worker border exception).

People who are exempt will not have to pay.

()Exemptions from charges

- Partners, children and legal guardians who are isolating or travelling with someone who is exempt from paying charges (unless they are entering under a critical worker border exception)
- Someone in New Zealand who goes into managed isolation to care for a person who is exempt from charges
- Refugees, including claimants, protected persons and applicants under the special immigration category for victims of domestic violence, when they enter New Zealand for the first time
- Anyone entering New Zealand after a medical air transfer or rescue at sea
- Patients travelling as part of the Ministry of Health's High Cost Treatment Pool or the Ministry of Foreign Affairs and Trade's New Zealand Medical Treatment Scheme
- New Zealand citizens ordinarily resident in the Cook Islands, Niue or Tokelau who are travelling to New Zealand for medical treatment
- New Zealand citizens ordinarily resident in the Cook Islands, Niue or Tokelau, travelling from a third country through New Zealand (staying less than 90 days) in order to return to the Cook Islands, Niue or Tokelau (staying at least 90 days)
- People being deported to New Zealand, defined as "returning offenders" in the Returning Offenders (Management and Information) Act 2015 and any New Zealand citizen deported from Australia
- Diplomats and consular staff, including their families, and official foreign government representatives will be exempt.

To demonstrate you are exempt, you will need to download and fill out the fee and waiver form. Once you have completed this, please email it to fees@miq.govt.nz/mailto:fees@miq.govt.nz.

Managed Isolation and Quarantine: Fee and waiver form [PDF, 349 KB]/assets/MIQ-documents/fee-and-waiver-form.pdf

()Waivers for charges

Applications to waive charges for managed isolation will be considered on a case-by-case basis. Waivers will be available in case of undue financial hardship and other special circumstances. These special circumstances could include:

- A New Zealander entering managed isolation because they left New Zealand to accompany a person back to New Zealand who is disabled or cannot travel alone
- Someone needing to travel to or from New Zealand to receive medical treatment
- Other compassionate grounds, including when a person has travelled to visit a seriously ill or dying close relative or attend a funeral or tangihanga (whether in New Zealand or overseas).

To apply for a waiver, you will need to download and fill out the fee and waiver form. Once you have completed this, please email it to fees@miq.govt.nz. Please ensure that you attach necessary supporting documents to support your application:

- If you are entering NZ to attend a funeral or tangihanga, please provide us with a copy of the death certificate, a death notice or other a letter from a funeral director
- If you are entering NZ to visit a seriously ill or dying close relative, please provide us with a letter from doctor, hospital or hospice which supports your application on that basis
- If you are applying on grounds of financial hardship, you must complete the Statement of Financial Position on the Fee and Waiver form and also attach any other supporting documents which confirm your financial position such as bank statements or mortgage documents.
Managed Isolation and Quarantine: Fee and waiver form [PDF, 349 KB] (/assets/MIQ-documents/fee-and-waiver-form.pdf)

You must fill in your fee and waiver form honestly and include all necessary information. It is an offence to make a false statement with the intention of avoiding charges.

Paying your charges

People who are required to pay the managed isolation charge will receive an invoice after their departure from managed isolation and will generally have 90 days to pay. Charges for staying in managed isolation and quarantine can be paid by direct deposit/internet banking into the account specified on your invoice. People will not have to pay while they are in the managed isolation facility.

If you are potentially liable for charges or wish to apply for a waiver, please fill out the fee and waiver form and email at to fees@miq.govt.nz. Please ensure that you have attached all of your necessary supporting documents as outlined in the fee and waiver form.

Managed Isolation and Quarantine: Fee and waiver form [PDF, 349 KB] (/assets/MIQ-documents/fee-and-waiver-form.pdf)

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Please note: This content will change over time and can go out of date.