



NZeTA request form translation guide



This guide will help you correctly complete your request for an NZeTA (New Zealand Electronic Travel Authority).

PART 1: How to complete your request for an NZeTA

This is a four step process which includes:

- › Step 1: Traveller information
- › Step 2: Traveller Photo
- › Step 3: Review and confirm details
- › Step 4: Declaration
- › Step 5: Pay and submit

PART 2: What to expect after you have submitted your request

PART 1: How to complete your request for an NZeTA

Your request must be true and correct. If your details are incorrect you may not be able to travel.

The first section of the form is for you to enter passport details for yourself or the person you are helping with their NZeTA request. Each traveller must enter their details in a separate request.

STEP 1: Traveller Information

Nationality

Find the field named 'Nationality' on your passport.

Select your nationality as shown on the passport you will be travelling on* [?] <input type="text"/>	←	Select your nationality as shown on the passport you will be travelling on
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Issuing country

Find the field named 'Code' or 'Issuing country' on your passport.

Your home country is still the issuing country, even if you renewed your passport at an embassy or high commission in another country.

Select the issuing country as shown on your passport* [?] <input type="text"/>	←	Select the issuing country as shown on your passport
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Passport number

Enter your passport number exactly as it appears in your passport. If the details are entered incorrectly, you may not be able to travel to New Zealand.

Tips to enter your passport number correctly

- › Enter the passport number that is at the top of the passport information page. Do not enter the number on the first page of your passport, or the number at the bottom of the page with your photo.
- › Most passport numbers are eight to 11 characters long. If the number you plan to enter is much shorter or longer than this, check that you are using the right number.
- › Passport numbers are made up of a combination of letters and numbers. Be extra careful with the letter O and the number 0, and the letter I and the number 1.
- › Don't enter any special characters, like a hyphen, or spaces.

<p>Enter your passport number exactly as it appears on your passport *</p> <input type="text"/>	←	<p>Enter your passport number exactly as it appears on your passport</p>
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Passport expiry date

Select the expiry date as shown on your passport. If your passport is close to its expiry date, you must get a new passport before requesting your NZeTA.

<p>Select the expiry date as shown on your passport *</p> <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="padding: 2px 5px;">Day</td><td style="padding: 2px 5px;">▼</td></tr></table> <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="padding: 2px 5px;">Month</td><td style="padding: 2px 5px;">▼</td></tr></table> <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="padding: 2px 5px;">Year</td><td style="padding: 2px 5px;">▼</td></tr></table>	Day	▼	Month	▼	Year	▼	←	<p>Select the expiry date as shown on your passport</p> <p style="text-align: center;">Day Month Year</p>
Day	▼							
Month	▼							
Year	▼							

Questions for passport holders from countries that require a visa to visit New Zealand. If you are from a country that does not require a visa to enter New Zealand, go to the traveller details section.

<p>Are you an Australian permanent resident? * ?</p> <p><input type="radio"/> No <input type="radio"/> Yes</p>	←	<p>Are you an Australian permanent resident?</p> <p>No Yes</p>
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If you select yes, you must have a current Australian permanent resident visa that allows you to return to Australia from overseas.

If you select 'no' you will be asked if you are travelling to New Zealand on a cruise ship. If you are flying to New Zealand to join a cruise, you must apply for a visa before you travel.

<p>Are you travelling to New Zealand on a cruise ship? *</p> <p><input type="radio"/> No <input type="radio"/> Yes</p>	←	<p>Are you travelling to New Zealand on a cruise ship?</p> <p>No Yes</p>
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If you select 'no', you will then be asked if you are a transit passenger passing through Auckland International Airport on your way to or from Australia.

<p>Are you a transit passenger passing through Auckland International Airport on your way to or from Australia? *</p> <p><input type="radio"/> No <input type="radio"/> Yes</p>	←	<p>Are you a transit passenger passing through Auckland International Airport on your way to or from Australia?</p> <p>No Yes</p>
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If you are passing through New Zealand as a transit passenger to a destination other than Australia, you must apply for a Transit Visa before you travel, unless you are from a transit visa waiver country.

Depending on your responses, you may not be eligible to request an NZeTA.

Traveller details

Enter your names exactly as they are shown in your passport.

Enter ALL name(s) as they appear on your passport.

If you have a middle name, enter it in the given name field.

If you do not have a family/last name, enter your given name in the family/last name field and leave the given name field blank.

If you have been known by a different name, select yes and enter the details in the family/last and given name fields.

Note: This field can only contain characters a-z / A-Z, spaces, commas (,), apostrophes ('), dashes (-) and accents.

Traveller details

Enter your family/last name(s) as shown on your passport *

Enter your given name(s) including your middle name as shown on your passport ?

Have you ever been known by a different name? *

No Yes

Traveller details

Enter your family/last name(s) as shown on your passport

Enter your given name(s) including your middle name as shown on your passport

Have you ever been known by a different name?

No Yes

Gender, date of birth, country and place of birth

Provide your gender, date of birth, country (select from dropdown list) and the place (city/town/village) where you were born, exactly as they are shown on your passport.

Select your gender as shown on your passport *

Female Male Gender Diverse

Select your date of birth as shown on your passport *

Day Month Year

Enter your place of birth * ?

Select your country of birth *

Select your gender as shown on your passport

Female Male Gender Diverse

Select your date of birth as shown on your passport

Day Month Year

Enter your place of birth

Select your country of birth

National Identity Number

If you have a National Identity Number, enter it exactly as it appears in your passport or other national identity document.

If you do not have a National Identity Number, this field can be left blank.

Enter your National Identity Number, if you have one

Enter your National Identity Number, if you have one

Email address

Make sure your email address is valid. It will be used to communicate with you about your request. Parents requesting an NZeTA on behalf of minors may enter their own email address if preferred. You must re-enter your email address to ensure it is correct.

<p>Enter a valid email address * </p> <input type="text"/>	←	<p>Enter a valid email address</p> <p>Confirm email address</p>
<p>Confirm email address *</p> <input type="text"/>		

Questions for passport holders from countries that don't require a visa to visit New Zealand. If you are from a country that requires a visa to enter New Zealand, go to the eligibility questions.

<p>Are you an Australian permanent resident? * </p> <p><input type="radio"/> No <input type="radio"/> Yes</p>	←	<p>Are you an Australian permanent resident?</p> <p>No Yes</p>
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If you select 'yes', you must have a current Australian permanent resident visa that allows you to return to Australia from overseas.

If you select 'no', you will be asked if you plan to stay in New Zealand or are a transit passenger.

<p>Will you be staying in New Zealand? * </p> <p><input type="radio"/> Yes. I will be coming to New Zealand to visit</p> <p><input type="radio"/> No. I am a transit passenger</p>	←	<p>Will you be staying in New Zealand?</p> <p>Yes. I will be coming to New Zealand to visit</p> <p>No. I am a transit passenger</p>
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If you are a transit passenger, your NZeTA will be valid for transit only.

If you plan to leave the airport and enter New Zealand, you must select 'no' and pay the International Visitor Conservation and Tourism Levy (IVL).

Depending on your responses, you may not be eligible to request an NZeTA.

Eligibility questions

You will be asked some questions to help Immigration New Zealand (INZ) determine whether you are eligible to travel to New Zealand without a visa. These include whether you are travelling for medical reasons, have been deported from New Zealand, are prohibited from entering New Zealand or have a criminal conviction history.

<p>Eligibility questions</p> <hr/> <p>Will you be travelling to New Zealand for medical consultation or treatment? *</p> <p><input type="radio"/> No <input type="radio"/> Yes</p> <p>Have you ever been deported, removed or excluded from another country (not New Zealand)? *</p> <p><input type="radio"/> No <input type="radio"/> Yes</p> <p>Are you currently prohibited from entering New Zealand following deportation from New Zealand in the past? *</p> <p><input type="radio"/> No <input type="radio"/> Yes</p> <p>Have you ever been convicted of any offence (in any country)? *</p> <p><input type="radio"/> No <input type="radio"/> Yes</p>	←	<p>Eligibility questions</p> <p>Will you be travelling to New Zealand for medical consultation or treatment? *</p> <p>No Yes</p> <p>Have you ever been deported, removed or excluded from another country (not New Zealand)? *</p> <p>No Yes</p> <p>Are you currently prohibited from entering New Zealand following deportation from New Zealand in the past? *</p> <p>No Yes</p> <p>Have you ever been convicted of any offence (in any country)? *</p> <p>No Yes</p>
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If you have been convicted of an offence you will be asked how long you were sentenced to imprisonment for.

Have you ever been deported, removed or excluded from another country (not New Zealand)? *

No Yes

Are you currently prohibited from entering New Zealand following deportation from New Zealand in the past? *

No Yes

Have you ever been convicted of any offence (in any country)? *

No Yes

Have you ever been deported, removed or excluded from another country (not New Zealand)? *

No Yes

Are you currently prohibited from entering New Zealand following deportation from New Zealand in the past? *

No Yes

Have you ever been convicted of any offence (in any country)? *

No Yes

Depending on your responses, you may not be eligible to request an NZeTA and will need to apply for a visa.

STEP 2: Provide your photo

Provide an acceptable photo of your face. You can either upload a recent photo or use your device's camera to take a photo. The online web form will check your photo. If it does not accept your photo, it will tell you how to fix it. Your photo is more likely to be accepted if you load a photo taken by a professional photographer. Try using an existing passport photo if you have one.

Photo requirements

Your photo must:

- › show you looking straight at the camera
- › show you with your eyes open and with a neutral expression
- › have nothing covering your eyes or face, such as sunglasses or hair
- › shows only you
- › not to be too bright or too dark and have a plain, light coloured background

Photo requirements

Your photo must:

- › show you looking straight at the camera
- › show you with your eyes open and with a neutral expression
- › have nothing covering your eyes or face, such as sunglasses or hair
- › shows only you
- › not to be too bright or too dark and have a plain, light coloured background

Acceptable photos for a visa or NZeta

www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/acceptable-photos

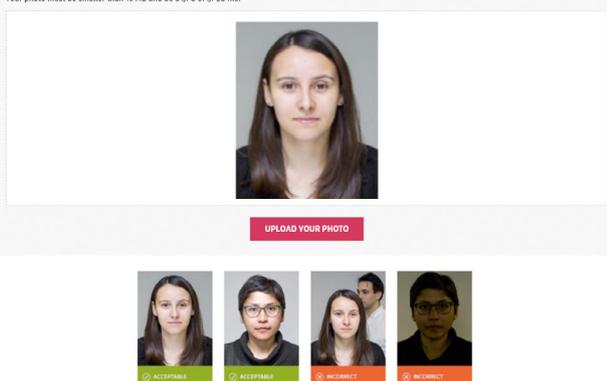
Upload your photo

Your photo must be smaller than 10 MB and be a .JPG or .JPEG file

Drag your photo to the box on screen or select 'upload your photo' to browse to it on your computer.

Upload a photo

Your photo must be smaller than 10 MB and be a .JPG or .JPEG file.



Upload your photo

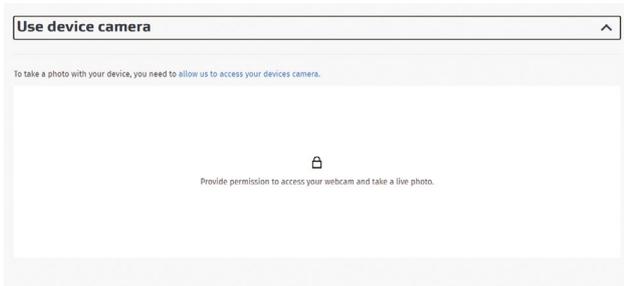
Your photo must be smaller than 10 MB and be a .JPG or .JPEG file

Drag your photo to the box on screen or select 'upload your photo' to browse to it on your computer.

Using your device camera

To take a photo with your device, you need to provide permission to access your webcam and take a live photo.

Please note the supported browsers for this functionality are - recent versions of Chrome, Firefox, Edge or Safari. You may be prompted to switch to one of these browsers if your current browser does not support this functionality.



Using your device camera

To take a photo with your device, you need to provide permission to access your webcam and take a live photo.

Please note the supported browsers for this functionality are - recent versions of Chrome, Firefox, Edge or Safari. You may be prompted to switch to one of these browsers if your current browser does not support this functionality.

Error messages that you may see:



orange exclamation point - To take a photo with your device, you need to provide permission to access your webcam and take a clear photo of your face.

Your photo has not passed the checks for these reasons:

- your photo resolution is not high enough
- your photo is too dark or too bright
- the face image must not be too large or too small
- your photo appears to have shadowing on the face
- your face appears to be leaning to the side in your photo
- you must look directly at the camera in your photo
- the photo does not appear to meet our size requirements

Find out how to fix your photo by looking at our [error message guidance](#).
[Uploading a visa or NZeTA photo - error messages](#)



manual review option - You seem to be having trouble passing the photo quality check. If you have uncommon facial characteristics and our system cannot detect your face, we can manually review your photo instead.

UPLOAD ANOTHER PHOTO **REQUEST REVIEW**

manual review option - This indicates that you are having trouble passing the automated photo-quality check. You can select the 'Request Review' button, if you want to have a person manually review your photo instead.

STEP 3: Confirm and review

Before you submit your request, review it carefully. Make sure it is true and correct. You can go back to make changes but you cannot save your details and revisit the online form if you leave the website.

Entering incorrect information could lead to your NZeTA request being delayed or refused, and may prevent you from boarding your flight or cruise ship.

STEP 4: Declaration

INZ will use the information you have provided in the form to identify you and assess your request for an NZeTA. The information will become part of your New Zealand Immigration record.

You must also declare that the information you have provided is true and correct and that you meet all other requirements to travel to New Zealand.

To confirm your request, you must tick the two boxes confirming you have

- › read and agree to the declaration
- › read and understood the privacy statement.

To the best of my knowledge the information I have provided in this form is accurate and I have answered the questions truthfully and correctly.

I understand that it is my responsibility to ensure that the passport details provided in this form match the details on the passport I intend to use when I travel to New Zealand. I have checked these details to confirm they are correct.

I understand that I must meet all other requirements to travel to New Zealand.

I understand that INZ may provide information to other agencies in New Zealand and overseas where such disclosure is required or permitted by the Privacy Act 1993, or otherwise required or permitted by law. I understand my information may be used to improve INZ's services and administration of the Immigration Act 2009.

I authorise INZ to provide information about my eligibility to travel to New Zealand, including about my NZeTA to a carrier, including via an approved online enquiry system, in order to facilitate my travel.

You must confirm the following:

- I have read and agree to this declaration
- I have read and understand the [Privacy Statement](#)

To the best of my knowledge the information I have provided in this form is accurate and I have answered the questions truthfully and correctly.

I understand that it is my responsibility to ensure that the passport details provided in this form match the details on the passport I intend to use when I travel to New Zealand. I have checked these details to confirm they are correct.

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I authorise INZ to provide information about my eligibility to travel to New Zealand, including about my NZeTA to a carrier, including via an approved online enquiry system, in order to facilitate my travel.

You must confirm the following:

- I have read and agree to this declaration
- I have read and understand the [Privacy Statement](#)

STEP 5: Pay and submit

You will then be asked to pay the NZD \$12 per person fee for your NZeTA. As part of the same transaction, most visitors will also be asked to pay the International Visitor Conservation and Tourism Levy (IVL) of NZD \$35.

Once you have clicked 'Pay and submit' you must enter your credit card details (Visa or MasterCard) to complete your transaction.

Purchase Summary	
New Zealand Electronic Travel Authority (NZeTA) fee*	\$12.00
International Visitor Conservation and Tourism Levy	\$35.00
Total	NZD \$47.00

***Where applicable, GST is included.**

The International Visitor Conservation and Tourism Levy (IVL) is a way for you to contribute directly to the tourism infrastructure you use and to help protect and enhance the natural environment you will enjoy during your stay in New Zealand. Find out more about the IVL at www.mbie.govt.nz/IVL.

Purchase Summary	
New Zealand Electronic Travel Authority (NZeTA) fee*	\$12.00
International Visitor Conservation and Tourism Levy	\$35.00
Total	NZD \$47.00

***Where applicable, GST is included.**

The International Visitor Conservation and Tourism Levy (IVL) is a way for you to contribute directly to the tourism infrastructure you use and to help protect and enhance the natural environment you will enjoy during your stay in New Zealand. Find out more about the IVL at www.mbie.govt.nz/IVL.

PART 2: What to expect after you have submitted your request

After you pay for your NZeTA, you will receive an acknowledgement of receipt email from INZ within minutes.

In most cases, travellers will also receive an email confirming that their NZeTA has been issued within 10 minutes of submitting their request.

Points to note

- › Check that the passport number in the NZeTA confirmation email is exactly the same as the number in your passport. If you entered the wrong passport number, you may not be able to travel to New Zealand.
- › You do not need to print your confirmation email although the reference number can be used as can be used to check the status of your NZeTA. Your NZeTA is electronically linked to your passport and is valid for two years or until your passport expires.
- › Make sure you check the junk mail folder of the email address you provided on your NZeTA request. Some spam filters may block automated emails from INZ. Check the folder regularly as emails may at times be moved from your inbox to the junk mail folder.

How to update your NZeTA information

Use [this form](#) to update passport details, name changes, email addresses or correct small errors on your NZeTA. You will need to provide your NZeTA reference number or your passport number.

If your passport has expired or you need to make significant changes to an NZeTA, you must request a new NZeTA.