

ALERT LEVELS 2 and 3: COVID-19 Guidance for Transport Operators

Last updated: 0922 hrs, 28 February 2021

1. This guidance is applicable to operators for the provision of all transport services, including public transport, aviation, maritime and other land-based passenger services. To the extent that it is relevant, it may also be used by organisations transporting passengers without hire or reward.
2. It is intended to be read in conjunction with official information about COVID19 Alert Levels 2 and 3 contained on, or linked from, the covid19.govt.nz webpage and on the [Ministry of Transport website](https://www.mot.govt.nz).
3. **Since this guidance was last published** (on 22 February 2021) possible community transmission is under investigation in Auckland. At 0600 hours on 28 February 2021, Auckland moved to Alert Level 3, and the rest of New Zealand moved to Alert Level 2, for a period of 7 days.

Executive summary

- Possible community transmission is under investigation in Auckland. At 0600 hours on 28 February 2021 Auckland moved to Alert Level 3, and the rest of New Zealand moved to Alert Level 2 for a period of 7 days.
- The Alert Level 3 area is defined by [Schedule 4](#) and [Schedule 5](#) in the [Order](#).
- Interregional travel between the Alert Level 3 Area (Auckland) and the Alert Level 2 Area (rest of New Zealand) will be restricted. Travel within the Alert Level 3 Area (Auckland) will also be restricted.
- In Auckland physical distancing needs to be observed on public transport services, and at terminals, stations, and airports.
- In the rest of New Zealand, individuals will need to observe physical distancing at terminals, stations, and airports. However, individuals do not need to maintain physical distancing on-board public transport services at Alert Level 2; but passengers are still encouraged to keep their distance from others where possible.
- With respect to public transport services travelling between the Auckland Alert level 3 area, and the rest of New Zealand, physical distancing needs to be observed to the extent practicable (please see paragraph 18).
- Drivers, staff, and passengers are required to wear face coverings at Alert Levels 2 and 3 (with some exceptions). Passengers of small passenger vehicle services will not need to wear masks, but drivers of these services will.
- Operators are required to support contact tracing. Most transport operators are required to display QR codes. Public transport services that require passengers to provide their name and a contact phone number (in order to use the service) do not need to display QR codes.
- Operators should continue to clean vehicles, vessels, aircraft and facilities (e.g terminals) in line with Ministry of Health guidance.
- With regards to workplace health and safety, operators should consider advice and guidance from Worksafe and the Ministry of Health.
- Transport operators are not expected, or required, to enforce passenger compliance with the Order or Ministry of Health guidelines; but may provide advice to passengers for travelling safely for example by displaying public information posters. Passengers and staff should not be encouraged to call Police if someone is not complying with the requirements. As per normal procedures, if the situation is dangerous or a passenger is displaying threatening behaviour, for example, Police should be called.

ALERT LEVELS 2 & 3

4. Possible community transmission is under investigation in Auckland. At 0600 hours on 28 February 2021 Auckland moved to Alert Level 3, and the rest of New Zealand moved to Alert Level 2, for a period of 7 days.
5. The Alert Level 3 area is defined by [Schedule 4](#) and [Schedule 5](#) in the [Order](#).
6. Interregional travel between the Alert Level 3 Area (Auckland) and the Alert Level 2 Area (rest of New Zealand) will be restricted. Travel within the Alert Level 3 Area (Auckland) will also be restricted.

Advice for traveling safely under Alert Level 3

7. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:
 - Note that travel restrictions are in place, please check <https://covid19.govt.nz/> before travelling.
 - Be kind and patient with each other and transport staff, especially your driver or crew.
 - Observe physical distancing measures on board public transport services, at terminals, at stations, and at airports.
 - Wear a face covering while on public transport.
 - Keep a record of where they go and their interactions on the NZ COVID Tracer App; including scanning QR codes (where available), or manually recording travel information in the NZ COVID Tracer App (where QR codes are not available); OR keep a manual record if you do not have a smartphone.
 - Practice good hygiene and follow Ministry of Health advice. This includes washing and drying their hands thoroughly with soap and water (or hand sanitiser if soap and water not available), coughing and sneezing into their elbow, and not touching their face.
 - Plan ahead, and allow extra time to ensure their journey is as comfortable as possible.
 - Stay home if they're unwell, or may have COVID-19. They should also not travel if they: have been requested to self-isolate/quarantine, have symptoms of COVID-19, or are awaiting COVID-19 test results.

Advice for traveling safely under Alert Level 2

8. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:
 - Be kind and patient with each other and transport staff, especially your driver or crew.
 - Observe physical distancing measures at terminals, stations, and airports. Where it is possible to do so, keep your distance from other passengers on board public transport services.
 - Wear a face covering while on public transport.
 - Keep a record of where they go and their interactions on the NZ COVID Tracer App; including scanning QR codes (where available), or manually recording travel information in the NZ COVID Tracer App (where QR codes are not available); OR keep a manual record if you do not have a smartphone.
 - Practice good hygiene and follow Ministry of Health advice. This includes washing and drying their hands thoroughly with soap and water (or hand sanitiser if soap and water not available), coughing and sneezing into their elbow, and not touching their face.
 - Plan ahead, and allow extra time to ensure their journey is as comfortable as possible.

- Stay home if they're unwell, or may have COVID-19. They should also not travel if they: have been requested to self-isolate/quarantine, have symptoms of COVID-19, or are awaiting COVID-19 test results.
9. We recommend operators encourage their passengers and users to follow the safe travel tips (list above) and by publically displaying COVID-19 educational posters on site, and through social media and public announcements (e.g. in terminals and on-board).

About this guidance

10. This guidance outlines key information for transport service operators under Alert Level 2 and 3. Specifically, the following matters are covered:

Section 1: Workplace health and safety

Section 2: Travel restrictions

Section 3: Physical distancing

Section 4: Face coverings

Section 5: Supporting contact tracing efforts

Section 6: Cleaning practices

Section 7: Customer compliance

If you require further information or advice, please email the Ministry of Transport at:
essentialtransport@transport.govt.nz.

If you would like access to collateral, including posters for your transport assets (e.g. buses, trains) or facility (e.g. terminals, platforms), please email the Ministry of Transport at: essentialtransport@transport.govt.nz.

Section 1: Workplace health and safety

11. When considering workplace health and safety arrangements, transport operators should consider:

- any advice or guidance issued by Worksafe <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/>
- advice or guidance issue by the Ministry of Health <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus> (where this may be relevant to their health and safety arrangements).

Section 2: Travel restrictions

Interregional travel between Auckland and the rest of New Zealand

12. Effective 0600 hours on 28 February 2021, interregional travel between the Alert Level 3 Area (Auckland) and the Alert Level 2 Area (the rest of New Zealand) will be restricted. Travel is only permitted for the following reasons:

- travelling:
 - to provide an service or business listed in [Schedule 3] of Order; or
 - to provide an service or business listed in an exemption gazetted by the Director-General of Health; or
 - as a person who is exempted from the Order, pursuant to [clause 45](#); or as an enforcement officer
- maintaining a shared childcare arrangement; or
- providing urgent care for a child, if there is no other person available to provide that care in the Alert Level Area that it is needed; or
- providing urgent care for a person in a critical or terminally ill condition, if there is no other person available to provide that care in the Alert Level Area that it is needed; or
- attending an appointment with a health service; or
- attending Court, tribunal, New Zealand Parole Board hearing or another judicial institution; or
- leaving or relocating a home, or place of residence, on court order; or
- travelling to a home, or place of residence, after detention or determination; or
- leaving New Zealand (including travelling to a managed isolation or quarantine facility immediately before leaving New Zealand); or
- travelling to preserve life or safety; or

- returning home (e.g. a person ordinarily lives in Auckland and need to get back from another region of New Zealand, or needs to leave Auckland to get to their home in another region); or
- relocating home or business on a permanent or long-term basis; or
- returning home after arriving in New Zealand (and after completion of isolation/quarantine where applicable)
- collecting a person who has returned to New Zealand as is returning home (and after completion of isolation/quarantine where applicable); or
- collecting or accompanying a tūpāpaku or deceased person, but only if the total number of people collecting or accompanying the tūpāpaku or deceased person (including the person operating the vehicle) is no more than 10; or
- providing care, or enable care to be provided, for pets or other animals, but only if—
 - a breach of the Animal Welfare Act 1999 could result if the care were not provided; and
 - the travel between alert level areas is necessary to provide the care or enable it to be provided; or
- travelling to Auckland Airport and are leaving by air (*with a transit period of 24 hours or less if transiting by air*) to undertake travel described in the list above; or
- accompanying a person, where necessary, for the travel listed above; or
- travelling directly through Auckland (or via permitted airport transfer) between home and work, if both the home and place of work are in Alert Level 2 areas; or
- travelling under an exemption granted by the Director General of Health; or

13. Transport operators should not carry passengers, between Auckland and the rest of New Zealand, which are not travelling for a permitted reason. In some cases passengers are required to provide documentary evidence to support their reason for travel. Recommended documents, which the passenger must/should provide to support their reason for travel, can be found at Appendix B. If you are uncertain about the situation with respect to permitted movements, please email essentialtransport@transport.govt.nz

Travel within Auckland

14. Travel within the Alert Level 3 Area (Auckland) is also be restricted. Travel is only permitted for the following reasons:

- going to Auckland Airport to:
 - take a flight to leave New Zealand, or
 - take a flight to undertake permitted interregional travel (see above)

- returning home; or
- accessing local businesses or services; or
- going to work or education; or
- accessing low-risk recreation; or
- undertaking customary gathering, or
- attending permitted funeral, tangihana, wedding, or civil union, or
- facilitating permitted extended bubble arrangements or shared caregiving arrangements; or
- providing urgent care for a child, or a person in a terminally ill condition, if there is no other person available to provide that care; or
- visiting a person in residential disability care (if permitted by the care provider); or
- attending an appointment with a health service; or
- attending a Court, tribunal, New Zealand Parole Board hearing or another judicial institution; or
- leaving or relocating a home, or place of residence, on court order; or
- travelling to a home, or place of residence, after detention or determination; or
- leaving New Zealand (including travelling to a managed isolation or quarantine facility immediately before leaving New Zealand); or
- travelling to preserve life or safety; or
- relocating home or business on a permanent or long-term basis; or
- returning home after arriving in New Zealand (and after completion of isolation/quarantine where applicable); or
- collecting a person who has returned to New Zealand and is returning home (and after completion of isolation/quarantine where applicable); or
- collecting or accompany a tūpāpaku or deceased person, but only if the total number of people collecting or accompanying the tūpāpaku or deceased person (including the person operating the vehicle) is no more than 10; or
- providing care, or enabling care to be provided, for pets or other animals; or
- travelling under an exemption granted by the Director General of Health; or
- accompanying a fellow resident undertaking the above travel.

15. Transport operators should not carry passengers within Auckland, which are not travelling for a permitted reason. However it is understood that it may not be practicable to check that passengers are travelling for a permitted reason. If you are uncertain about the situation with respect to permitted movements, please email essentialtransport@transport.govt.nz

Travel in the Alert Level 2 area (rest of New Zealand)

16. There are no travel restrictions in the Alert level 2 area.
17. Travellers are advised to follow the safe travel tips for the Alert level 2 area, at paragraph 8.

Section 3: Physical distancing

Public transport services – Alert Level 3, Auckland

18. Air passenger services and small passenger vehicle services travelling within, to, from, or through Auckland, are required to maintain physical distancing to the extent practicable:
 - with respect to air passenger services, please note the Ministry of Health (the MoH) has agreed that for a 72 hour period, physical distancing on an aircraft is not likely to be reasonably practicable, given it will require numbers of people to be disembarked from the aircraft with little time to manage passengers. This approach will be reviewed before the cessation of the 72 hour period.
 - small passengers services in accordance with previous guidance the passenger(s) should be seated as far from the driver as practicable, and the front passenger seat should be unoccupied; passengers can travel together in the back seats if they are part of the same bubble.
19. On board other public transport services travelling within, to, from, or through Auckland, physical distancing is generally required at a distance of 1 metre to the extent practical (taking into account the nature of the service).
20. Regional authorities (in the case of public transport) and transport operators should also issue public messaging that discourages people who are unwell from using their services.

Public transport services – Alert Level 2, rest of New Zealand

21. Physical distancing does not need to be observed on board public transport services at Alert Level 2 (and which are not travelling to, from, or through Auckland); however, passengers are still encouraged to physically distance where possible.
22. Regional authorities (in the case of public transport) and transport operators should issue public messaging that discourages people who are unwell from using their services.
23. Additionally, it is recommended that some physical separation of the passengers from the driver compartment is maintained.

Airports, bus stations, train stations, and ferry terminals - Alert Levels 2 & 3, all of New Zealand

24. 1 metre distance between people and passengers at the airport or terminal is required (unless they are travelling together within their 'bubble' or 'extended bubble').

Section 3: Face coverings

Who needs to wear a face covering?

25. Drivers, staff, and passengers on public transport services are required to wear face coverings.

26. However, there are some exemptions, these include:

- persons on Cook Strait ferry services (see letter from the Director-General of Health (dated 16 September 2020)),
- passengers of small passenger services (but drivers of small passenger services are required to wear face coverings),
- the following specific services:
 - school buses (meaning dedicated school services contracted by: the Ministry of Education, or Local Authority, or School Board, or Auckland Transport), or
 - charter services and tours.

What kind of face covering can be used?

27. Any face covering that adequately covers the mouth and nostrils can be used, these include: single use disposable masks, washable reusable masks (whether purchased or homemade), or other types of face coverings (e.g. a scarf wrapped around the face).

Is anybody exempt from wearing a mask?

28. Yes. Transport operators should be aware that the following persons are not required to wear face coverings:

- persons under the age of 12, and
- persons who have a medical condition or disability that make it unsuitable to wear a face covering (*please note it might not always be clear why someone may need to be exempt from wearing a face covering*); and
- drivers or staff, if:
 - they are in a space separated from passengers (e.g. pilots in a cockpit, or train drivers in a train cab), or
 - wearing a face covering could make it unsafe to operate the vehicle (e.g. wearing a face covering means drivers or staff are unable to properly communicate, or causes the eyeglasses of the driver to fog).

29. In addition, transport operators should note that the use of face coverings is not required in the following situations:

- if it is unsafe to wear a face covering (e.g. if the person's only face covering is wet, or wearing a face covering means a driver cannot safely operate the vehicle),

- if there is an emergency that requires the face covering to be removed (e.g. to perform CPR),
- if removal of the face covering is required to prove identity,
- if visibility of the mouth is required for communication (e.g. when communicating with someone who is deaf),
- if there is a legal requirement to remove, or not to wear, the face covering,
- if there is a need to remove the face covering to take medicine,
- if there is a need to remove the face covering to eat or drink (if eating or drinking is permitted by the conditions of carriage), (Please note: the Ministry of Health advises that the eating of food and drink should be discouraged on services at Alert levels 2 and 3).
- if there is a reasonable excuse not to wear a face covering.

30. Information from the Ministry of Health, regarding the use of face coverings in the community, is available [here](#).

What about enforcement?

- 31. The obligation to wear a face covering on public transport is the responsibility of the individual.
- 32. Operators, drivers and staff are not expected to assume the role of enforcement officer; but they still have their usual customer relations role to remind people about face coverings. The role is to educate and encourage passengers to do the right thing, but not be the enforcer.
- 33. Staff are not expected to refuse boarding to people who do not have a face covering. This kind of issue should be dealt with as you would normally manage a difficult passenger situation.
- 34. Passengers and staff should not be encouraged to call Police if someone is not wearing a face covering. As per normal procedures, if the situation is dangerous or a passenger is displaying threatening behaviour, for example, Police should be called.

Should operators be encouraging and educating passengers about wearing face coverings?

- 35. Yes, the support of operators and staff in encouraging and educating passengers about the wearing of face coverings is appreciated. A range of collateral is provided with this guidance including posters which operators are asked to display across their fleets, terminals, stations and other facilities. A script to support social media messaging and PA announcements is attached at Appendix 1 to this guidance.
- 36. The government will continue to remind people to follow the instructions of the public transport workforce regarding face coverings.
- 37. These messages will be reinforced through a major All of Government public communications campaign, including COVID-19 TV advertising.

Section 4: Supporting contact tracing

What is contact tracing and why is it important?

38. The purpose of contact tracing is to prevent potential onward transmission, raise awareness about the disease and its symptoms and support early detection of suspected cases.
39. It is important that everyone undertakes practicable actions to support a quick and robust contact tracing process. Contact tracing (coupled with testing and quarantine/isolation measures) is a critical pillar in supporting New Zealand's goal to eliminate COVID-19.

Who undertakes contact tracing?

40. Contact tracing is undertaken by Public Health Units (in the DHB where the confirmed or probable case was diagnosed), or by the Ministry of Health's National Close Contact Service.
41. When there is a confirmed or probable case of COVID-19, a contact tracing process will occur to:
 - identify all 'close contacts' of the confirmed or probable case – so that these people can be quarantined/isolated (and tested if required); and
 - identify 'casual contacts', of the confirmed or probable case, and ask them to get tested if they have (or develop) symptoms of COVID-19.

What's the difference between a close contact and a casual contact?

42. Generally, a 'close contact' is someone who has been within 2 metres for more than 15 minutes of a confirmed or probable case of COVID-19. The full definition of 'close contact' is available on page 13 of this factsheet: <https://www.health.govt.nz/system/files/documents/pages/advice-for-health-professionals-novel-coronavirus-covid-19-27aug2020.pdf>
43. A 'casual contact' is someone who may have been in contact with a confirmed or probable case of COVID-19, but more than 2m apart or for less 15 minutes.

What should regional authorities and transport operators do to support contact tracing?

44. Under Alert Levels 2 and 3, transport operators are required to support contact tracing.
45. Regional authorities, and transport operators, are required to display QR codes that are compatible with the NZ COVID Tracer App for their transport assets. Those QR codes need to be displayed in an easily accessible prominent place.
46. Public transport services are not required to obtain and display QR codes if they require all passengers to provide their name and a contact telephone number (in order to use the service); these may include services, such as:
 - air passenger services,
 - interregional bus services,
 - interregional passenger train services.
47. In addition the following services do not need to obtain and display QR codes:

- school buses (meaning dedicated school services contracted by: the Ministry of Education, or Local Authority, or School Board, or Auckland Transport), or
 - car sharing services and carpooling services.
48. Regional authorities (in the case of public transport) and transport operators should also take steps to promote and enable users and passengers to keep records for contact tracing purposes. We recommend transport operators issue public messaging (e.g. through posters, announcements, social media) to encourage users and passengers to:
- use the NZ COVID Tracer App by scanning the QR code (where display of the QR code is available), or recording the trip manually in the NZ COVID Tracer App (if the QR code is not available); OR keep a manual record if you do not have a smartphone.
 - use public electronic ticketing cards where these are available (e.g. AT HOP, Snapper, Metrocard or Bee Card) and make sure those cards are registered with the passenger's contact information.

What can regional authorities and operators expect if there is a confirmed or probable case of COVID-19 on their transport service?

49. If there is a confirmed or probable case of COVID-19 on a transport service, a health official will notify the regional authority (in the case of public transport) and/or operator and request your support with identifying the contacts of that person. The health official will be particularly interested in details you might have of any people who were in 'close contact' with the COVID-19 case on the bus/train/ferry they are investigating.
50. For example, you may be asked to review CCTV footage, or online passenger registers (e.g. public transport electronic ticketing card registration details).
51. The health official may also ask you to provide any contact information you might have for people who were in 'casual contact' with the COVID-19 case on the bus/train/ferry/aircraft they are investigating. This is so they can ask these 'casual contacts' to get tested if they have (or develop) symptoms of COVID-19.
52. If you do not have this information (but are not certain that there were no 'close contacts') the health official will discuss with you what action should be taken. For example, they may request that you undertake public messaging asking people that travelled on the service to contact the COVID-19 Healthline.
53. If you are certain that there were no 'close contacts' (e.g. CCTV footage shows no 'close contacts' were established), then you should advise the health official of this and ask if there is anything more that you should do.

Section 5: Cleaning

54. Transport operators should apply cleaning practices consistent with Ministry of Health guidance.
- Ministry of Health general guidance on cleaning can be found [here](#)
 - Ministry of Health cleaning FAQs can be found [here](#)

55. Cleaning regimes should include:

- cleaning the vehicle/vessel/aircraft regularly with particular attention to high-touch surfaces (where possible, at the end of each shift/sailing/flight, but at least at the end of each day).
- as far as practicable, frequent cleaning of high-touch surfaces throughout the day.

Section 6: Customer compliance

Travel restrictions

56. Transport operators are not required to enforce passenger compliance with travel restrictions, however transport operators:

- i. should not carry passengers, between Auckland and the rest of New Zealand, which are not travelling for a permitted reason,
- ii. should not carry passengers, within Auckland, which are not travelling for a permitted reason. However it is understood that it may not be practicable to check that passengers are travelling for a permitted reason.

57. Transport operators should encourage potential passengers to check what the current restrictions are prior to making a booking or using their services.

58. The New Zealand Police will enforce compliance with travel restrictions with respect to land transport (particularly at the Alert Level 2/3 boundary), and the Aviation Security Service will check compliance with travel restrictions with respect to air transport. Ferry operators can contact the New Zealand Police if enforcement of travel restrictions is required with respect to their services.

Other public health measures

59. With respect to the other public health measures, transport operators are not expected, or required, to enforce passenger compliance with:

- the COVID-19 Public Health Response (Alert Levels 3 and 2) Order (No 3) 2020, or
- Ministry of Health guidelines.

60. Transport operators, however, may choose to stop passengers boarding, where it is lawful to do so on health and safety grounds as per their standard operating procedures.

61. Transport operators may also provide advice to passengers for travelling safely for example by displaying public information posters.

Appendix 1: Public Announcement Scripts

Public Transport Operators – Bus / Train

Face coverings help us protect ourselves and others from the spread of COVID-19.

You are required to wear a face covering on public transport during alert levels 2 and 3.

Everyone should wear a face covering while on the bus / train, unless you are under 12 years old, or have a health reason for not wearing one.

Your driver may not be wearing a face covering because of safety/medical reasons. Please be respectful.

We also encourage you to track your journey using the QR codes provided, or record it manually.

Please keep your face covering on until you exit the bus / train, and if you need to dispose of it, please do so safely.

If you are sick, please don't use public transport.

Thanks for your cooperation.

Ferry Operators (excluding the Cook Strait ferries)

Face coverings help us protect ourselves and others from the spread of COVID-19.

You are required to wear a face covering on public transport during alert levels 2 and 3.

Everyone should wear a face covering while on the ferry, unless you are under 12 years old, or have a health reason for not wearing one.

Your captain or crew may not be wearing a face covering because of safety/medical reasons. Please be respectful.

We also encourage you to track your journey using the QR codes provided, or record it manually.

Please keep your face covering on until you exit the ferry, and if you need to dispose of it, please do so safely.

If you are sick, please don't use public transport.

Thanks for your cooperation.

Airlines / Airports

Face coverings help us protect ourselves and others from the spread of COVID-19.

You are required to wear a face covering while on board the aircraft and until you enter the terminal during alert levels 2 and 3.

Everyone should wear a face covering while on the aircraft, unless you are under 12 years old, or have a health reason for not wearing one.

Your pilot or members of the cabin crew may not be wearing a face covering for safety reasons. Please be respectful.

Please keep your face covering on until you enter the terminal, and if you need to dispose of it, please do so safely.

If you are sick, please don't fly.

Thanks for your cooperation.

Appendix B: Required/recommended evidence for movement across an Alert Level 2/3 boundary

Note if a person is travelling by air and transiting through the Alert Level 3 area, pursuant to clause 17(2) of the Order, they should have an onward ticket (and their transit time cannot be more than 24 hours).

<i>Business Travel</i>	
Reason for travel	Required/recommended evidence to carry
Travelling to provide a business or service, listed in Schedule 3 of the Order.	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Business Travel Document (issued via the business travel register (administered by MBIE)) – preferred; or • a letter (issued by the persons employer) stating that: <ul style="list-style-type: none"> ○ the person named in the letter providing an business or service (listed in Schedule 3 of the Order), and ○ the destination the person is travelling to (<i>note alternatively the letter, and a document showing the persons destination, can be two separate documents</i>). <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling: <ul style="list-style-type: none"> • to provide specified exempted business/service under clause 45 of the Order • as an enforcement officer 	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Business Travel Document (issued via the business travel register (administered by MBIE)) – preferred; or • a letter (issued by the relevant business or service) stating that the person named in the letter is: <ul style="list-style-type: none"> ○ providing a specified exempted business/service, or is an enforcement officer, and

	<ul style="list-style-type: none"> ○ the destination the person is travelling to (<i>note alternatively the letter, and a document showing the persons destination, can be two separate documents</i>). <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to relocate a Business	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Business Travel Document (issued via the business travel register (administered by MBIE)) – preferred; or • proof of the new business address (e.g. a commercial tenancy agreement etc.) <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to provide or enable care to be provided for pets or other animals, <i>but not a business listed under Schedule 3 of the Order</i>	<p>Should carry evidence, where possible, showing the purpose of travel and the person's destination; this could be a Business Travel Document (issued via the business travel register (administered by MBIE), following an assessment by the Ministry of Primary Industries)</p> <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to provide a business or service, not listed in Schedule 3 of the Order, but subject to a gazetted class exemption.	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Business Travel Document (the business travel register will be updated with any class exemptions as they are approved, businesses can then make a request under the new category) – preferred; or • a letter (issued by the persons employer) stating that:

	<ul style="list-style-type: none"> ○ the person named in the letter is providing a business or service that has been exempted (with reference to the gazette number), and ○ the destination the person is travelling to (<i>note alternatively the letter, and a document showing the persons destination, can be two separate documents</i>).. <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p><i>Note while it is not a legal requirement for persons travelling to carry documentation (except a person driving a road vehicle must carry a drivers license), persons travelling under an exemption should expect that an enforcement officer will refuse them travel (or a transport service will refuse them boarding) if they do not have proof of that exemption.</i></p>
Travelling to provide a business or service, not listed in Schedule 3 of the Order or a gazetted class exemption, <i>individual exemption required.</i>	<p>Must carry a Business Travel Document (issued via the business travel register (administered by MBIE), pursuant to the issuing and gazetting of an exemption by the Director-General of Health).</p> <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p><i>Note while it is not a legal requirement for persons travelling to carry documentation (except a person driving a road vehicle must carry a drivers license), persons travelling under an exemption should expect that an enforcement officer will refuse them travel (or a transport service will refuse them boarding) if they do not have proof of that exemption.</i></p>
Personal Travel	
Reason for travel	Required/recommended evidence to carry
Maintaining a shared childcare arrangement.	<p>Should carry evidence, where possible, showing the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a copy of the signed shared childcare agreement, or

	<ul style="list-style-type: none"> • a copy of the Court Order directing the shared childcare arrangement. <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Providing urgent care for a child, <i>(if no other person is able to provide the care or support in the Alert Level area that it is needed).</i>	<p>Should carry evidence, where possible, showing the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Personal Travel Document (issued via the personal travel register (administered by the MoH)); or • a letter from social worker or other professional (explaining that there is a child in need of urgent care). <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Providing urgent care or support for a person in a critical or terminal condition <i>(if no other person is able to provide the care or support in the Alert Level area that it is needed).</i>	<p>Should carry evidence, where possible, showing the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a letter from a medical professional (explaining that there is a person in critical or terminal condition that requires care or support). <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Attending an appointment with a health service	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • proof of an appointment with a health service (e.g. a letter (signed by a health professional) detailing the time and location of the appointment).

	<p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Attending court, tribunal, New Zealand Parole Board hearing, or other judicial institution	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • proof of requirement/permission to attend a court, tribunal, New Zealand Parole Board or other judicial institution (e.g. a jury summons, a witness summons, a summons to a defendant etc) <p>A person driving a road vehicle must have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Leaving or relocating home, or place of residence, on Court Order	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a copy of the Court Order <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to a home/residence after detention or determination	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • documentary evidence of the detention/determination, and documentation showing the home/residence that the person is travelling to. <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>

Leaving New Zealand (including travelling to a managed isolation or quarantine facility immediately before leaving New Zealand);	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> a copy of the airline booking (and if staying in a managed isolation or quarantine facility before leaving New Zealand, evidence of a booking in a managed isolation or quarantine facility). <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to preserve life or safety	<p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p>No other documentation is required; but if a person does have documentation that helps explain their situation (e.g. a letter from a Police Officer or Social Worker), they should carry it.</p>
Accompanying a person, where necessary, for the travel listed above	<p>Should carry evidence, where possible; this evidence could be:</p> <ul style="list-style-type: none"> documentation that helps explain the situation (e.g. proof of residence that shows that both persons reside at the same residence). <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Returning home (e.g. a person ordinarily lives in Auckland and need to get back from another region of New Zealand, or needs to leave Auckland to get to their home in another region);	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> proof of residential address, which has both the person's name and address on the document (e.g. utility bill, bank statement etc) <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>

Relocating a home/residence on a permanent or long-term basis	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • proof of the new residence (e.g. a sale and purchase agreement, a residential tenancy agreement etc.) <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Returning home after arriving in New Zealand (and after completion of isolation/quarantine where applicable)	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • proof of residential address (e.g. utility bill, bank statement etc) <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Collecting a person that has arrived in New Zealand (and after completion of isolation/quarantine where applicable)	<p>Should carry evidence, where possible; this evidence could be:</p> <ul style="list-style-type: none"> • documentation that helps explain the situation (e.g. proof of residence that shows that both persons reside at the same residence). <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to collect/accompany a tūpāpaku or deceased person	<p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p>No other documentation is required; but if a person does have documentation that helps explain their situation, they should carry it.</p>
Travelling to provide or enable care to be provided for pets or other animals	<p>Should carry evidence, where possible, showing the purpose of travel and the person's destination; this could be this could be a Personal Travel Document (issued via the personal</p>

	<p>travel register (administered by the MoH), following an assessment by the Ministry of Primary Industries)</p> <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling for a personal reason, not permitted by the Order, but subject to a gazetted class exemption.	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Personal Travel Document (via the personal travel register (administered by the MoH), pursuant to the issuing and gazetting of a class exemption by the Director-General of Health); or • a letter (from an appropriate authority) stating: <ul style="list-style-type: none"> ○ that the person named in the letter is travelling for a an exempted purpose (with reference to the gazette number), and ○ the destination of the person. <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p><i>Note while it is not a legal requirement for persons travelling to carry documentation (except a person driving a road vehicle must carry a drivers license), persons travelling under an exemption should expect that an enforcement officer will refuse them travel (or a transport service will refuse them boarding) if they do not have proof of that exemption.</i></p>
Travelling for a personal reason, not permitted by the Order, or a gazetted class exemption, <i>individual exemption required</i>	<p>Must carry a Personal Travel Document (issued via the personal travel register (administered by the MoH), pursuant to the issuing and gazetting of an exemption by the Director-General of Health).</p>

	<p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p><i>Note while it is not a legal requirement for persons travelling to carry documentation (except a person driving a road vehicle must carry a drivers license), persons travelling under an exemption should expect that an enforcement officer will refuse them travel (or a transport service will refuse them boarding) if they do not have proof of that exemption.</i></p>
Personal/Business Travel, through the AL 3 area (without stopping)	
Reason for travel	Required/recommended evidence to carry
Travelling directly through Auckland (or via permitted airport transfer) between home and work, if both the home and place of work are in Alert Level 2 areas;	<p>Must carry evidence of the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> • a Business Travel Document (issued via the business travel register (administered by MBIE)), or a Personal Travel Document (issued via the business travel register (administered by MoH)) – <i>depending on the purpose of travel, or</i> • other document(s) that demonstrate the purpose of travel and the destination of the person travelling (e.g. a letter issued by their employer with this information (if travelling to work) and a proof of residential address (if travelling home). <p>A person driving a road vehicle must have Photo ID (Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) should have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>