

Information for travellers arriving in New Zealand

Effective from 0200 Thursday, 26 March 2020

Given the global pandemic and the increasing numbers of COVID-19 cases being brought into New Zealand by arriving passengers, New Zealand has announced new border measures for arriving passengers.

It is already a requirement for all people entering New Zealand to self-isolate for 14 days from arrival. From 0200 Thursday March 26 2020 NZDT, every passenger entering New Zealand is being screened on arrival.

If you have symptoms of COVID-19 on arrival, you will be tested and placed in an approved quarantine facility for 14 days and will need to remain there even if your test result is negative. If you require hospital care, that will be arranged.

If you appeared healthy on arrival, but you did not have suitable transport arranged or you do not have suitable accommodation for self-isolation, you will be placed in accommodation, which has been approved for isolation for 14 days.

We thank you for your cooperation and appreciate this is a hard and uncertain time.

Reasons for isolation/quarantine

COVID-19 is a virus that can be passed on to others and it may be up to 14 days before you are aware of any symptoms, that is before you feel any signs of illness or feel sick.

We need to keep everyone safe and make sure that COVID-19 is not passed on to other people staying here with you.

Self-isolation or quarantine

All people entering New Zealand must enter a 14 day period of self-isolation.

Self-isolation is an effective precautionary measure to protect others from contracting COVID-19.

We know this is a very difficult time for you all and appreciate your understanding. We want to keep you all safe, as well as the staff at the hotel, and of course the people in New Zealand.

As you are self-isolating, you must limit your contact with any other people as much as possible. You are able to leave your room but you must stay at least 2 metres away from any other people.

If you start to feel sick or have any symptoms during the period of self-isolation, please call the national healthline anytime – **0800 611 116**

If you have been quarantined, you must remain in your room at all times. If you do need to leave your room, you must call **6993** prior to this and get permission/an escort. If you do leave your room, you must always wear a mask to reduce the risk of spreading any bugs.

Reasons for the rules that we have in place while you are staying here

It is very important for you all to follow the guidance and recommendations of health professionals / staff while staying at this hotel.

Why stay away from other guests and staff at the hotel?

If you have not been in contact with others, then there is less likelihood of you coming in to contact with someone who may have the COVID-19.

What are the next steps?

Within the next 24 hours someone will come to see you and to talk to you about what you can expect will happen over the coming days. If you are self-isolating, they will talk to you about what your needs are and provide you with further information about your stay here.

If you are in quarantine you will be tested for COVID-19 by a public health professional.

Over the next two weeks, meals will be provided to you three times a day and your rooms will be cleaned daily. The procedure for how meals will be delivered and what to do during cleaning times will be explained when you check in.

If you have any immediate, urgent needs (such as nappies or baby formula), please phone concierge to let them know.

During the 14 day period:

You will be able to:	You will not be able to:
<ul style="list-style-type: none">• Do essential online shopping and have it delivered to the hotel• Call your family or friends• Have access to WIFI• Order snacks from the hotel on your credit card• Arrange for laundry to be done	<ul style="list-style-type: none">• Leave your room if you are in quarantine (unless directed by health professionals)• Move around or use the hotel facilities (such as the gym)• Have family members visit you or drop off items to you (they are also in a lock down and are required to stay at home).

What happens if I feel unwell?

If you develop any COVID-19 symptoms or are feeling unwell at any stage, please call the national Healthline number anytime – **0800 611 116**