

## ARRIVAL INFORMATION

### New Zealand Traveller Declaration

All travellers who enter NZ must complete a New Zealand Traveller Declaration.

This system collects your travel, customs, immigration and biosecurity information. It is free and will take approximately 10 minutes to fill in. You don't need to upload any documents such as proof of vaccination status or print anything out.

You can complete your declaration while you are travelling. The earliest you can submit your declaration is 24 hours before you start your trip to New Zealand. If you are travelling long-haul, on multiple flights without a stopover, you can submit your declaration 24 hours before the first leg of your journey.

Once you have started your declaration, you will receive an email with a reference number that you can use to review, complete or make changes to your declaration. You will need to resubmit your declaration if you make any changes to it. Your declaration will automatically be checked at passport control when you scan your passport at the eGate or when it is checked by a border officer on arrival into New Zealand.

You can complete the declaration at the website below, or via the NZTD app on your mobile device.  
<https://www.travellerdeclaration.govt.nz>

### When you arrive in New Zealand

Go through Customs. You will need to provide certain documents to Customs Officials at Auckland Airport. We highly recommend having the required documents in both paper and electronic form. Customs will verify your traveller declaration and any other entry requirements.

You may need all or some of the following documents for Customs Officials:

- Passport
- Your visa, if applicable, and/or confirmation of your NZeTA if you are not studying for more than 3 months
- Completed Traveller Declaration
- Confirmed Offer of Place from Ruawai College. Ensure it has the correct study dates.
- Receipt from Ruawai College. Again, ensure it has the correct study dates.
- Host Family Profile

Once you have cleared customs, go downstairs and collect your checked suitcase from the baggage area. You will then need to have your bag x-rayed. You may be randomly selected to skip this step.

Once your bag has been scanned, you will then enter Auckland Airport arrivals hall. A member of your host family will collect you from the airport. You should arrange with your host family before your departure who will be collecting you and where exactly you will meet in the arrival hall.

- If for some reason you cannot locate your host family at the airport, please try phoning them first.
- If you are unable to get hold of your host family, call our 24/7 emergency phone on +64 21 260 9989.
- If you aren't able to speak to anyone on the above emergency number, you can either make a regular phone call or WhatsApp call to the Director of International Students, Tyla O'Sullivan, on 09 439 2216 ext 220
- In the very unlikely event that you are unable to get hold of anyone on the above numbers, do not panic. Stay at the airport, find somewhere to sit down inside the airport, and try calling the numbers every 10 to 15 minutes until someone answers.