



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

**WELLINGTON**

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PROTECTING NEW ZEALAND'S BORDER

7 September 2020

Ref: OIA 20 - 245

John

By email: [fyi-request-13634-44e843e2@requests.fyi.org.nz](mailto:fyi-request-13634-44e843e2@requests.fyi.org.nz)

Dear John

**Request for information under the Official Information Act**

Thank you for your email dated 1 September 2020 to the New Zealand Customs Service (Customs) via the FYI website, in which you request the following under the Official Information Act 1982 (the Act):

- “1. Are eGates being used during the current travel restrictions?*
- 2. If yes, are they used for arriving or departing passengers?”*

In response, eGates are not currently being used during the current travel restrictions. Eligibility to use eGates was restricted during the early period of our response to COVID-19, Customs progressively closed its eGates to qualifying arriving passengers into New Zealand from 5 February 2020, and to all passengers on 16 March 2020. All eGates currently remain closed to all passengers, and no decisions have yet been made around the re-opening of eGates at New Zealand international airports.

Customs Border processing at New Zealand international airports continues to evolve based on Ministry of Health advice for protecting staff and passengers at our international airports.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

If you have any queries about this response, please contact the Correspondence, Reviews and Ministerial Servicing team at [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz) .

Yours sincerely

Debbie Kay  
**Manager, Correspondence, Reviews and Ministerial Servicing**