



# Application for an emergency travel document

*Aotearoa Tuhiinga Haere Ohore*

**USE THIS FORM** if you are outside New Zealand, and:

- ▶ your passport has been lost, stolen, expired or damaged, AND
- ▶ you need to travel urgently, AND
- ▶ if you applied to a New Zealand Passport Office, your passport would not arrive in time for your travel

Use the Adult, Adult Renewal or Child form if your travel is not urgent.

## Emergency travel documents

The New Zealand emergency travel document will have a restricted validity to enable you to return to your country of residence or travel to a place where you can apply for a replacement passport.

You will need to return your emergency travel document when you apply for a new passport and it will be destroyed along with any visas in the document. If you plan to travel through several countries or if you need a long-term visa, it may be better to apply for a new passport.

Multiple entry visas, residence permits and other "long-life" endorsements should not be entered into emergency travel documents.



This icon is used when you need to take extra care. The instructions with this icon will help you to understand whether you need to complete a particular section, or remind you not to miss out important details.

## What you need to complete this application

- ▶ Two (2) identical recent colour photos of yourself
- ▶ Someone to act as an identity referee who is over 16 years of age and has a valid New Zealand passport
- ▶ The correct application fee

## Sending original documents

Sometimes we may ask you to send us original documents. In most cases, we only need original documents if they have been issued outside New Zealand.



We will make it clear by using this icon when you need to send us an original document.

If you cannot send in original documents, please contact your nearest New Zealand Embassy or High Commission for advice.

## How to contact us

Go to [safetravel.govt.nz](https://safetravel.govt.nz) to locate your nearest New Zealand Embassy or High Commission.

New Zealand Passport Office: Phone +64 4 462 0650

Website: [passports.govt.nz](https://passports.govt.nz)



**Internal Affairs**  
**Te Tari Taiwhenua**



# How to complete this application form

Use this guide section to help you to fill in the form. The numbers in this guide will take you through each step in the form.



## READ ALL INSTRUCTIONS CAREFULLY

Check you have answered all the questions on this form that relate to you. We can only process your application if you complete the form accurately. If you miss out any details we may need to contact you and there may be a delay in processing the application.

► Use a BLACK or BLUE ballpoint pen and complete in your own handwriting.

### 1 Your personal details

#### Names

The name in your emergency travel document will be the same as in your last passport.

Write your name exactly as it appeared in your last passport.

If you only have one name, write it in the space provided for surname or family name.

#### Height and eye colour

Height and eye colour is important information. We cannot process your application without it.

- Write your height in centimetres.
- Choose an eye colour that is closest to your own, such as brown, blue, green, grey, hazel or black.

### 2 Travel plans

Please tell us:

- the dates of your intended travel
- why your travel is urgent
- which country or countries you will be travelling through.

### 3 Your New Zealand passport

#### Passport number

Write your passport number exactly as it appears in your passport.

#### Lost or stolen passport

If your passport has been lost or stolen outside New Zealand, contact your nearest New Zealand Passport Office, or New Zealand Embassy or High Commission, and report the loss or theft to local police. You will need to obtain either a local police report or a police report reference number.

Please provide 2 original forms of identification if you can. At least one of these must have a photo on it.

### 4 Your contact and delivery details

#### Your home address

This is the place where you are currently living. Do not give a box or bag number, or a 'care of' (c/-) address.

#### Your contact details

We need your contact details in case we have questions about your application. Write in phone numbers and an email address so we can contact you.

► Example of how to write your phone number:

+	0	6	4			0	4			4	7	4	8	1	0	0
	COUNTRY CODE					AREA CODE				PHONE NUMBER						

#### Your delivery address

- If you want your emergency travel document delivered to a home address, you will need to have someone at home to sign for it. If there is no one at home to sign for it, you will need to organise a redelivery.
- If you want your emergency travel document delivered to a business, write the name and the address of the business.
- If you want your emergency travel document delivered by international courier you must provide a street address, not a Post Box number.

### 5 Consent for issue of an emergency travel document to a child under 16 years old

#### Who can give consent?

Consent to issue an emergency travel document to a child must be given by a parent named on the child's birth record or by a legal guardian.

A legal guardian is someone who has been appointed through a court process or in a parent's will.

Tick the box if you signed the consent page on the child's last passport application; otherwise leave it blank.

#### Legal guardianship

A parenting order (also known as a custody or access order) does not give you legal guardianship. A step-parent is not a child's legal guardian unless they have been appointed through a court process or in a parent's will.

The Care of Children Act 2004 requires that, where possible, all the guardians of a child must be consulted when making decisions about important matters affecting the child. The parent or guardian completing the application for the child is responsible for consulting with the other parents or guardians of the child.

#### Your name and date of birth

Write the name you currently use and your date of birth.

#### Your home address

This is the place where you are currently living. Do not give a box or bag number or a 'care of' (c/-) address.

#### Your contact details

We need your contact details in case we have questions about the child's application. Write in phone numbers and an email address so we can contact you.

#### Who can discuss this application with us?

We can only discuss the details of a child's application with the **parent or guardian giving consent** on the form, unless the parent or guardian giving consent gives us written permission.



**Court orders**

A court order can be made that prevents a child from travelling. If the order has been made in a New Zealand court, or made overseas and registered in New Zealand, we will not issue a passport or emergency travel document to the child until the order is lifted.

A parenting order will not prevent the other parent or guardian(s) from getting a passport or emergency travel document for the child.

If you are unsure about court orders, you may wish to contact a lawyer for advice.

**6 Your identity referee**

**Who can be your identity referee?**

Your identity referee must:

- have a valid New Zealand passport
- have known you for 1 year or more, or since birth for a child under 1 year old
- be 16 years of age or older
- not be related to you or part of your extended family group
- not be your spouse or partner
- not live at the same address as you.

You need to provide your identity referee's New Zealand passport number, name and daytime phone number.

**7 Your applicant declaration**

**Head covering**

If you wear a head covering for religious or medical reasons, please tick this option.

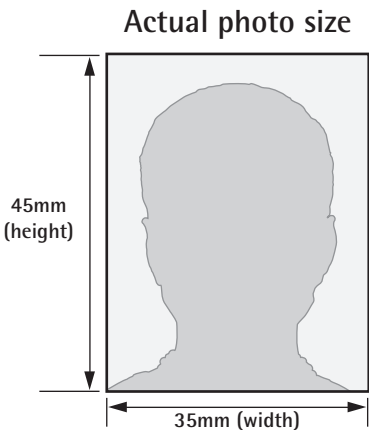
If you did not wear a head covering in your last passport, please complete a statutory declaration form telling us why you now wear one, and send it to us with your application.

**You must sign this declaration if:**

- you have filled in this application for a child under 16 years of age
- you have filled in your application form yourself
- you can sign your own name but someone else has filled in the application form for you.

If you cannot sign your own name, please leave the section unsigned and tick this option.

If you were able to sign your name in your last passport, the person who filled in the application form for you must complete a statutory declaration form stating the reason why you are now unable to sign this application. Please send the statutory declaration to us with your application.



**Write on the back of one photo**

Write your full name and the date on the back of one photo.

**Photos – getting passport quality photos**

Provide 2 identical colour photos that are less than 6 months old and send them with this application. Do not staple or paperclip the photos to the application as this will damage them and we may not be able to use them in your passport.

New technology has been introduced to scan your photos and ensure that they meet international travel standards. We strongly recommend that you obtain your photos from a business that provides a passport photo service, as the business will help ensure that your photos meet our requirements.

Photographs that do not meet our requirements will NOT be accepted and this will delay the issue of your emergency travel document.

To help you avoid some of the most common problems with photo quality, we have summarised the main requirements below and provided some sample photos.

If you need more detailed information about photos, visit our website [passports.govt.nz](https://passports.govt.nz) or phone us at the contact number listed on the front cover of these guide notes.

**Photographic image requirements**

**Photo age**

- photos must be less than 6 months old.

**Photo size**

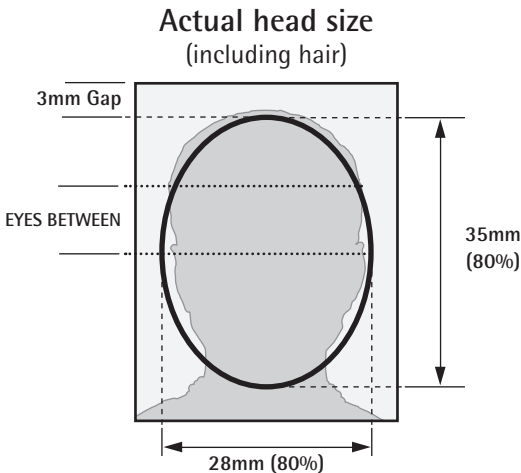
- standard size 35mm x 45mm.

**Head size**

- head, including hair, should fit within the oval shown in the template below
- maximum size of head, including hair, must be 80% of photo
- head must be centred, with a clear gap around the sides and top of the head, including hair.

**Paper quality**

- use high quality, high resolution photo paper
- you can also use colour film or low gloss coated thermal papers as long as the printer is high resolution
- DO NOT use matt paper, heavy-backed thermal paper or an ink-jet printer.





Photographic image requirements – examples

Please note that these example photos are not actual size.

Head size and facial expression

Acceptable



Unacceptable



Head too big



Expression not neutral

Glasses, head covering, scarves and hair

Acceptable



Unacceptable



Frames too heavy



Frames obscuring eyes

Acceptable



Unacceptable



Light reflection on glasses lens



Tinted lenses obscuring eyes

Acceptable



Unacceptable



Scarf covering chin/ edges of face



Face partially covered by religious head covering

Contrast and lighting

Acceptable



Unacceptable



Shadows on background



Contrast too dark

Photo quality

- photo must be a true image, not altered in any way
- photo must be in focus, with no red-eye and no reflected light on the face.

Background

- the background must be plain and light, but not white
- there must be strong contrast between image and background, with no shadows.

Pose

- face the camera straight on, with your head straight, eyes open and mouth closed
- maintain a neutral expression, not smiling or frowning
- ensure you have no hair across your face or eyes as eyes must be clearly visible.

Glasses

- eyes must be clearly showing through glasses, with no reflection
- remove glasses with heavy-rimmed frames
- do not wear sunglasses, or glasses with tinted lenses that obscure your eyes.

Head covering or headband

- no head covering or headband should be worn in the photo, unless you must wear either for religious or medical reasons. In this case you must tick the box in the applicant declaration at section 7.

If you did not wear a head covering or headband in your last passport please complete a statutory declaration form and send it to us with your application.

8 Application fees and payment

How to pay

An emergency travel document costs NZ\$596.00 and must be paid in the currency of the country where you are sending your application to be processed.

A New Zealand Embassy or High Commission cannot process credit card payments; however, it may be possible to have your credit card payment processed in New Zealand.

Contact the nearest New Zealand Embassy or High Commission to confirm the actual amount you need to pay in the local currency and to discuss your payment options.

Replacement passport

The fee for your emergency travel document covers the cost of a full replacement passport. To receive your replacement passport, you will need to send your emergency travel document, 2 photos and a fully completed application for a New Zealand passport to the New Zealand Passport Office in Wellington, London or Sydney before your emergency travel document expires.

9 Submit your application


Take your completed application form to a New Zealand Embassy or High Commission or send it to us by courier or post.

We recommend you send your application to us by courier so you can track delivery.

To find the contact details of your nearest New Zealand Embassy or High Commission visit [safetravel.govt.nz](https://safetravel.govt.nz).



## Checklist

- ☐ Have you checked your application form and ensured it has been correctly completed?
- ☐ Have you included the correct payment for your application?
- ☐ Have you signed the declarations in sections **3** and **5** if applicable?
- ☐ Have you signed the applicant declaration in section **7** of your application form?
- ☐ Have you supplied 2 identical recent colour photos of yourself?
- ☐ Have you written your name and the date on the back of one photo?
- ☐ Have you supplied all required original documents  where asked?

## Will you need to send any documents with this application?

Please check the following table to see whether you need to send any original documents with your application form.

DO NOT send photocopies or certified photocopies. All original documents will be returned to you with your emergency travel document.

If you cannot send in original documents, please contact your nearest New Zealand Embassy or High Commission for advice.

### **3** Your New Zealand passport

If you still have your New Zealand passport	<input type="checkbox"/>	Your most recent New Zealand passport or New Zealand travel document
If your New Zealand passport was lost or stolen	<input type="checkbox"/>	A local police report if available
	<input type="checkbox"/>	One form of photo identification
	<input type="checkbox"/>	One form of other identification (may also have a photo)

*Please note that in some circumstances we may need to contact you for further information or original documents if we cannot verify your details by computer.*

## Privacy statement

The information you provide helps us establish your identity and determine if you are eligible for a New Zealand emergency travel document. We may obtain information from other sources (including, but not limited to, the Citizenship Office and the Registrar-General of Births, Deaths and Marriages) using an authorised information-matching programme (under the Births, Deaths, Marriages and Relationships Registration Act 2021 or the Citizenship Act 1977).

### How is your privacy protected?

All relevant information about you is collected in line with the Passports Act 1992 and is held securely by the New Zealand Passport Office, Department of Internal Affairs, Level 2, 7 Waterloo Quay, Pipitea (PO Box 1568).

Under the Privacy Act 2020 you may access and request a correction of any of that personal information.

### When may information from your passport or emergency travel document records be disclosed?

Under the Passports Act 1992 and the Privacy Act 2020, this information may be disclosed, subject to agreement in writing between the Secretary of Internal Affairs and the Chief Executive of the organisation requesting the information, to any appropriate agency, body, or person to aid border security, facilitate the processing of passengers, verify the identity of a holder of a travel document, or determine whether a person is a New Zealand citizen. Information may also be disclosed under an authorised information matching programme in accordance with the Privacy Act 2020.

For more information, including a list of authorised information matching programmes, visit [dia.govt.nz](https://dia.govt.nz).

The information that may be disclosed includes the information recorded in your emergency travel document; your eye colour; your height; the status of your emergency travel document; our passport database key number; and any other information relating to your emergency travel document that may be required.





Detach the guide notes here







# Application for an emergency travel document

Aotearoa Tuhinga Haere Ohorere



Please use a BLACK or BLUE ballpoint pen and write in CAPITAL letters in the centre of each box so that our computer software can accurately capture your information.

## 1 Your personal details

Write your name as it appears in your passport

*Surname or family name*

*First and middle names*

Write your place of birth

*City or town you were born in*

*Country you were born in*

Write your date of birth

DD / MM / YYYY ▶ e.g. 29 / 09 / 1968

Tick your gender

Male

Female

Write your height

(centimetres)

Write your eye colour

▶ e.g. BROWN, BLUE, GREEN, GREY, HAZEL, BLACK

## 2 Travel plans

Write the date you intend to travel

DD / MM / YYYY

Write the reason you need to travel urgently

Write which countries you are travelling to or through





**3** Your New Zealand passport

Write your passport number, and the place and date of issue, if you know these

Passport number

Place it was issued

Date it was issued

D

D

/

M

M

/

Y

Y

Y

Y

Tick what happened to the passport

☐ Lost

☐ Stolen

☐ Damaged

☐ Expired

Date lost or stolen ►

D

D

/

M

M

/

Y

Y


Y

Y

Explain how the passport was lost or stolen

Write in as many details as possible. Include the address where the loss or theft occurred.

 **Send us** a separate piece of paper with further details if you have run out of space to write on this page.

 If your passport has been lost or stolen contact the nearest New Zealand Passport Office, New Zealand Embassy or High Commission, report the loss or theft to local police, and provide a local police report or reference number.

Tick to confirm ►


☐ I have reported it to the Department of Internal Affairs or Ministry of Foreign Affairs and Trade

☐ I have enclosed a police report

Police reference number

**Declaration**

- I declare that the information above is correct and undertake that if the lost or stolen passport is found or returned to me, I will return it immediately for cancellation to the Passport Office or to a New Zealand Embassy or High Commission.
- I acknowledge that in notifying the loss or theft of my passport to the Passport Office or to a New Zealand Embassy or High Commission, that it will be permanently cancelled and rendered unusable.

 **WARNING:** Once you declare your passport lost or stolen, it cannot be used for travel. It will be cancelled immediately and Interpol and border authorities will be advised. Anyone attempting to travel on a passport that has been lost or stolen will be refused travel. It is an offence against the Passports Act 1992 to knowingly or recklessly make a false statement to obtain another passport. To do so may result in a fine, imprisonment, or both.

Sign your declaration here



DECLARANT SIGN HERE

Date signed

D

D

/

M

M


/

Y

Y

Y

Y

 **Send us** 2 original forms of identification. At least one of these must have a photo on it.



4 Your contact and delivery details

Write your home address

Unit and/or house number

Street name

Suburb

City or town

Postcode

State

Country

Write your contact details

Home phone +

COUNTRY CODE

AREA CODE

PHONE NUMBER

Work phone +

COUNTRY CODE

AREA CODE

PHONE NUMBER

Mobile phone +

COUNTRY CODE

CARRIER CODE

PHONE NUMBER

▶ e.g. + 0 6 4 0 2 1 1 2 3 4 5 6 7 8

Please write your email address in CAPITAL letters so that our computer software can accurately capture your information.

Email USERNAME

@ INTERNET PROVIDER

Write the address you want your emergency travel document delivered to if different from your home address

If you want your emergency travel document delivered by international courier, you must provide a street address, not a Post Box number.

Business name (if required)

Unit and/or house number

Post Box number

Post Box holder name

OR

Street name

Suburb

City or town

Postcode

State

Country



**5** Consent for issue of an emergency travel document to a child under 16 years old



**Fill in this section only if** this application is for someone who is under 16 years old.  
Otherwise leave this page blank.

Consent can only be given by a parent named on the child's birth record or by a legal guardian.  
Read section **5** of the guide notes before you complete this section.

**Tick** the box below that shows your relationship to the child named in section **1**

☐

Mother

☐

Father

☐

Other parent

☐

Guardian

**Tick** the box below if you signed the consent page on the child's last passport application

☐

*I signed the consent page of the child's last passport application*

**Write** your current name

*Surname or family name*

*First and middle names*

**Write** your date of birth

/

/

► e.g.

/

/

**Write** your address and contact details if different from section **4**

*Unit and/or house number*

*Street name*

*Suburb*

*City or town*

*Postcode*

*State*

*Country*

*Home phone* +

COUNTRY CODE

AREA CODE

PHONE NUMBER

*Work phone* +

COUNTRY CODE

AREA CODE

PHONE NUMBER

*Mobile phone* +

COUNTRY CODE

CARRIER CODE

PHONE NUMBER

► e.g.

Please write your email address in CAPITAL letters so that our computer software can accurately capture your information.

*Email*

U S E R N A M E

@ I N T E R N E T P R O V I D E R

Your declaration of consent

- I give my consent for an emergency travel document to be issued to the child named in section **1** of this application.

**Sign** your consent here



SIGN HERE

*Date signed*

/



6 Your identity referee

Write your identity referee's New Zealand passport number ▶

Write your identity referee's name

Surname or family name

First and middle names

Write your identity referee's daytime phone number

Daytime phone + COUNTRY CODE AREA CODE PHONE NUMBER

7 Your applicant declaration

Tick one box

- ☐ I have completed this application for a child who is under 16 years of age.
- ☐ I wear a head covering or headband for religious or medical reasons.
- ☐ I am unable to sign my name.

If someone else has filled in this application for you but you can sign your own name, you must sign this section. If you cannot sign your own name, this section must be left blank. The person who filled in the application form for you must not sign this section.

- ▶ I agree to surrender this emergency travel document to the New Zealand Passport Office once I have completed the travel that this emergency travel document was issued for.
- ▶ I understand that I am entitled to a replacement passport at no extra cost, if I surrender my emergency travel document with an application and 2 photos to the New Zealand Passport Office before the date it expires.
- ▶ I declare that the information I have given in this application is, to the best of my knowledge, true, complete and correct.
- ▶ I understand that if I have provided false information this emergency travel document can be cancelled and I can, by law, be fined or imprisoned.
- ▶ I confirm that I have read the section relating to privacy in the guide notes for this application.
- ▶ I agree that, for the purposes of this application, other government agencies may release personal information about myself which will assist the Passport Office in determining my entitlement to be issued with, or continue to hold, a New Zealand emergency travel document.
- ▶ I understand that if I use, or have possession of, a forged or false New Zealand travel document, I may be liable on conviction to imprisonment for a term not exceeding 10 years, a fine not exceeding NZ\$250,000, or both.

Do not staple, glue or paperclip photos to the application as this may cause damage.

Ensure your photo has your name and date on the back of one photo to avoid delays in processing.

Write your name and the date on the back of one of your photos

WARNING: It is an offence against the Passports Act 1992 to knowingly or recklessly make a statement that is false or misleading in a material particular for the purposes of gaining a New Zealand emergency travel document.

Sign your applicant declaration here

APPLICANT SIGN HERE

Date signed D D / M M / Y Y Y Y



8 Application fees and payment



Before completing this section, read section 8 of the guide notes. To find out the cost of application, contact your nearest New Zealand Embassy or High Commission.

**Write** the amount you need to pay

Application fee      .

**Write** the currency you are paying in

Currency

9 Submit your application

**Take** your completed application form to a New Zealand Embassy or High Commission or send it to us by courier or post.

To find the contact details of your nearest New Zealand Embassy or High Commission visit [safetravel.govt.nz](https://safetravel.govt.nz)

OFFICE USE ONLY

Place and date of issue:

Application number:

DIA authorisation code:

ETD number:

Label number:

Supporting Documents:

	IN	OUT
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Checks – Pre issuance

Waiting for:

PDS

☐

POI

☐

ID

☐

RDIA

☐

ADIA

☐

Observation label text:

Checks – Post issuance

CETDR

☐

PAS1c

☐

FAX

☐

DIPB

☐

PCE

☐

PCP

☐

Name:

DE

AUTH

ISS

Signature:

Date received:

RECEIPT DETAILS

Receipt No:

Date:

Amount:

Currency:

Items paid for:

Copy Attached

☐

Undertaking to repay

☐

DISPATCH

Collect

☐

Mail

☐

Courier

☐

Pack No:

Collected by:

Relationship to applicant:

Identification

Signature

Date: