

Application for a New Zealand passport

Uruwhenua Aotearoa

Adult renewal (aged 16 years or over)



Internal Affairs
Te Tari Taiwhenua

PAS300

Use this form if:

- you are aged 16 years or over
- you are renewing your passport
- your name has not changed since your last passport was issued, and
- your passport has not been lost, stolen, or damaged.

Use the PAS310 Application for a New Zealand passport – Adult form if you are applying for a New Zealand passport for the first time, your name has changed since your last passport was issued, or your passport has been lost, stolen or damaged. Find the form at: passports.govt.nz/forms

Before you apply

Our New Zealand passport

The New Zealand (NZ) passport is valued and respected around the world for its integrity. We ask you to provide a range of personal information so we can confirm your identity and entitlement to an NZ passport and maintain the integrity of NZ passports.

An adult passport is valid for a maximum of 10 years.

What you need to complete this application

- 2 identical recent colour photos of yourself. Refer to guide note page 3 for more information about photo requirements.
- Someone to act as an identity referee who is over 16 years of age and has a valid or expired New Zealand passport. Refer to guide note page 3 for more information about identity referee requirements.
- The correct application fee and courier cost.

Contact us

Website: passports.govt.nz/contactus

New Zealand

Freephone: 0800 22 50 50 (NZ only)

Phone: +64 4 462 0650 (outside NZ)

Contact centre hours: 9am to 5.30pm, Monday to Friday (excluding public holidays)

Australia

Freephone: 1300 559 535 (Australia only)

Phone: +61 2 9225 2300

Contact centre hours: 7am to 3.30pm, Monday to Friday (excluding public holidays)

United Kingdom

Phone: +44 20 7968 2730

Opening hours: 10am to 2pm, Monday to Friday (excluding public holidays)

How to complete this form

The numbers in this guide will take you through each section 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 your application.

1 Your personal details

Names

Write your name exactly as it appears in your passport. If you only have one name, write it in the space provided for surname or family name. If your name includes a diacritic, for example, a macron (ā) or umlaut (ä), make it clearly visible.

Height and eye colour

Height and eye colour are important information. We cannot process your application without this information.

Write your height in centimetres.

Choose the eye colour that is closest to your own, such as brown, blue, green, grey, hazel or black.

Gender

The gender in your passport can be M (male), F (female) or X (gender diverse). If you would like your passport issued in a gender that is different to your birth record, citizenship record or previous passport

- write your preferred gender in Section 1 on page 1 of the passport application form, and
- tick to indicate that your gender is different to your birth record, citizenship certificate or previous passport.

Your New Zealand passport can be issued in your preferred gender without you needing to change these details on your birth or citizenship record.

Gender diverse (X)

While New Zealand travel systems recognise “X” gender passports, some international travel authorisation systems and e-Gates may not. This means you may still be asked to provide your gender information as either male or female when

travelling.

You may wish to check the entry requirements of any country you wish to visit or transit through with their embassy or high commission.

For more information, visit our website:
passports.govt.nz

Passport number

Write your passport number exactly as it appears in your passport. We do not need you to send us your passport. Do not send it with your application.

 **Warning:** Once your passport application is received, your old passport will be cancelled immediately and cannot be used for travel. Anyone attempting to travel on a cancelled passport will be refused travel.

The Department of Internal Affairs (DIA) reserves the right to request the return of your previous passport for cancellation.

Emergency travel document

If you are applying for a replacement of your emergency travel document, do not use this form. Use the PAS310 Application for a New Zealand passport - Adult form on:
passports.govt.nz/forms

2 Your address and contact details

Your home address

This is the place where you are currently living. Do not give a PO Box, private bag number or a ‘care of’ (c/-) address.

Your contact details

We need your contact details in case we have questions about your application or we need to contact you about your passport. Enter your phone number(s) and email address so we can contact you.

Your delivery address

If you want your passport delivered to a home address, someone must be 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 passport delivered to a business, write the name and the address of the business.

If you want your passport delivered by international courier you must provide a street address, not a PO Box number.

3 Your emergency contact

Give us the name and contact details of a person who can be contacted in emergency situations.

If you have an accident, become sick, or are involved in an incident while you are travelling overseas, this person will be contacted on your behalf. We recommend that you choose a person who is not likely to be travelling with you.

4 Your identity referee

Who can be your identity referee?

Your identity referee must:

- be aged 16 or older
- have known you for more than 1 year
- have a current or expired New Zealand passport
- agree to be your referee
- be available if we call or email them to verify details about your application — this will help avoid delays.

Your identity referee must not:

- be part of your immediate or extended family (this includes cousins, in-laws and ex-spouses)
- be your partner or spouse
- live at the same address as you.

You need to provide your identity referee's full name, passport number, date of birth and contact details.

5 Applicant declaration

You must sign this declaration. If you cannot sign your own name, leave the section unsigned and select the 'unable to sign' option.

An endorsement will be included in your passport stating the passport holder is unable to sign.

If you wear a head covering or headband for religious or medical reasons, select this option.

Getting passport quality photos

Provide 2 identical colour photos that are less than 6 months old and send them with this application. Write your full name and the date on the back of 1 photo.

Do not staple or paper-clip the photos to the application as this will damage them and we may not be able to use them in your passport.

We recommend that you use a professional passport photo service to ensure that your photos meet passport requirements.

Photographs that do not meet passport requirements will not be accepted and this will delay the issue of your new passport.

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

Photographic image requirements

Photos must:

- be less than 6 months old, and
- be standard size 35mm x 45mm.

Head size

- Head, including hair, must be 80% of image height.
- 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 paper as long as the printer is high resolution.
- Do not use matte paper, heavy-backed thermal paper or an ink-jet printer.

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 there is no hair across your face or eyes as they 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 one for religious or medical reasons.

Photographic image requirements — examples

These example photos are not actual size.

Contrast and lighting

Acceptable



Unacceptable



Shadows



Contrast too dark

Glasses

Acceptable



Unacceptable



Light reflection on lenses



Tinted lenses obscuring eyes

Acceptable



Unacceptable



Light reflection on lenses



Frames obscuring eyes

Head coverings

Acceptable



Unacceptable



Face partially covered



Uneven light on the face

Camera angle and facial expression

Acceptable



Unacceptable



Not facing camera straight on



Expression not neutral

6 Application fees and payment

Choosing your level of service

Once you provide us with all the information we need and the correct payment, we will process your application. You can choose standard or urgent processing. Delivery time is additional.

There is also a callout service for emergency situations — outside business hours by appointment only, 7 days a week. Contact us for more information.

To speed up the processing of your passport, check that your photo meets the technical requirements and make sure your information is complete by following all the instructions. Let your identity referee know they may be contacted.

Processing timeframes are subject to change. For current processing times, visit:

passports.govt.nz/passport-timeframes

The timeframes web page is updated regularly.

Application fees

An adult passport is valid for a maximum period of 10 years.

You will be charged the application fee based on the level of service you select in question 7 on application page 7.

Application fees are correct as at the current form version date. Fees are set by the Passport (fees) Regulations 2025 and may change when the regulations are amended. For current fees, visit:

passports.govt.nz/passport-costs

Your application fee must be paid in the currency of the country where you are sending your application to be processed.

If you reside outside of New Zealand, and are sending your application to New Zealand for processing, we will exclude the GST amount from the above New Zealand application fees. An additional courier cost will apply.

If you are using the urgent or callout service because your travel is for bereavement or serious illness, you may not have to pay the extra fee or we may refund the extra fee. Contact us for more information.

How to pay

Pay the application fee by credit card or debit card. Do not post cash. Provide all requested details in question 8 on application page 9 of the form. We do not accept Diners Club cards.

If you apply in person at a Passport Office counter, you can also pay by EFTPOS.

Courier costs

You will be charged a courier cost based on the delivery address you provide in Section 2 on application page 2.

The courier costs on application page 6 are correct as at the current form version date. Costs are subject to price changes by DIA's contracted courier providers, New Zealand Post and DHL. For current courier costs, visit:

passports.govt.nz/passport-costs

International deliveries may be subject to additional fees and charges. For example, fees

charged by the courier company or customs service of the country where your new passport is being delivered to. These fees and charges must be paid directly by the applicant in the country of delivery and cannot be paid in advance to the Department.

Passports Act 1992, Section 4(3)(b)

Under the terms of the Passports Act 1992, the Minister of Internal Affairs may refuse to issue a New Zealand passport where:

- there is in force a warrant issued in New Zealand for the arrest of the applicant; or
- the applicant is on bail or is subject to a community-based sentence under subpart 2 of Part 2 of the Sentencing Act 2002 that prevents them from travelling or obtaining a passport; or
- the applicant is subject to a sentence of home detention under subpart 2A of Part 2 of the Sentencing Act 2002; or
- the applicant is released under subpart 2 of Part 1 of the Parole Act 2002; or
- the applicant is required by an order made by a New Zealand court to refrain from obtaining a passport or to surrender a passport; or
- the applicant is subject to an order made by a New Zealand court that requires the applicant, or the effect of which requires the applicant to remain in New Zealand; or
- the applicant is subject to a sentence imposed by a New Zealand court, the effect of which requires the applicant to remain in New Zealand.

Privacy statement

The information we ask for as part of your New Zealand passport application is needed to confirm your identity and eligibility to be issued a New Zealand passport. The information collected is required to process your application for a New Zealand passport under the Passports Act 1992.

Delivery

Depending on where your New Zealand passport is being delivered, we will provide your email address and contact phone number to our trusted courier providers. This will allow them to provide you with your tracking number and contact you if there are any issues with delivery. You can find a current list of our courier providers at passports.govt.nz

Information sharing

We may use information sharing agreements, authorised by law, to obtain information from other sources (such as the Citizenship Office and Births, Deaths and Marriages) to establish your identity and confirm your eligibility for a New Zealand passport.

DIA may, under a written agreement between the Secretary for Internal Affairs and the Chief Executive of the organisation requesting the information, share information from your passport records with an organisation that requires the information to 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. This information sharing is authorised under the Passports Act 1992 and the Privacy Act 2020. More information can be found at dia.govt.nz

The information that may be shared includes, but is not limited to, the information recorded in your passport, the status of your passport, the Department's passport database key number, and other information relating to your passport that may be required.

You have a right to access and request a correction of any personal information collected under the Privacy Act 2020.

The information collected in your application may be used in statistical analysis and reporting for service improvement and business management purposes. Personal information will only be used where necessary for those purposes.

Data is stored, accessed and retained in accordance with our Privacy Policy, Information Management Policy, and the DIA Code of Conduct which incorporates our ICT and security policies, and in compliance with the Privacy Act 2020 and the Public Records Act 2005.

We may validate Australian life event information against records held by the electronic confirmation service Verifi.

Facial recognition

The Department uses facial recognition to protect your identity, prevent fraud and process travel document applications more efficiently. As part of applying for a New Zealand travel document, you must provide a photo with your application.

The Department may use your application photo to carry out the following checks using facial recognition algorithms:

- one to many comparisons – to determine whether a travel document record held by the Department already exists in your details
- one to one comparisons – to provide assurance that you match an existing travel document record held by the Department, such as a previous passport or a citizenship record.

The Department will store a biometric template of the photo you provide with your most recent application in our database for future comparisons. We do this to efficiently deliver services to you, protect your identity, and maintain the integrity of our identity services.

The Department may use this information in photo matching for our other services, such as citizenship by grant and RealMe. The checks we perform across services are authorised under the Identity Services Approved Information Sharing Agreement (AISA) and Customer Nominated Services AISA.

The Department stores a digital version of the photo on your e-passport (the chip contained in the travel document that we issue you).

You have a right to complain to the Privacy Commissioner about any action that the Biometric Processing Privacy Code 2025 applies to.

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How to answer:

- You can complete this form by hand using a black or blue ballpoint pen.
- You can also complete the form on-screen using Adobe Acrobat Reader.
- You can use the tab key to move to the next fillable form field in Adobe Acrobat Reader.
- You must still print off the application and sign where applicable by hand.
- When you see this icon  it means you need to take extra care with your answers.

Section 1: Your personal details

1. Your details

Surname or family name

First and middle names

Place of birth (town or city)

Country of birth

Date of birth (dd/mm/yyyy)

Gender (tick one)

- ☐ Male
☐ Female
☐ X (gender diverse)

Is your gender different to what is on your birth or citizenship certificate, or previous passport?

- ☐ Yes
☐ No

Height (in centimetres)

Eye colour (e.g. brown, blue, green, grey, hazel)

Passport number



Do not send us your old passport.

 Once your application has been received, your old passport will be cancelled immediately and cannot be used for travel. Anyone attempting to travel on a cancelled passport will be refused travel.

Section 2: Your address and contact details

2. Home address details and address

Include area code for landline phone numbers and country code for international phone numbers.

Street number and name (include unit number, if applicable)

Suburb

Town or city

Postcode

State or province

Country

Home phone number

Work phone number

Mobile phone number

Email address

2a. Your delivery address (if different from your home address)



If you want your passport delivered by international courier, you must provide a street address, not a PO Box number.

Business name

PO Box number and holder (NZ only)

Street number and name (include unit number, if applicable)

Suburb

Town or city

Postcode

State or province

Country

Section 3: Your emergency contact

3. Emergency contact person’s details

Include area code for landline phone numbers and country code for international phone numbers.

Surname or family name	
First and middle names	
Street number and name (include unit number, if applicable)	
Suburb	Town or city
Postcode	State or province
Country	Home phone number
Daytime phone number	Email address



Section 4: Your identity referee

4. Identity referee details

NZ passport number

Years the referee has known the applicant

Surname or family name

First and middle names

Date of birth (dd/mm/yyyy)

5. Identity referee address and contact details

Include area code for landline phone numbers and country code for international phone numbers.

Street number and name (include unit number, if applicable)

Suburb

Town or city

Postcode

State or province

Country

Daytime phone number

After hours phone number

Email address

Section 5: Applicant declaration

6. Your declaration

 **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 passport.

- 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 my passport 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 purpose 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 passport.
- I declare that I am not subject to any of the matters listed in section 4(3)(b) of the Passports Act 1992, and that there is no court order, sentence, or other condition that may prevent the issue of a passport to me under the Passports Act 1992.
- 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\$25, 000, or both.

Tick any boxes that apply:

- ☐ I wear a head covering or headband for religious or medical reasons.
- ☐ I am unable to sign.

 If you are unable to sign your own name, leave the signature field below blank.

An endorsement will be included in your passport stating that you are unable to sign.

Your signature

Date signed (dd/mm/yyyy)

Photograph instructions

Provide 2 identical colour photos.

On the back of 1 of the photos, you must:

- write your own name, and
- write the date.

Do not staple,
glue or paper-clip
photos to the
application as
this may cause
damage

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

Section 6: Application fees and payment

 Application fees, processing timeframes, and courier costs are subject to change. You will be charged the application fee and courier cost that applies at the time your application is lodged.

For current fees, visit: passports.govt.nz/passport-costs

Courier costs and where to lodge your application

Courier costs will be charged based on your delivery destination and where you lodge your application.

If your delivery address is in:

- Russia, Iran, Nepal or Belarus, your passport will need to be delivered to a New Zealand Embassy or Consulate
- Morocco, contact our London office prior to submitting your application.

Delivery destination	Paper application lodged in New Zealand	Paper application lodged in Australia	Paper application lodged in the United Kingdom
New Zealand	NZD \$5.30 (including GST)	Lodge your application in New Zealand	Lodge your application in New Zealand
Australia	NZD \$13.65	AUD \$12.45	Lodge your application in Australia
United Kingdom	NZD \$32.00	Lodge your application in the United Kingdom	GBP £15.00
Asia Pacific countries	NZD \$31.00	AUD \$26.00	Lodge your application in New Zealand or Australia
United States	NZD \$42.00	AUD \$36.00	GBP £19.00
European countries (excluding the UK and countries listed below)	NZD \$53.00	Lodge your application in the United Kingdom	GBP £25.00
Bulgaria, Bosnia and Herzegovina, Cyprus, Croatia, Greece, Macedonia, Malta, Switzerland, Serbia	NZD \$66.00	Lodge your application in New Zealand or the United Kingdom	GBP £31.00
Libya, Pakistan, Ukraine	Lodge your application in the United Kingdom	Lodge your application in the United Kingdom	GBP £31.00
Russia, Iran, Nepal, Belarus	NZD \$64.00	AUD \$58.00	GBP £30.00
Rest of world	NZD \$53.00	Lodge your application in New Zealand or the United Kingdom	GBP £24.00

Level of service and application fees



 Application fees are correct as at the current form version date and subject to change.

For current fees, visit: passports.govt.nz/passport-costs

For current processing timeframes, visit: passports.govt.nz/passport-timeframes

Level of service	Lodged in New Zealand	Lodged in Australia	Lodged in the United Kingdom
Standard service (allow at least 4 weeks)	NZD \$247.00	AUD \$286.00	GBP £147.00
Urgent service (we aim for 3 working days)	NZD \$494.00	AUD \$572.00	GBP £294.00
Callout service	NZD \$1001.00	AUD \$1100.00	GBP £565.00

7. Level of service and payment method

7a. Select the level of service you want

Standard

Urgent

Callout — by phone appointment only

7b. Select your payment method

Credit, debit or prepaid (for example, Prezy card) ► Enter payment card details in question 8 on application page 9

EFTPOS (in person only)



 Do not post cash, cheques, money orders or physical card.

OFFICE USE ONLY	Supporting Documents				Previous Travel Documents				Requested Passport Type			Date received:
	IN	NPC	NTW	O/S	IN	EC	BTA	NTW	DIP	OFF	ADD	
BC	☐	☐	☐	☐	NZPPT	☐	☐	☐	☐	☐	☐	
MC	☐	☐	☐	☐	NZDIP	☐	☐	☐	☐	☐	☐	
CUC	☐	☐	☐	☐	NZOFF	☐	☐	☐	☐	☐	☐	
Cit/Des	☐	☐	☐	☐	RTD	☐	☐	☐	☐	☐	☐	
NCDoc	☐	☐	☐	☐	COI	☐	☐	☐	☐	☐	☐	
GDoc	☐	☐	☐	☐	ETD	☐	☐	☐	☐	☐	☐	
POrd	☐	☐	☐	☐	Foreign	☐						
Let	☐				C/use	☐						
Other	☐											
Photos x2	☐	☐	☐		NOF	☐	TBI	☐	IC	☐	☐	



Checklist

Ensure you have completed your application form correctly.

Sign the applicant declaration in Section 5 on application page 5.

Supply 2 identical recent colour photos of yourself.

Write your name and the date on the back of 1 photo.

Select the level of service and payment method on application page 7.

Fill in your payment details on application page 9.

In some circumstances we may need to contact you for further information or original documents.

Next steps

Enter payment details on application page 9.

Print the application form and ensure it is signed.

Send us your completed form by courier or post.

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

New Zealand

Post to:

New Zealand Passport Office
Department of Internal Affairs
PO Box 1568
Wellington 6140
New Zealand

Courier only to:

New Zealand Passport Office
Department of Internal Affairs
Level 2, 7 Waterloo Quay
Pipitea
Wellington 6011
New Zealand

Australia

Post to:

New Zealand Passport Office
Department of Internal Affairs
GPO Box 365
Sydney NSW 2001
Australia

Courier to:

New Zealand Passport Office
Department of Internal Affairs
Level 22, 20 Bond Street
Sydney NSW 2000
Australia

United Kingdom

Post or courier to:

New Zealand Passport Office
Department of Internal Affairs
1 Pall Mall East
London SW1Y 5AU
United Kingdom

Other countries

If you live outside New Zealand, Australia, or the United Kingdom, post or courier your application to the New Zealand Passport Office nearest you.

You can also contact your nearest New Zealand Embassy or High Commission to see if you can submit your application using their office for an additional fee. Not all offices provide this service. To find the contact details of your nearest New Zealand High Commission or Embassy visit mfat.govt.nz



8. Payment

Do not post cash or card. Do not email credit card details.

Funds must be available in your account when your application arrives or it will be delayed.

I authorise the Department of Internal Affairs to charge the total amount to my credit or debit card (Visa, MasterCard, American Express, Prezzy Card):

Card number

Card expiry date

/

CSV/CVC/CVV number (for applications lodged in the UK only)

If you are lodging your application at our UK office, include the CSV number. This is the last 3 or 4 digit number on the reverse side of your card.

Name on card

Cardholder's signature