

# AUCKLAND AIRPORT – CONDITIONS OF USE

## PROCEDURE FOR ‘ZONE B’

### EFFECTIVE FROM 16 APRIL 2021

#### CONTEXT

- A. This document is a Procedure notified to all Airlines who use the Airport under the Conditions dated 1 October 2012. The terms and conditions set out in the Conditions will continue to apply to Zone B, except to the extent modified by these Zone B Procedures.
- B. The COVID-19 pandemic has severely restricted the movements of international travellers globally. New Zealand’s border has effectively been closed to non-New Zealand citizens and residents arriving in this country since 11:59PM on 19 March 2020, with limited (and small numbers of) exceptions. The New Zealand Government currently requires persons who are permitted to arrive into New Zealand to undergo mandatory isolation or quarantine for a defined period of time.
- C. The New Zealand Government is advancing its investigations into the potential establishment of “safe travel zones” between New Zealand and certain other States whose management of the COVID-19 pandemic is considered to have achieved an equivalent level of mitigation against potential community transmission of the virus, as has been achieved within New Zealand (“**Safe Travel Zone**”). A Safe Travel Zone would enable quarantine-free travel in both directions between New Zealand and another State or States. The New Zealand Government may also contemplate other types of one-way quarantine-free or risk-based travel arrangements outside of the Safe Travel Zone in future (“**Quarantine-Free Travel**”).
- D. In order to ensure the ongoing quarantine-free status between New Zealand and another State or States under any Safe Travel Zone or Quarantine-Free Travel arrangements, international passengers and crew arriving at Auckland whose travel originated in or transited through any State that is *not* part of a Safe Travel Zone or Quarantine-Free Travel arrangement (“**Higher Risk Origins**”) must be kept separate at all times from passengers and crew arriving from any Safe Travel Zone State or Quarantine-Free Travel State.
- E. With effect from the date that the first international aircraft arrives into the Airport from an origin port that is located within the Safe Travel Zone or has a Quarantine-Free Travel arrangement, there must be separation of international arriving passengers and crew arriving from Higher Risk Origins. This will be achieved through division of the existing Airport international passenger terminal and arrivals processes into: i) a Safe Travel Zone processor (Zone A); and ii) a Health Management Zone processor (Zone B and its Remote Bag Facility); – each providing a self-contained and complete solution including all necessary international passenger, crew and checked baggage arrivals facilities and services.
- F. With effect from the Zone B Commencement Date, Zone B is the only facility available at the Airport for the processing of international passengers and crew arriving from Higher Risk Origins on commercial airline services, including crew arriving on international freight and cargo flights.
- G. These Procedures will continue in force until such time as notified by Auckland Airport.

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#### 1. INTERPRETATION

- 1.1 For the purposes of these Procedures, the following terms shall have the following meanings. Capitalised terms in these Rules which are not defined below, have the meanings given to those terms in the Conditions:

**Auckland Airport** means Auckland International Airport Limited.

**Baggage Handling Agreement** means the agreement between you and Auckland Airport you are required to enter into in accordance with clause 8.1 in relation to the movement of Checked Baggage from the Zone B arrivals processor to the passenger’s MIQ Accommodation.

**Checked Baggage** means baggage which the Airline has issued a check-in tag and has stowed on the aircraft on behalf of the passenger.

**the Conditions** means the Auckland Airport Conditions of Use dated 1 October 2012.

**Health Management Zone** means a segregated international arrivals processor at the Airport for the receipt and processing of passengers and crew arriving from Higher Risk Origins.

**Higher Risk Origin** means a port located within a State that does not have a Safe Travel Zone, or other Quarantine-Free Travel arrangement with the New Zealand Government.

**MIQ Accommodation** means the hotel facilities that Passengers who are required to quarantine following their arrival in New Zealand are allocated to stay in for their quarantine.

**Order** means any notice or order issued by the New Zealand Government and as replaced from time to time, to manage specific matters during the COVID-19 pandemic, including any border orders.

**Quarantine-Free Travel** means any quarantine-free or risk-based travel arrangement, other than within the Safe Travel Zone, that has been agreed by the New Zealand Government.

**Remote Bag Facility** means the landside logistics facilities and services provided by us to you for the sortation of passengers Checked Baggage prior to distribution to passengers MIQ Accommodation, which will be managed by Auckland Airport.

**Safe Travel Zone** means a bi-lateral or multi-lateral quarantine-free travel arrangement that is established by agreement between the New Zealand Government and another State or States.

**State** means any country or specific state or territory within a country.

**Zone B** means the facilities and services established at the Airport for the processing of international passengers and crew arriving from ports of origin that are not located in Safe Travel Zone States or subject to Quarantine-Free Travel arrangement with the New Zealand Government. A diagram showing the location of the Zone B facilities as at the Zone B Commencement Date is included at clause 9 of this Procedure.

**Zone B Commencement Date** means the date Auckland Airport advises you, which is expected to be 16 April 2021 being approximately 48 hours prior to the scheduled date of the first international

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aircraft arrival at the Airport which – due to passenger volumes or other compelling factors necessitates the complete physical separation of arriving Quarantine-Free Travel passengers from Higher Risk Origin passengers by more than arrival time separation.

#### 2. APPLICATION OF CONDITIONS OF USE

- 2.1 This document is a Procedure notified under the Conditions dated 1 October 2012. The terms and conditions set out in the Conditions will continue to apply to Zone B, except to the extent modified by these Zone B Procedures.
- 2.2 Where a conflict arises between a term or condition set out in the Conditions and this Zone B Procedures document, this document will prevail.
- 2.3 These Procedures will continue in force until such time as is notified by Auckland Airport.

#### 3. HEALTH AND SAFETY REQUIREMENTS

- 3.1 In order to meet its obligations under any Orders or New Zealand law, Auckland Airport has put in place certain requirements to manage risks to the health and safety of passengers, crew and all workers in Zone B. These requirements are notified at approved staff entry and exit points to Zone B and in communications to users, and may be changed by Auckland Airport, in order to ensure continued and ongoing compliance with New Zealand law.

#### 4. ZONE B FACILITIES AND SERVICES

- 4.1 With effect from the Zone B Commencement Date, you acknowledge that Zone B is the only facility available at the Airport for the processing of international passengers and crew arriving from Higher Risk Origins on commercial airline services, including crew arriving on international freight and cargo flights from Higher Risk Origins.
- 4.2 You acknowledge that the Facilities and Services available for passengers, crew and ground workers are limited to those described this clause:
  - a) Zone B Facilities:
    - (i) an airport terminal building adjoined to but physically separated from the international terminal at the Airport;
    - (ii) connected (and if required non-connected) international arrival aircraft stands;
    - (iii) suitable amenities for passengers and ground workers;
    - (iv) a secure and separate international-to-international transit lounge facility;
    - (v) a Remote Bag Facility.
  - b) Zone B Services:

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- (i) Government border and public health agency services and aviation security in accordance with border management and COVID-19 response requirements set by the New Zealand Government;
  - (ii) Airline ground-handling services provided by each Airline’s contracted licensed ground-handling agent;
  - (iii) general operational (including hygiene and passenger facilitation) services provided by Auckland Airport and/ or its providers;
  - (iv) amenities and services for the comfort of international-to-international transit passengers provided by Auckland Airport (including user-pays goods and services provided by third parties);
  - (v) crew transport services from Zone B to the designated landside crew pick-up point provided either by Auckland Airport or by the New Zealand Government and/ or other providers dependent on the nature of the mandatory crew isolation or quarantine requirements that apply;
  - (vi) where required, departure crew transport services for crew on Higher Risk Origin flights departing from Zone B;
  - (vii) passenger onwards transport services from Zone B provided by the New Zealand Government and/or other providers to MIQ Accommodation;
  - (viii) Checked Baggage transport services from Zone B to the Remote Bag Facility and from the Remote Bag Facility to MIQ Accommodation, provided by Auckland Airport or its contractor;
  - (ix) allowance of a separate space for Airlines, (and their contracted security provider) to complete Secondary Security Screening for passengers in transit with onward travel to the United States of America, in accordance with TSA Security requirements;
  - (x) onward travel services for International to Domestic or International to Regional transfers (including security screening provided by the NZ Aviation Security Service which may happen within Zone B or at the Gate 62/63 Lounge at the Domestic Terminal).
- 4.3 You agree that for certain categories of passengers, there may be different processes and services from time to time including providing baggage reconciliation within Zone B.
- 4.4 You agree that we are entitled to change the Facilities and Services available for passengers, crew and ground workers in Zone B and the Remote Bag Facility from time to time to meet any requirements set by the New Zealand Government for the management of incoming international arrivals and/or Safe Travel Zones or for operational reasons. While Auckland Airport will endeavour to provide advance notice of pending changes and to consult with Airlines where time allows, changes in Government requirements may not allow for an advance notice period, in which case Auckland Airport will communicate any planned changes as soon as is practicable in the circumstances.

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#### **5. PROVISION OF SERVICES**

5.1 Zone B is delivered by a range of service providers, including:

- a) Auckland Airport, and organisations directly contracted to Auckland Airport for the provision of services;
- b) New Zealand Government agencies, and organisations directly contracted to New Zealand Government agencies for the provision of services;
- c) organisations directly contracted to international Airlines for the provision of ground handling services at the Airport.

5.2 Due to the unique nature of Zone B as a means to comply with the New Zealand Government’s requirements for public health management as part of its COVID-19 response, and its reliance on the performance of participants that are not under the direct control of Auckland Airport, you accept that there are no guarantees as to the quality or consistency of the Zone B Services provided. Notwithstanding this, Auckland Airport shall perform all services under its direct control to the standard of a reasonable and prudent operator, acting reasonably and in good faith, and in accordance with the requirements of this Procedure and Applicable Law. Auckland Airport will consult with Airlines and seek feedback from users, to make improvements to the overall Zone B product where practicable.

#### **6. ZONE B PROCEDURES**

6.1 Where you are required to use Zone B, you agree and acknowledge that the following additional Zone B processes will apply:

- a) specific health management processes for arriving passengers and crew which meet requirements set by the New Zealand Government will be implemented, and you will take all steps to ensure arriving passengers and crew comply with these health management processes;
- b) (i) persons arriving from a Higher Risk Origin onboard one international aircraft must be kept separate at all times from persons arriving aboard another international aircraft arriving from a Higher Risk Origin, therefore only one aircraft’s passenger, crew and baggage load can be permitted within the processing areas of Zone B at any one time and in order to achieve this aircraft disembarkation at Zone B may be limited to a maximum of one per rolling 120 minutes or other time period as may be required for safe and compliant Zone B operations;
- (ii) in the event it is necessary to limit aircraft disembarkation at Zone B, Auckland Airport will communicate any changes to you (which may include a temporary local slot rule) with as much advance notice as is practicable in the circumstances.

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- c) some operational processes for the Checked Baggage of international passengers arriving into Zone B may be completed at the Remote Bag Facility, with Checked Baggage transport provided by Auckland Airport and/ or the New Zealand Government and/or its/ their provider;
- d) passengers and crew arriving into Zone B (and not immediately transiting to another international destination) are required to undergo mandatory managed isolation or quarantine for a defined period of time and at a location as stipulated by the New Zealand Government, which (in the case of arriving passengers) will involve onward travel by air or road within New Zealand, as determined by the New Zealand Government; and
- e) where onward passenger travel is by air via transfer to a domestic service, further mandatory passenger and cabin bag security screening may be undertaken by the Aviation Security Service after completion of arrival processing in either Zone B or at the Gate 62/63 Lounge at the Domestic Terminal.

- 6.2 You acknowledge and agree that due to the nature of Zone B, Auckland Airport may need to adjust these procedures from time to time to meet requirements set by the New Zealand Government or for operational reasons. While Auckland Airport will endeavour to provide advance notice of pending changes and to consult with airlines where time allows, changes in Government requirements may not allow for an advance notice period, in which case Auckland Airport will communicate any planned changes as soon as is practicable in the circumstances.

## **7. GROUND SERVICES**

- 7.1 You are required to either self-handle, or appoint a licensed third-party ground-handling agent as per the Conditions in order to disembark international passengers and crew arriving from Higher Risk Origins into Zone B, with the exception of the transport of Checked Baggage from Zone B to MIQ Accommodation by road transport. You agree that you will pay costs for services provided by your own or a licensed third-party ground-handling agent.
- 7.2 Auckland Airport or its provider will, in accordance with the Baggage Handling Agreement between you and Auckland Airport:
- a) receive arriving passenger checked baggage from you or your licensed ground-handler at a nominated location in Zone B;
  - b) provide a baggage off-load and load service to facilitate the biosecurity screening process at Zone B;
  - c) where passengers will transfer to their MIQ Accommodation by road transport, provide:
    - (i) a checked baggage road transport service from Zone B to the Remote Bag Facility, where bags will be sorted according to each passenger’s MIQ Accommodation; and
    - (ii) an onward checked baggage road transport service from the Remote Bag Facility to each passenger’s MIQ Accommodation.

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**8. PASSENGER CHECKED BAGGAGE**

- 8.1 The Checked Baggage of passengers whose mandatory managed isolation or quarantine is to be undertaken in Auckland, Rotorua and Hamilton is primarily required to be transported by ground transport from the Zone B arrivals processor to the passenger’s MIQ Accommodation, with a manual sortation process occurring at the Remote Bag Facility within the airport precinct. Auckland Airport will provide the ground transportation service (via contracted service providers), on the terms agreed in the Baggage Handling Agreement between you and Auckland Airport that you shall sign prior to, or as soon as possible after the Zone B Commencement Date.

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## 9. LOCATION OF ZONE B AS AT THE ZONE B COMMENCEMENT DATE

