



Update: MIQ voucher release via virtual lobby

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At 8am this morning MIQ rolled out a virtual lobby for the release of MIQ vouchers and the release went very smoothly.

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(MIQ, 2021a)

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Statement by Joint Head of MIQ, Megan Main

Today 5,364 people from 117 countries managed to secure MIQ vouchers – that's 3,205 rooms. At its peak there were 31,800 in the queue.

Vouchers began being released at 9am and were gone by 11.30am.

I know many thousands of people missed out on vouchers in today's release. I want to reassure people that there are still several thousand vouchers still to be released through to the end of the year. They will get other chances. There will be another large release of a few thousand vouchers early next week and there may also be another smaller one later this week.

People have 48 hours to confirm their flight details once they have secured their voucher. By Wednesday afternoon we'll know how many vouchers haven't been confirmed and can be re-released. We'll give people advance notice of this – as we will for all future releases.

Although the new lobby system should improve user experience, it is not a silver bullet – it will not fix the issue of supply and demand.

There is not an unlimited number of MIQ rooms and we do not release them all at once, and there's a good reason for that – we're in the middle of a global pandemic and we need to keep New Zealand safe. We understand people want to enter MIQ on a date of their choosing, but we have to ensure arrivals in New Zealand occur in a safe, managed way. For New Zealand – that number is around 4,000 people every 18 to 20 days.

Rooms released today

- September — 338
- October — 1767
- November — 600
- December — 500

Top countries (by departure point)

Note: This is people not rooms:

Australia — 1352 passengers

Great Britain — 774 passengers

India — 460 passengers

USA — 453 passengers

China — 268 passengers

Singapore — 167 passengers

Canada — 135 passengers

Philippines — 134 passengers

United Arab Emirates — 133 passengers

Hong Kong — 102 passengers

Germany — 97 passengers

South Africa — 85 passengers

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<https://www.miq.govt.nz/about/news/update-miq-voucher-release-via-virtual-lobby-2/>
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