

NZ GENERAL INFORMATION



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GIFT CARD*
FULL DETAILS
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+ FREQUENTLY ASKED QUESTIONS



EMERGENCY CONTACT NUMBERS

AUSTRALIA

Office Hours **1800 622 768** or **+61 3 9372 0288**

After Hours **+61 407 363 592**

NEW ZEALAND

North Island Operations **+64 27 554 6111**

South Island Operations **+64 21 890 005**

Also view phone details on the **Emergency Contact Card** enclosed in your ticket wallet or online at **gptnz.com**

All information is correct at time of printing (July 2018) and is subject to change without notice. Visit **gptnz.com** for updates.



Kia ora Welcome to New Zealand

The team at Grand Pacific Tours look forward to providing you a New Zealand holiday experience of a lifetime. You can now relax in the comfort of knowing that you will be looked after from start to finish. As a coach holiday specialist, we take care of it all leaving you to get on with creating incredible holiday memories.

This directory has been formulated based on general information and frequently asked questions relating to your upcoming tour. It will be useful prior to and during your Grand Pacific Tours holiday.

Enjoy your holiday to this magical place - New Zealand. You won't be disappointed.

A handwritten signature in black ink that reads "Peter Harding".

Peter Harding
Managing Director

>> **PRE TOUR**

PASSPORT AND VISA REQUIREMENTS

customs.govt.nz

All visitors require a passport to enter New Zealand. Your passport must be valid for at least three months past the date that you intend to leave.

For Australian citizens travelling on an Australian passport or Australian residents with a current resident return visa - you do not need a visa or permit to visit New Zealand.

For citizens residing outside of Australia, it is advisable that you check the details of your requirements with your Travel Agent.

As this information does change, all travellers should check with their Travel Agent for the most current requirements.

As a safety precaution, it is recommended that you take a copy of your passport and credit card/s in the event that these items become lost or stolen. This will assist with reporting these items to your financial institution or police.

PRESCRIPTIONS AND MEDICATIONS

Pharmacists in New Zealand are only able to process a prescription that has been issued by a New Zealand doctor. Prescriptions issued in your home country can only be processed there. If you need regular medication you should register with a General Practitioner in New Zealand and consult them as soon as possible as some medications may not be available in New Zealand and you may need to be prescribed an alternative. Also some medications which are available over the counter in other countries can only be issued with a prescription in New Zealand.

If you require any medication during your flight or in the airports, remember to pack it in your hand luggage. Each medication must have a printed pharmacy label attached and it should be carried in the original containers.

It is recommended that you carry a doctor's certificate supporting the need to carry essential liquid medications in containers over 100ml in your hand luggage. Pills and capsules are not restricted under the liquid, aerosols and gels policy, therefore to assist with the recovery of any minor illness or injury whilst on tour, we recommend you also travel with your own pain relief.

TRAVEL INSURANCE

Comprehensive travel insurance for all travellers is strongly recommended. Please speak to your Travel Agent to arrange this.

HEALTH INSURANCE

New Zealand's public and private medical / hospital facilities provide a high standard of treatment and service. It is advised that you ensure you have adequate health insurance cover as part of your travel insurance.

DOCUMENTATION

For travellers residing in Australia, please ensure you have the following included in your Documentation Pack:

Grand Pacific Tours Ticket Wallet*

Includes flight itinerary (if applicable), tour itinerary, tour questionnaire, Optional Tours Directory, General Information & Frequently Asked Questions Directory, touring map, postcard, customs required resealable plastic bag and an emergency contact card.

Grand Pacific Tours Luggage Tag

Grand Pacific Tours Name Badge

Grand Pacific Tours Travel Bag

Grand Pacific Tours Toiletry Wet Pack

Grand Pacific Tours Laundry Bag

Grand Pacific Tours Merchandise*

If you have not received any of the above, please contact your Travel Agent and arrange for delivery or collection. These items will not be available once you have departed Australia.

For travellers residing outside of Australia, your personalised itinerary will be emailed to your Travel Agent. Your Documentation Pack will be ready for collection at your first tour hotel in New Zealand.

You can view the contents of the Documentation Pack prior to your arrival to New Zealand via our website. Contact Grand Pacific Tours if you have not received any of the above.

*Ticket Wallet is one per couple with the exception of Cruise & Coach Tours and Ultimate Small Group Tours. Merchandise must be ordered prior to your departure as it is not available for purchase in New Zealand.

LUGGAGE LIMITS

All travellers are supplied with a Grand Pacific Tours Travel Bag for personal and small items which can be carried on the coach when travelling. The travel bag is designed to carry a maximum of 6kg (13lbs). Due to limited space on board the coach, please ensure carry-on bags do not exceed this limit.

Each traveller is entitled to travel with ONE suitcase on tour measuring (length + width + depth) no more than 140cm (55"). Ultimate Small Group travellers are entitled to up to TWO suitcases (if airline ticket permits).

Weight limits also apply to luggage due to Occupational Health and Safety issues. Approximately, the maximum suitcase weight allowed is 23kg (50lbs). If a traveller brings more than the allocated limit of luggage, any additional arrangements made to get their luggage to the final destination will be at their own expense.

Please be aware that oversized or overweight luggage may be refused to be carried by coach companies. All luggage is entirely at the 'owners risk' whilst on tour and we strongly recommend that travel insurance be taken out by each traveller to cover accidental damage or loss.

LUGGAGE TAG

Located in your ticket wallet. For proper identification, please ensure you attach your Grand Pacific Tours luggage tag to the top handle of your main suitcase and not your hand luggage. This will assist the Coach Captain to identify your luggage when loading the coach throughout your tour.

CLOTHING

Whilst on tour, dress is informal and relaxed on most occasions. Smart casual clothes are acceptable at most restaurants. The seasons are more pronounced and the weather is more changeable. In summer, a jacket and sweater should be included in your luggage should the weather turn cooler or you visit higher altitudes. You can expect some rain, so also include a light rainproof jacket or coat. If visiting during the months of May and September, pack warm winter garments and layer your clothing. You may have the option to relax and unwind in thermal hot pools so don't forget to pack your swimwear.

AIRLINE AND AIRPORT TAXES

For flights originating in Australia, all of your Australian airline and airport taxes are included in your air ticket.

For all other flights originating outside of Australia, please refer to the information provided by your Travel Agent.

RESTRICTION ON LIQUIDS

Restrictions exist on the amount of liquids, aerosols and gel items that can be carried in the cabin of international flights. You can only carry liquids, aerosols or gels in your hand luggage if each container is no more than 100ml, and these containers collectively can fit comfortably into one resealable, 20cm x 20cm transparent plastic bag. It is also recommended that you pack unessential powder-like substances in your main luggage to avoid separate screening of these items.

BIO SECURITY

mpi.govt.nz

Travellers are not permitted to carry plants, fruit and some foods into New Zealand. All products, animal and plant materials must be declared or disposed of in one of the airport disposal bins. Failing to do so will result in a fine.

AIRLINE CHECK-IN

Please refer to your airline confirmation for specific information relating to your check-in procedures including airline luggage allowances. For luggage allowances whilst on tour, please refer to the information outlined in LUGGAGE LIMITS on page 6.

CUSTOMS AND DUTY FREE INFORMATION

customs.govt.nz

Certain quantities of cigarettes, tobacco and alcohol can be purchased duty free. When entering New Zealand, you need to be aware of the allowances otherwise you may find yourself liable for duty and other charges if you are over the permitted limits. For information on customs and duty free restrictions when returning home, please visit the applicable website.

MONEY MATTERS

New Zealand's unit of currency is the New Zealand Dollar (NZD). All major international credit cards are accepted and provided they are encoded with a PIN, may be used to obtain cash from Automatic Teller Machines throughout New Zealand. Check with your bank whether this facility is available to you. It is highly recommended you obtain a small amount of New Zealand currency prior to your arrival in New Zealand.

Cash Passports are also becoming popular and are a safe and convenient way to allow you to access cash at Automatic Teller Machines throughout New Zealand.

>> ON TOUR

NAME BADGE

For travellers receiving their documentation pack prior to arrival in New Zealand, please ensure you are wearing your personalised name badge upon arrival at the airport for easy identification.

For all other travellers, your name badge will be included as part of your documentation pack made available at your first tour hotel in New Zealand.

Please ensure you wear your name badge at all times whilst on tour.

AIRPORT TRANSFERS

If your flight departure has changed, please contact Grand Pacific Tours so we can advise the airport transfer representative in New Zealand. Please refer to the Emergency Contact Numbers outlined on page 2 or the Emergency Contact Card located in your ticket wallet. Transfer expenses incurred as a result of flight changes NOT advised will be at the traveller's own expense. Arrival and departure airport transfers are provided subject to Grand Pacific Tours booking conditions. Transfers are based to / from the airport / hotel only and do not include inter-terminal transfers. On arrival to New Zealand, the transfer representative will wait up to 1 hour after the flight lands.

GOODS AND SERVICES TAX (GST)

All goods and services purchased in New Zealand are subject to a 15% Goods and Services Tax (GST).

TIME ZONES

timeandzone.com

New Zealand is 12 hours ahead of GMT (Greenwich Mean Time).

In Summer, New Zealand uses 'Daylight Saving', with clocks put forward one hour to GMT+13. Daylight Saving begins on the last Sunday in September and ends on the first Sunday of the following April.

Time differences between New Zealand and Australian states:

ACT / NSW / VIC / TAS 2 hours behind

QLD 2 hours behind, 3 hours during daylight savings

NT / SA 2.5 hours behind

WA 4 hours behind, 5 hours during daylight savings

WEATHER

metservice.co.nz

	Spring Sep to Nov	Summer Dec to Feb	Autumn / Fall Mar to May
Auckland	11 - 18	12 - 24	13 - 20
Rotorua	7 - 17	12 - 24	9 - 18
Wellington	9 - 15	13 - 20	11 - 17
Christchurch	7 - 17	12 - 22	8 - 18
Queenstown	5 - 16	10 - 22	6 - 16

These are average minimum/maximum temperatures in Celsius only. They could vary by up to 4 - 6 degrees.

TIPPING

New Zealanders do not depend on tips for their income, however tipping in appreciation for extra-special service is at the discretion of the individual traveller.

Some tours may organise an envelope to be circulated for a group presentation to the Coach Captain and/or Tour Guide but any contribution is based on individual appreciation and is not mandatory.

ELECTRICITY

New Zealand's electricity supply runs at 230 - 240 volts (the same as Australia). An angled 2 or 3 pin plug is used.

SMOKING LAWS

Smoking is not permitted in any licensed premises (bars, restaurants, cafes, casinos, etc) throughout New Zealand. Smoking rooms at hotels will be subject to availability and may not be available in some destinations.

CALLING HOME

prepaidcards.co.nz

There are many options available to call home, one is via a prepaid calling card that you can use from almost any touchtone phone (additional charges may apply if calling from your hotel). Prepaid calling cards are available to purchase at most convenience stores, service stations and supermarkets around New Zealand.

If calling from your mobile phone, you may incur increased charges. It is recommended that you contact your service provider for details on mobile roaming and coverage prior to your departure.

HOTEL INFORMATION

Grand Pacific Tours endeavours to utilise the most suitable hotels available in each location to ensure travellers enjoy high levels of cleanliness, comfort and service. In more remote locations, hotel standards may not be as high due to limited choice. As a general rule, all hotels used on tour will have, as standard, the following room amenities; hair dryers, iron & ironing boards, tea & coffee making facilities. Therefore, it is not necessary for you to carry these items. At most hotels, the bathroom will consist of a 'shower over bath' and some hotels do not have lifts (stairs only). Should the hotels on tour change for any reason, we will endeavour to ensure that the alternative hotel is of equivalent standard.

PRE OR POST TOUR ACCOMMODATION

Standard hotel check-in time is 2pm. If travellers require immediate check-in on arrival, a pre tour night will need to be purchased in order for this to be guaranteed. Standard hotel check-out time is 11am. If travellers require a late check-out due to evening flights, a post tour night will need to be purchased in order for this to be guaranteed.

If you have booked your pre or post tour accommodation with Grand Pacific Tours, these arrangements will be outlined in your itinerary. Meals are not included and need to be ordered and purchased directly with the hotels. Additional nights may be charged at the prevailing rate by the hotel.

ROOM AND DIETARY REQUESTS

Room and dietary requests are limited and cannot be guaranteed. Dietary requests are limited to Vegetarian, Gluten Free, Lactose Intolerant & Diabetic. Religious dietary requests (i.e. Hindu Vegetarian, Kosher, Halal) cannot be accommodated. Any further intolerances needing to be managed are the responsibility of the traveller. Airlines have restricted dietary conditions which vary. For single travellers paying the single supplement, this covers the sole use of a hotel room. The coach is not single seating and you will be required to sit with a fellow traveller.

INTERNET

Most hotels have internet access available. Not all hotels offer free Wi-Fi, charges may apply. Grand Pacific Tours do not have any influence over hotel Wi-Fi access and related costs. Please ask the hotel reception for current details including any special offers.

WINE TIME!

At the end of each touring day, prior to dinner, your hotel will provide a discounted drink offer on selected beverages. These details will be advised upon your arrival at each hotel.

INCIDENTALS

We suggest you allow a minimum of NZ \$40 - \$50 per day per person for incidental cash expenses such as lunch, morning and afternoon tea.

LOST PROPERTY

Grand Pacific Tours accepts no responsibility for the retrieval of lost or misplaced property. All costs associated in the retrieval of lost or misplaced property is at the owner's expense.

OPTIONAL TOURS

gptnz.com

It is important to take your Optional Tours Directory to New Zealand. All optional activities can be booked with your Crew while on tour. Once booked cancellation fees may apply depending on timeframe.

ROLE OF YOUR COACH CAPTAIN & TOUR GUIDE

Your Coach Captain will drive the coach and provide commentary throughout the tour. You are to follow their instructions at all times. Your Tour Guide (on selected tours) will assist the Coach Captain with the day to day running of the tour and keep you informed. If you become unwell or require assistance while on tour, your Tour Guide should be notified.

COACH SEAT ROTATION

For the enjoyment of all travellers a daily seat rotation operates which all travellers must participate in as a condition of booking. The coach seat plan is displayed on the coach for your reference.

TOUR FAREWELL

Depending on your tour selection, you will enjoy a farewell dinner with fellow travellers on your last tour night. Unfortunately, your Coach Captain is generally not able to attend due to restrictions on driving hours.

YOUR FEEDBACK IS IMPORTANT

Mail PO Box 774, Moonee Ponds, VIC 3039 Australia

Email feedback@gptnz.com

Included in your documentation pack is a Tour Questionnaire. Once completed and sealed for confidentiality, it will be collected on your last tour night by a Grand Pacific Tours representative. If you are seeking a reply to your feedback, a personalised letter or email must be sent to Grand Pacific Tours Head Office. We do ask for your patience regarding the response time.

OUR NOMINATED CHARITY

dementia.org.au

Grand Pacific Tours is an official National Awareness partner of Dementia Australia. A collection tin will be made available at your farewell dinner (selected tours only) for any loose change to be donated at your discretion.



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 fb.com/grandpacifictours

 instagram.com/grandpacifictours

SHARE YOUR TOUR EXPERIENCE AND WIN!

Your reviews, posts and photos on Grand Pacific Tours Facebook or Instagram will go instantly in the quarterly draw to **WIN a \$100 Gift Card!***

VISIT US

Check out our website for updates at gptnz.com



*Conditions apply. Any winning travellers outside of Australia will receive a local gift card to the equivalent local currency value. All entries will become property of Grand Pacific Tours and may be used in marketing materials.