

Touring with Confidence



MENU

KIA ORA



**EMERGENCY
CONTACTS**



CONTACT US



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Kia ora



Welcome to New Zealand

The team at Grand Pacific Tours (GPT) look forward to providing you a New Zealand holiday experience of a lifetime.

This **Touring with Confidence Guidebook** is a valuable resource outlining our detailed approach to Health and Safety, so you can travel with us and be assured that your well-being is our number one priority.

Visiting a different country, you want to be prepared, so throughout the Guidebook we have also included a range of general information topics which will cover the most frequently asked questions (FAQ) relating to touring New Zealand.

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.

Peter Harding *Managing Director*

Grand Pacific Tours



01: Health and Safety



OUR PRIORITY

Coach touring is a group travel shared experience and the instigation of extensive health and safety protocols incorporating the entire travel period is integral to the success of the tour.

In this new and fast changing COVID-19 era, we are doing all we can to adapt to new requirements and expectations. Measures have been put in place to elevate our hygiene standards and protocols and we are working in tandem with guidelines set by our suppliers, government health authorities and the World Health Organisation.

We want you to feel comfortable and confident when tour with Grand Pacific Tours (GPT).

TRAVELLER DEMOGRAPHIC

GPT's demographic of traveller is generally aged 50 + or for those who prefer a low impact itinerary.

You should have a good level of fitness and health to cope with full days of travel which may include walking and climbing stairs. We recommend you visit your doctor and dentist before travelling. To ensure you see the best New Zealand has to offer, most touring days depart following breakfast and arrive at the new destination just prior to dinner.

The 11 Day Ultimate Top of the South Island and 11 Day Signature Top of the South Island requires a moderate level of fitness as several short walks of up to 1 hour are included. The walks are scenic and not excessive but can include slight inclines and uneven surfaces. Please ensure you feel comfortable with this level of fitness before making a booking.

UNDERSTANDING YOUR HEALTH AND FITNESS

Important information relating to your health, mobility and fitness which may



affect your partial or total participation in the tour and the enjoyment of other travellers must be reported to GPT at time of booking. If you have a disability or medical condition that requires special attention, or if your health, mobility and fitness change prior to tour departure, this information must be reported to GPT as soon as possible. This information is necessary to allow GPT to ensure the tour chosen is suitable and meets your needs. Where possible GPT will make reasonable modifications to the tour to accommodate any special requirements however, it cannot do so if the modification necessary would be unreasonable or if it would affect your safety and / or the safety and / or enjoyment of other travellers.

If you require personal assistance or care (such as pushing a wheelchair, assistance with dressing or assistance with walking), you must travel with a companion capable of providing the required assistance or care. GPT does not provide personal assistance to any traveller. Travelling with a collapsible wheelchair / mobility scooter is subject to availability at the time of booking as each tour only has the capacity to cater for one wheelchair / mobility scooter traveller. Loading a mobility scooter on and off the coach is not the responsibility of the Coach Captain and / or Tour Leader. Accessible Rooms are subject to availability and not always allocated in the room type advertised. Accessible Rooms are not available on the Milford Mariner or Fiordland Navigator overnight cruises.

GPT makes reasonable effort to accommodate the needs of travellers with specific disabilities however, it is not responsible for any denial of services by any third party or independent suppliers or for any additional expenses charged by those parties.

GOOD TO GO FORM

Payment of deposit by a traveller to GPT acts as a warranty that you are reasonably healthy and / or fit to participate in the tour and you indemnify GPT from all actions, claims and demands arising out of any want of health and



fitness. It is important that you choose the right tour to avoid disappointment. Once a reservation has been confirmed through the travel agent, GPT will provide a 'Good to Go Form' for completion.

This important form will require information unique to your touring experience. Key details will be requested:

- **Emergency contact and next of kin details**
- **General well-being**
- **Dietary and allergy advice**
- **Contact details for contract tracing**

PRE-TRAVEL GOVERNMENT ENFORCED REQUIREMENTS

There are key criteria due to COVID-19 that you will need to meet in order to travel to New Zealand enforced by the Australian and New Zealand Governments and the World Health Organisation.

It is important that you completely understand the requirement to be fully vaccinated to enter New Zealand and any required pre-covid testing that is necessary leading into your travel date. Full vaccination status is a mandate of the airlines and many of New Zealand's accommodation and attraction suppliers.

You will need to have your COVID-19 vaccination certificates ready to show and submit when required. For Australian's you can download this from your Medicare online account through [myGov](#) or view via the [Express Plus Medicare mobile app](#).

For any enquiries on being medically exempt for full vaccination status, and wishing to travel, please contact GPT Reservations Team to discuss further.

As the criteria continues to change, we recommend visiting key travel websites pertaining to the origin of travel.



The below popular reference sites hold the most up to date information for residents of Australia, New Zealand, United Kingdom, USA and Canada:

Australia www.smartraveller.gov.au

New Zealand www.covid19.govt.nz

United Kingdom www.gov.uk

USA www.travel.state.gov

Canada www.travel.gc.ca

AIRLINE POLICIES AND PROCEDURES

Every airline will enforce their own set of travel protocols which must be adhered to, ensuring the wellbeing and safety of all travellers.

It is important that you research the set protocols and requirements of your nominated airline prior to travel, as these are forever changing based on government enforced requirements.

Prior to departure, you should ensure you are healthy and well to travel. In line with advice from health authorities, if you have cold and flu-like symptoms you should stay home. To help reduce contact, airlines encourage online check-in through mobile apps / airline website prior to arriving at the airport.

Social distancing will be promoted throughout the entire airport experience. You will be required to wear a face mask for the duration of your flight to and from New Zealand, and depending on airport specific regulations, within the terminal.

High touch surfaces will be cleaned regularly, and each airline will be taking extra steps to ensure all airline lounges and airports are cleaned repetitively throughout the day. It doesn't hurt to pack antibacterial wipes to clean your personal area or for use after visiting the bathroom.



All travellers from quarantine-free flights, or 'green flights', will be taken through a green zone at the airport. There will be no contact with anyone who is arriving from other parts of the world and who are going into managed isolation.

Travellers from Australia who are citizens of other countries may apply for a visa or complete an NZeTA.

Please ensure all required Travel Declarations are completed before you travel.

You should download the [NZ COVID Tracer App](#) prior to arriving to New Zealand.

AIRPORT TRANSFERS

Based on GPT's Booking Terms and Conditions airport transfers in New Zealand will be provided on arrival and departure.

All GPT transfer operators are COVID-19 approved, adapting and modifying their systems to meet revised requirements put in place with the reopening of the borders.

Transfer drivers are fully trained, aware and compliant to ensure complete guest experiences, and understanding the nature of the current travel environment. They operate the highest levels of safety.

Enhanced technology will ensure driver tracing.

All Drivers will be wearing face masks and limit all touch points.

Vehicles will be fully cleaned and sanitised for each new transfer.

Contact details of GPT Transfer companies is located on the Emergency Contact Card provided as part of your documentation pack/pre-travel information if contact is required on arrival.



PROFESSIONAL CREW

At the commencement of your tour, you will be introduced to your expertly trained Crew – Tour Leader and / or Coach Captain.

The Coach Captain is responsible for driving and maintaining the coach and for providing commentary throughout the tour. The Tour Leader (or Coach Captain when Tour Leader is not allocated) is responsible for your wellbeing and for co-ordinating all the accommodation and activities.

It is important while on tour that you follow your Tour Leader and / or Coach Captain instructions.

Your Crew are provided with a set of Standard Operating Procedures to ensure a methodical operation resulting in the continual safety of all travellers.

They are trained to react and activate further protocols should any unexpected issues arise while out on the road.

During your tour they will operate with a duty of care and monitor the hygiene etiquette of the group, reacting and advising as needed to ensure high standards are maintained. We ask that you heed their advice.

Whilst they will be informed of specific details noted in your 'Good to Go Form', we also encourage you to communicate directly with any specific requirements that should be noted.

The Crew will be on-hand to oversee everyone as they are embarking and disembarking the coach.

The Crew will do a head count prior to moving on from each stop to ensure all travellers are safely onboard.



COACH CLEANLINESS

GPT pride ourselves on the standard of our modern touring fleet. Each Coach Captain takes immense pride in the standard and presentation of their touring vehicle.

Each day, a Touring with Confidence DVD will be shown onboard the coach. This rotating slide presentation includes key messaging important within a group travel environment.

In keeping with good hygiene practice as stated by the Ministry of Health, the coach is cleaned with antiseptic wipes or disinfectant, including bleach solutions, at the end of every shift so that the potential spread of infection can be minimised.

Hard surfaces include windows and sills, handrails, door handles, plastic seat backs, seat armrests and toilet areas. Disposable gloves are worn while cleaning.

The air conditioning systems in our coaches use a mixture of recirculating and fresh air so it is not the same air being recirculated all the time.

Filters in the air conditioning units are cleaned regularly to ensure maximum air flow.

Selected coaches are fitted with Anti-Virus units which reduces the risk of contracting airborne contaminants.

Hand sanitiser is freely available on board for use throughout the day. Each coach has a fridge available for storage of medications. These must be retrieved at the end of each day.

Bottled water is available for purchase on each coach in order to stay hydrated. Each coach has the provision of onboard Fire Extinguishers and a First Aid Kit.



PERSONAL HYGEINE

The most effective protection from personal contamination is ensuring strict attention to personal hygiene.

Colds and other viruses can spread quickly in an enclosed area, such as a coach, you will be asked to follow hygiene practices recommended by the World Health Organisation including some of the following:

- Socially distancing is the new norm, wherever possible
- Visit a medical practitioner as soon as illness is detected
- Practice common sense hygiene and respiratory courtesy
- Wash your hands often
- Cover your coughs and sneezes
- Carry an anti-bacterial hand sanitiser (in addition to using the onboard sanitiser)
- Use the hand sanitiser frequently, after sightseeing, prior to meals and throughout the day
- Use such items as face masks or sick disposal bags (these are not the responsibility of your Crew to provide but up to the individual traveller)
- Do not remove food from the hotel breakfast buffet for consumption throughout the day
- In your free time if visiting various shops, restaurants, activities ensure you use the QR Codes for tracing purposes

Face masks **are not** provided on tour. If you are wishing to utilise a face mask this is optional, and supplies are your own responsibility. If New Zealand changes from Alert Level 1 due to any outbreak, masks may be required to be worn according to guidelines and the purchase of supplies will be your responsibility.

If you are unwell and choose to not move ahead to the next location until circumstances improve, any costs related to catch up travel is your responsibility, and the Crew will be on hand to assist with arrangements.



HOTELS AND ATTRACTIONS

We are proud of the supplier partners we work with in New Zealand, all of whom take the well-being of our travellers as seriously as we do and operate strict COVID-19 guidelines.

Each venue will be practicing health and safety protocols based around New Zealand's Alert Level 1. At any stage these protocols may be heightened if alert levels change.

At each hotel, a formal Meet and Greet is conducted by Management including the awareness of Fire Drill instructions.

Group bookings at each hotel and attraction will ensure we meet rigid contact tracing guidelines in the case of any virus outbreak.

Social distancing is encouraged at all venues.

For hotels, high-touch areas will be focused on above and beyond normal servicing. This includes, but is not limited to, door handles, light switches, TV remotes, safe, kettle and refrigerator.

Some in-room amenities and collateral may have been removed from the rooms for hygiene purposes.

Sanitiser will be available for guest use in public areas around hotels and attractions and we encourage regular use.

In the event of an evacuation during your stay at any hotel, you are asked to follow the applicable hotel's evacuation procedures. Ensure you familiarise yourself with the evacuation location and procedures when first entering your hotel room. Each hotel should also inform you of these details and any other relevant information upon arrival. If unsure, please ask your Crew.



ILLNESS ON TOUR

GPT will follow all Health Department protocols and processes, your information may be given to the Health Department as part of any required notification process.

GPT does not employ medical staff so if you fall ill during your tour, your Crew will provide assistance as best they can, based on the circumstances.

Crew are provided with a list of Medical Centres in each town for ease of assisting when unwell. Key points to remember:

- When possible, seek medical treatment early
- If you require medical attention, local medical services can be contacted immediately
- You are responsible for all charges that result from visiting a medical facility or a medical practitioner visiting at the hotel or similar
- GPT is not responsible for the type or quality of the medical services you may receive

If on tour, you have “flu like symptoms” and opt to have a COVID-19 test:

- You will be required to isolate in your hotel accommodation until results are returned
- If the timeframe requires you to catch up with the tour group due to isolation, all accommodation and travel costs incurred will be your own responsibility

If due to illness you decide to leave the tour to return home:

- An official form must be signed so any forward tour arrangements can be cancelled
- GPT NZ Operations Team will assist with arrangements to return home where required



- GPT can provide your Travel Agent with an Insurance Letter stating the value of any missed touring arrangements
- As per GPT's Booking Terms and Conditions, no refund shall be made for any unused portion of any itinerary
- Retain your medical receipts as they may assist with any insurance claims you submit
- Any travel insurance policy taken out is your responsibility

BORDER CLOSURES

When travel resumes, the future of border closures as we have known throughout the pandemic is unknown.

If an individual region of New Zealand goes into lockdown, GPT will manage all arrangements to redirect the itinerary.

Any unused portion of the itinerary will be refunded at the nett amount contracted by GPT (not the retail amount), unless required itinerary changes incur additional charges out of GPT's control.

Any unexpected additional costs incurred during a disrupt will be your responsibility i.e. extra nights, meals etc.

If the borders close for a period of time leading into your planned return flight and you cannot depart as planned, GPT can assist with securing accommodation for an extended stay, however, GPT is not responsible for any charges related to an unplanned extension due to border closures.

In this instance, the party responsible for booking the return flight i.e. GPT or Travel Agent is required to assist with making alternative flight arrangements.

Any costs associated with flight changes is your responsibility.



If you opt to leave the tour to return home, based on inclination that a border may close, refunds on any unused portion of the itinerary will only be available from the date of the official notification of a pending border closure and not from the date you have departed the tour.

24 / 7 SUPPORT IS GUARANTEED

From the minute you leave your front door, to your safe arrival home, GPT operate an In Case of Emergency hotline to provide instant assistance, so you can rest assured you are in good hands.

Whilst in New Zealand, the Crew in charge of the tour will have the operational assistance of our experienced New Zealand Operations Team based in Auckland and Christchurch.

An extensive Disaster Management Plan is in place to ensure any crisis situation is methodically managed.

READ THE IMPORTANT FINEPRINT

Payment and completion of the 'Good to Go Form' acknowledges that you have read, understood and accepted GPT's Booking Terms and Conditions.

It acts as warranty that you are reasonably healthy and / or fit to participate in the tour and that as the traveller you indemnify GPT from all actions, claims and demands arising out of any want of health and fitness.

GPT reserves the right to remove you from a tour if your health and / or fitness interferes with the tour or other travellers tour experience in any way.

In choosing to travel with GPT, you voluntarily assume all risks related to exposure of COVID-19.



Understand what to expect from
New Zealand's weather, currency,
immigration requirements plus all the
other nitty gritty of travelling with Grand
Pacific Tours. Following is a range of
topics covering all the frequently asked
questions, we want to ensure you tour
New Zealand with confidence.

02: FAQ - Pre Tour



TRAVEL INSURANCE

Comprehensive Travel Insurance is not included but is strongly recommended for all travellers. It is your responsibility to arrange your own travel insurance.

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.

PASSPORT AND VISA REQUIREMENTS

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

For Australian citizens travelling on an Australian passport, you do not need a visa or permit to visit New Zealand.

Visitors from visa-waiver countries must request an Electronic Travel Authority (ETA) prior to travelling to New Zealand. For visitors from non-visa waiver countries, it is recommended you contact your Travel Agent or NZ Immigration for full entry requirements.

If you are not an Australian Citizen or permanent resident, you may also have to pay for an International Visitor Conservation and Tourism Levy (IVL).

Please check with your Travel Agent for up-to-date immigration 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.

Refer to www.immigration.govt.nz for the most up to date information for travellers visiting New Zealand.



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 cannot be processed in New Zealand.

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.

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.

Insect repellent and sunscreen lotion are also advisable to pack (dependant on time of travel).

HOLIDAY DURATION

The first and last day of most structured holidays is considered a travelling day and therefore may not necessarily be a touring day. Dinner is not included for travellers arriving after 8pm on Day 1.



DOCUMENTATION

If you reside in Australia, GPT documentation including any merchandise will be forwarded to your Travel Agent two weeks prior to departure. PO Box address is not acceptable.

Unfortunately, we cannot accommodate early requests for documentation.

The Deluxe Documentation Pack contents are one per person for Ultimate Small Group Touring.

The Classic Documentation Pack, the ticket wallet is one per person for Signature Mid-Size Group Touring and one per couple / household for Classic Escorted Group Touring.

Contents of your Documentation Pack:

- **Ticket Wallet** Includes flight itinerary (if applicable), tour itinerary, tour questionnaire, Optional Tours Directory, touring map, postcard, customs required resealable plastic bag and an Emergency Contact card
- **Luggage Tag**
- **Name Badge**
- **Travel Bag**
- **Toiletry Wet Pack**
- **Laundry Bag**
- **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.

If you reside 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 GPT if you have not received any of the above.

Merchandise must be ordered prior to your departure as it is not available for purchase in New Zealand.

MERCHANDISE

All prices are inclusive of GST and postage. All purchases must be made with your Travel Agent at time of booking. Payment for all merchandise is due with final tour payment prior to departure. Merchandise will not be sold once on tour or after you return home.

Refer to www.gptnz.com for delivery and jacket sizes. Exchanges can be made on unused merchandise; a delivery postage and handling fee will be charged.

LUGGAGE LIMITS

Each traveller is entitled to travel with ONE suitcase on tour measuring (length + width + depth) no more than 150cm (59"). Ultimate Small Group Touring travellers may bring up to TWO suitcases if airline ticket permits.

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

Please be aware that oversized or overweight luggage may be refused to be carried by coach companies.

Each traveller is supplied with a GPT 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 are approximately (length + width + depth) 81cm (32") with a maximum weight restriction of 6kg (13lbs).

All luggage carried is entirely at your own risk, GPT takes no responsibility for accidental damage or loss.

LUGGAGE TAG

Located in your ticket wallet. For proper identification, please ensure you attach your GPT 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.



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.

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

You 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 disposals bins. Failing to do so will result in a fine, payable before leaving the airport.

Refer to www.mpi.govt.nz for the most up to date information for travellers visiting New Zealand.

CUSTOMS AND DUTY-FREE

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 (bank charges will apply). It is highly recommended that you obtain a small amount of New Zealand currency prior to your arrival in New Zealand.

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



03: FAQ - 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 details have changed, please contact your Travel Agent or on the day of departure, contact GPT Australia. Transfer vehicles will wait up to 1 hour after the flight lands in New Zealand.

If you miss your pre-booked transfer for any reason or require assistance when in New Zealand, you can contact our North Island or South Island Operations Managers. All emergency contact numbers can be located on your tour itinerary, on the Emergency Contact card located in your ticket wallet or via our website. Depending on the situation either a replacement transfer will be arranged, or you may be required to make your own way to / from the GPT tour hotel at your own expense.

Arrival and departure airport transfers are provided subject to GPT's Booking Terms and Conditions. Transfers are based to / from the airport / tour hotel only and do not include inter-terminal transfers in Auckland.

ELECTRICITY

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

GOODS AND SERVICES TAX (GST)

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



SMOKING LAWS

Smoking is not permitted in any indoor spaces in New Zealand hospitality venues. This means you cannot smoke inside places such as bars, gaming venues, clubs, hotel rooms and restaurants.

TIME ZONES

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

Region	Spring Sep - Nov	Summer Dec - Feb	Autumn / Fall Mar - 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

Above table displays average minimum / maximum temperatures in Celsius. They could vary by up to 4 - 6 degrees.



CALLING HOME

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 telecommunications service provider for details on mobile roaming and coverage prior to your departure.

HOTEL INFORMATION

GPT endeavours to utilise the most suitable hotels available in each location to ensure you enjoy a consistent level of cleanliness, comfort and service. In more remote locations, hotel standards and facilities may differ to city hotels.

As hotel allocations are booked in advance, room upgrade requests are not permitted. Should the hotels on tour change for any reason, we will endeavour to ensure that the alternative hotel is of an equivalent standard.

PRE / POST TOUR ACCOMMODATION

Hotel check-in time is approximately 3pm and check-out is approximately 10am. If early hotel check-in or late check-out is required due to flight schedules, additional accommodation will need to be purchased.

The rates quoted in our brochure are only valid for one night, room only and subject to availability. Any additional meals will need to be ordered and purchased directly with the hotels, Bed and Breakfast rates cannot be provided.

Additional nights are subject to availability and may be charged at the prevailing rate by the hotel.



ACCOMMODATION ROOM REQUESTS

For single travellers paying the single supplement, this covers the sole use of accommodation only. On the Classic 48 seat coach you will be required to sit with a fellow traveller and rotate between seats together. On the Signature 32 seat coach you will rotate between an individual seat and dual seats with another traveller. Travel on the Ultimate 20 seat coach is Business Class style individual seats for the entire journey.

For travellers paying the twin share rate, a twin share room can be provided with a person of the same gender, and this will entitle you to travel at the twin share price. Special room requests are not permitted on this basis.

It is your duty to disclose any medical or other conditions that may prevent you from being a suitable rooming partner (such as use of CPAP machine) and you must accept that compatibility with your rooming partner cannot be guaranteed.

If at any time during the tour you consider your rooming partner unsuitable, we will endeavour to arrange single accommodation (room standard may differ) for you for the remainder of the tour, subject to availability and at your own cost.

We accept no responsibility for the suitability of the allocated rooming partner.

Single travellers sharing a room will also be required to sit together and adhere to the seat rotation plan.

The option to twin share with another single traveller is not available on Ultimate Small Group Touring and selected Special Interest Group Touring.

For travellers paying the triple share rate and therefore electing to share a room, note that there will be restricted space as hotel rooms are generally sized to accommodate two travellers in comfort.



A rollaway bed may be used for triple share bookings where three separate beds are required. Special conditions apply for triple share requests on the Milford Mariner and / or selected hotels and are subject to availability.

Triple share arrangements are not available on Ultimate Small Group Touring, Signature Mid-Size Group Touring and selected Special Interest Group Touring.

DIETARY REQUESTS

GPT limit special dietary requests to Vegetarian, Gluten Free, Lactose Intolerant, Diabetic and any life-threatening allergies (whereby the traveller carries an EpiPen).

These requests will be forwarded to the hotel and / or attraction suppliers but cannot be guaranteed and does not constitute a term of your contract with us. Tour meal options may be limited.

As a volume group tour operator, contracting specific menus which range from Buffet to A-la-carte, the logistics of arranging meals meeting the correct criteria over an extended touring itinerary can be challenging and cannot be guaranteed to meet the expectations of the traveller(s).

Therefore, religious dietary requests (Hindu Vegetarian, Kosher, Halal) cannot be accommodated. Any further intolerances needing to be managed are your responsibility. Airlines have restricted dietary conditions which vary.

HOTEL INTERNET

Most hotels have internet access available. Not all hotels offer free Wi-Fi, charges may apply.

GPT do not have any influence over hotel Wi-Fi access and related costs. Enquire at hotel reception.



WINE TIME

GPT promote Wine Time (discounted drinks) as an initiative for travellers to gather and socialise at a designated time prior to dinner on selected days of the itinerary when dinner is included at the hotel.

The discounted beverage price is at the hotels' discretion and subject to change at any time. You must wear your GPT branded name badge to be identified by bar staff. GPT strongly encourages responsible drinking.

COACH SEAT ROTATION

For the enjoyment and fairness of all travellers, GPT operates a daily seat rotation system which all travellers must participate in as a condition of booking.

There is no exception to this policy and special consideration to an individual's specific needs cannot be accommodated. The coach seat plan is displayed inside the coach for your reference.

On the Signature Mid-Size Group Touring coach, the configuration of the coach seating is two seats on the left side of the aisle and an individual seat on the right side, all with panoramic viewing.

All travellers will rotate and enjoy the variety of armchair comfort in the dual seats but also will experience the same Premium Economy Comfort on other days in a spacious individual window seat. For two people travelling together, the individual seats will flow in front and behind each other.

OPTIONAL TOURS

It is important to take your Optional Tours Directory to New Zealand. These tours are to be booked with the Tour Leader and / or Coach Captain whilst on tour. Payment is direct to the operator of the activity. GPT does not operate these excursions, as such no person employed or associated with GPT has any connection with the operators of these excursions.



Accordingly, GPT cannot and do not take any responsibility for any injury, action, loss, or damage of any type, arising in any manner from these excursions.

Optional Tours are subject to availability. Once booked cancellation fees may apply.

SUPA-\$AVER COUPONS

Located in the Optional Tours Directory, these tours are to be booked and paid directly with the tour operator. Our recommendation is to book in advance to avoid disappointment.

GPT does not operate these excursions. As such, no person employed or associated with GPT has any connection with the operators of these excursions. Accordingly, GPT cannot and do not take any responsibility for any injury, action, loss, or damage of any type, arising in any manner from these excursions.

Attractions are subject to availability. Once booked cancellation fees may apply.

LOST PROPERTY

GPT does not accept responsibility for the retrieval of lost or misplaced property. All costs associated in the retrieval of lost or misplaced property is at your expense.

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.

TIPPING AND GRATUITIES

As GPT Coach Captain's and / or Tour Leader's work exceptionally hard to provide all travellers a memorable holiday, tipping is appreciated for extra special service.



Many tours arrange an envelope to be circulated for a farewell group presentation to the Coach Captain and / or Tour Leader with any contributions based on individual appreciation.

VARIATION

GPT reserves the right to cancel or to vary the content of its tours including the replacement of the Ultimate and Signature coaches should the need arise under extenuating circumstances out of our control.

Due to the limited number of Ultimate and Signature coaches available, any compensation will be assessed on a case-by-case basis, but not guaranteed.

OUR NOMINATED CHARITY

GPT 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.

YOUR FEEDBACK IS IMPORTANT

Included in your Documentation Pack is a Tour Questionnaire. Once you have completed and sealed it for confidentiality, it will be collected on your last tour night by a GPT representative.

If you are seeking a reply to your feedback, a personalised letter or email must be sent to GPT Australia. We do ask for your patience regarding the response time.



CONTACT US

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Online www.gptnz.com

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EMERGENCY CONTACT

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Tour Operations +64 27 554 6111

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

REFERENCE LINKS

Australian Department of Foreign Affairs www.smarttraveller.gov.au

New Zealand COVID-19 Information www.covid19.govt.nz

New Zealand Foreign Affairs and Trade www.safetravel.govt.nz

United Nations World Health Organisation www.who.int

UK Foreign Travel Advice www.gov.uk

USA Travel Advice www.travel.state.gov

Canada Travel Advice www.travel.gc.ca/destinations

All information is correct at time of publishing and is subject to change without notice. Refer to www.gptnz.com for updates.