

New Zealand Trails Pre-Departure Information

Kia ora! Welcome to New Zealand Trails.

We are excited for you to join us on your New Zealand Adventure – get set for the time of your life! We've prepared the following pre-departure information which we hope you'll find useful when it comes to preparing for your trip. The information has been compiled with care and the information is provided in good faith and was correct at the time of printing. We hope you're getting excited, and you have a wonderful New Zealand holiday. If you have any questions get in touch with us and we'd be happy to help you.

Timeline – what happens next?

Now that you have booked onto your New Zealand Trails trip we'll be sending you information and getting in touch with you periodically between now and when your trip departs so you have everything you need before you arrive for your holiday.

- We'll send you the occasional newsletter with interesting information about New Zealand to get you excited about your trip.
- Please go into the Guest Portal and start updating your information in Your To-Do List and read the documents under the Important Information section.
- Your trip balance is due 90 days prior to your trip departing. You can make payments against the balance of your trip at any time through the Guest Portal. We will send you a reminder and information on the various ways to pay before your balance due date.
- A few weeks before your trip starts we'll email your final trip itinerary and a confirmation of the specifics of your booking. This package will also include details about what to wear on the first day of your trip, how to pack, and exactly where to meet everyone on the first day of your trip.
- You will be able to read about your guide(s) in your Guest Portal the week prior to your trip. We will send you a quick email to let you know when you can find that information in your Guest Portal.

Before you leave home.

Visas & passports

You can find information on visas & passports in the visa document in the Important Information section of the Guest Portal.

Health & vaccinations

If you suffer from any kind of medical condition you must advise New Zealand Trails in the Guest Portal at least eight weeks prior to the departure of your trip. If you require regular medication, you must have an ample supply of medication before your trip departs, as it can be difficult to obtain while we are on the road. Many drugs available over-the-counter in other countries are only available by prescription in New Zealand.

If you are bringing any form of medication into New Zealand, please make sure it is in its original packaging and that you have a copy of the prescription. Alternatively you can bring a letter from your doctor. If the medication contains narcotics then you must have a doctor's certificate stating the medication is necessary and being used under doctor's instructions. This medication must be declared on arrival.

International Flights

For your international flights to/from New Zealand, we recommend booking your flights with your preferred airline in your home country or Air New Zealand (www.airnewzealand.co.nz). Many guests find it helpful to compare a few different airlines to compare flight itineraries and airfare.

International Flights for the United States & Canada

Our awesome travel agent, Georgina, is based in the USA and can help you with your international flights to New Zealand if you're flying from the United States or Canada. If you'd like assistance with booking your flights, just let us know - we're happy to help you get everything sorted!

Domestic Flights in New Zealand

If you have booked your own flights to and from New Zealand you may also need to organise domestic flights. Our national airline carrier, Air New Zealand (www.airnewzealand.co.nz) connects to all major regions in New Zealand. If you are looking to check out some other parts of the country before or after your trip, flying will likely be the easiest way to get there quickly.

Travel Insurance

Travel insurance is important as it covers things like cancellation costs (including your non-refundable trip deposit) if you have to cancel your trip or cut it short for an unexpected reason, missed flight connections, delayed departures, lost luggage, medical and other emergencies. Life is full of surprises and travel insurance gives you peace of mind that you'll be



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taken care of should the unexpected happen – we wouldn't travel (or book our travel) without it!

We partner with CoverMore Insurance who provide a competitively priced, fully comprehensive travel insurance policy for travellers to New Zealand. We can provide you with a travel insurance quote if you would like. [Click here](#) to request your quote.

Customs

Customs in New Zealand may be a little different to some places you have travelled to in the past. As an island nation we take the biosecurity of our country very seriously. When entering New Zealand you will be asked to complete an entry card to declare certain items that you may be bringing into the country. Please make sure you read this carefully and declare anything you have in your bags to avoid a potential fine. If you are unsure just declare it anyway and the customs team will help you on arrival. Make sure that you clean your hiking boots carefully before leaving home to ensure they do not have any dirt, grass, or seeds on them. Then pack them near the top of your suitcase as customs will definitely want to check these out.

Fresh fruits, vegetables, dairy and any kind of animal products are not permitted into New Zealand. If you are bringing any kind of prescription medication with you, make sure it is in its original packaging and that you bring a valid doctor's prescription or letter with you. Many over-the-counter medicines overseas are restricted here, so it is always better to be safe than sorry.

Regarding vitamins, supplements, and all other medicines including herbal medicines, dietary supplements and over-the-counter medicines - these may be imported without the above documentation provided if they do not contain prescription medicines. Please note, anything in your possession that might be considered a controlled drug must be declared on your incoming passenger arrival card.

For more information, visit the New Zealand Customs website [here](#).

Accommodation Transfer Options

When arriving into New Zealand you have a few options to get from the airport to your hotel.

Walking – this is a great option if your hotel is close to the airport. If it's a nice day, walking is a great way to start the process of shaking off the jetlag and stretching those legs after a long flight. At Auckland airport you can take your luggage trolley with you to any of the hotels that are within walking

distance and there are well-marked pathways to lead you there.

Taxi – these are the most expensive option at the airports but usually the most convenient. Taxi stands are close to the terminal buildings at all airports in New Zealand. All taxis in New Zealand are metered so negotiating rates is not a thing here unless you are using the taxi for a sightseeing trip or long distance travel.

Uber – is only available in Auckland, Wellington, Christchurch and Queenstown. Each of these airports have dedicated ride-share pick-up/drop-off zones. If they are not clearly indicated, speak to an airport representative and they will be able to guide you to the right area.

Please also keep in mind that you also need to have global roaming activated in order to use the Uber app outside of the airport Wi-fi zone and to receive or make calls to your driver.

Airport Shuttle – all airports have airport shuttles, these are a cheap and convenient way to get to your hotel. These can usually be booked online and pick-up locations are found in convenient locations at the airports. Pre-book online as airport shuttles fill up quickly during peak months. This will save you waiting around at the airport for space to free up. Check out www.supershuttle.co.nz for a quote and to book your shuttle.

Hotel Shuttle – some hotels close to the airports in New Zealand may have their own hotel shuttle, check with the hotel when you book.

Rental Cars

If you have lots of time before or after your New Zealand Trails adventure you might like to rent a car. There are many different rental companies that will meet you at major airports or have depots nearby. Booking early is recommended during peak season (Dec-Feb) as these can book out quickly. Check out www.rentalcars.com for rental car comparison rates for specific dates. Otherwise due to the number of companies just typing what you are looking for into google will get you there too – i.e. rental cars Queenstown Airport.

Electricity & voltage

The voltage throughout New Zealand is 220-240v, if the voltage in your home country is the same or similar to the voltage in the country you will be travelling to, then you won't need a voltage transformer. Many modern electrical devices are built to be able to handle a range of different volts, usually from 110 to 240v. It is recommended that you check the voltage of your appliance before plugging it in, as the appliance may be

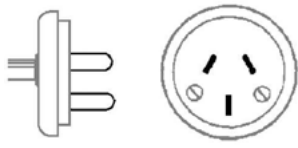


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damaged if the incoming voltage is higher than the appliance is manufactured for. Once you have established the voltage of your appliance all you will need is an adapter to ensure your plug will fit the New Zealand sockets. New Zealand utilises a three pronged flat pinned plug, which is also used in Australia and Fiji.



While you are in New Zealand.

Water

New Zealand cities and towns have excellent public water supplies. In all cases, tap (faucet) water is fresh and safe to drink. Bottled water is available for purchase though if you prefer. Your guides will also have drinking water available on the bus so we recommend you bring along a refillable drink bottle (1-2 litres will be fine).

Money – New Zealand Currency

The currency unit in New Zealand is the New Zealand dollar (NZD or \$), divided into 100 cents. Coins have values of 10, 20 and 50 cents, \$1 and \$2; notes have values of \$5, \$10, \$20, \$50 and \$100. It is generally always possible to exchange money in to local currency after arriving in the country and the easiest way is to make a withdrawal from a local ATM. Foreign currency can also easily be exchanged at banks, some hotels and Bureau de Change kiosks, which are found at international airports and in most city centres.

Automatic Teller Machines (ATMs) are available all over New Zealand and are the safest and easiest way to access cash. Most well-known credit cards are accepted in New Zealand. Those commonly used include Visa and MasterCard. These are more likely to be accepted by general merchants than American Express or Diners Club. All cards are accepted at major hotels and shops.

Weather

New Zealand is an island nation dividing the Pacific Ocean from the Tasman Sea. The song “Four seasons in one day” really does describe how it can be in New Zealand at any time of year.

The North Island generally has a mild climate with subtropical temperatures in the summer months ranging between 12-27

degrees C/ 53-81 degrees F. The South Island is home to some of our stunning alpine areas so has a greater variation in temperatures, roughly 5-30 degrees C/ 41-86 degrees F.

The most important thing to understand is how unpredictable the weather can be and how quickly it can change. Rain, snow, high winds, and heat can occur at any time of the year. It is essential to be prepared for all weather conditions and bring a variety of clothing layers so that you can be comfortable no matter the day.

If you wish to check out the weather forecast you can visit the New Zealand MetService website (<https://www.metservice.com/national/home>), but please be aware that forecasts can change very quickly.

Goods and Services Tax (GST)

All goods and services purchased in New Zealand are subject to 15% Goods and Services Tax. This is usually included in the price. This tax cannot be claimed back by visitors.

Tipping

New Zealanders do not expect tips for normal service - even in restaurants and bars. However, tipping for extra special service or kindness is always appreciated. Hotels and restaurants in New Zealand do not add service charges to their bills. All taxes are already included, so tipping is something over and above and is a personal preference. 10% of the bill would be a generous tip for hospitality workers.

Many of our guests do choose to tip their New Zealand Trails guides at the end of an awesome trip. Past guests have on average, given approximately \$100-200NZD per guide, per person, for our 14-day trips and \$50-\$100NZD per guide, per person, for our 5-7 day trips. Cash in NZD is the easiest way to tip your guide.

Telephone Services

International Dialling Code: New Zealand is +64. When making international telephone calls from New Zealand first dial 00 + country code + area code + telephone number.

Mobile Phones

Coverage: Mobile telephone coverage is effectively national in and near urban areas although the mountainous terrain means that outside the urban areas, and away from the main highway system, there will be areas that will not have coverage. Many of the off-the-beaten track places we stay do not have mobile phone reception so please do not rely on this for communication. If you need to make or receive important



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phone calls during your trip please talk to your guides about when is the best time to do this.

Internet Access

If you are bringing a laptop, tablet, or smart phone you can connect to Wi-fi at many of the places that we stay for free or sometimes at a small cost. Please note that in remote locations the WiFi will not be as good as you may be used to.

Smoking

To protect people from the health effects of second-hand

smoke, smoking in all hospitality venues, including bars, restaurants, cafes, and casinos, is prohibited in New Zealand. If you smoke, please remember to smoke outside.

Safety

Your safety is of paramount importance and our guides may have to adapt the day depending on fitness levels, and weather or track conditions. Whilst they will make every effort to meet your needs, you must adhere to their professional decisions if required.

Travelling Sustainably and the Tiaki Promise

Before you set off on your adventure with us, we want to share a little about what sustainable travel means here in Aotearoa New Zealand - and how you can help us protect this beautiful place we call home.

At New Zealand Trails, we believe travel should leave a positive impact. From the start, we've worked closely with local communities, businesses, and conservation projects to make sure our trips support both people and place. We are a local company and proudly partner with local guides, family-run accommodation, and conservation heroes, ensuring your trip helps sustain the magic of New Zealand for generations to come.

Our trips are designed around low-impact travel, from small group sizes to sustainable choices in everything we do. We walk lightly, tread carefully, and always seek to give back more than we take.

By travelling with New Zealand Trails, you are directly supporting and growing the Arrowtown Choppers reforestation program. Not only do we donate money and time, we also love to get our guests directly involved with our conservation efforts where we can. Along the Arrow River, we are planting out an area which will one day be a mighty forest, a forest that all of our guests and guides will have helped us plant. If you are on a trip that travels through Arrowtown, you'll have the opportunity to plant a seedling and leave a small legacy of your own here in New Zealand.

If your trip doesn't travel through Arrowtown, then our team will plant a tree on your behalf during one of our regular planting days.

In New Zealand, we have a special way of caring for our land, our sea, and our people. It's called the Tiaki Promise. When you embrace the Tiaki Promise, you become a guardian of New Zealand. It's a commitment to:

- Care for land, sea, and nature
- Tread lightly and leave no trace
- Travel safely and show respect
- Protect our culture and people

We invite you to join us in living the Tiaki Promise while you are travelling in New Zealand. It's easy – take only memories, leave only footprints, and carry a spirit of kindness and respect wherever you go. Your guides will share more about this with you on your trip and you can read more about the Tiaki Promise [here](#) if you'd like.

By choosing to travel with us, you're helping create a better future for New Zealand. Thank you for being part of our story, and for helping us protect the special places we love. We can't wait to share it all with you soon.

Ngā mihi nui, The New Zealand Trails Team



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