

WELCOME TO NEW ZEALAND!

WHAT YOU WILL GET FROM THIS GUIDE:

- > A Quick Facts Intro
- > Map of New Zealand
- > Immigration and Entry Requirements
- > New Zealand's Wild Environment
- > People, Customs and Culture
- > Frequently asked questions
- > Company Information
(useful for Risk assessments)


**EDUCATING
ADVENTURES**

Taking Schools Further

**EDUCATIONAL
RESOURCE**

School Group Tours



The trusted source of tools and resources for planning school trips

THE LAND OF SHEEP, 'ORKS' AND THE WORLD'S BEST SIGHTS & ADVENTURES!

Well unless you watch *'The Lord of the Rings'* during your flight you probably won't see any Orks! But, the first thing you will notice when you arrive to New Zealand is how few people there are here! We are a small country in the South Pacific with a population of only 4.5 million friendly locals.

Most of these people reside in Auckland in the 'North' Island with only around 1 million people living in the larger 'South' Island. In total New Zealand is made up of three islands (North, South & Stewart Island). The official name being '*New Zealand Aotearoa*'. The name Aotearoa or '*Land of the Long White Cloud*' was given to the country by the native Maori travellers who first arrived from Polynesia around 500 years ago. The customs and traditions of the Maori people form a strong and influential part of the national identity today.

With the combination of friendly locals, the best scenery in the world and the intimate knowledge of a quality school travel provider, New Zealand is a sure bet for a breathtaking and educational school trip. This is a spectacular and dynamic country where groups can learn first hand about geography, become immersed in a new culture, ski on alpine slopes with passionate instructors and challenge themselves with adventure.

Summary

New Zealand is a safe, sparsely populated country where friendly locals, a rich cultural heritage and a very diverse environment provides education, adventure and fun at every turn!





This guide is best used in conjunction with other free planning resources provided by Educating Adventures.
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GETTING HERE – PASSPORTS, FLIGHTS & IMMIGRATION

ENTRY REQUIREMENTS

Passports

All travellers need a passport to enter New Zealand. Passports MUST be valid for at least six months from the date of departure from New Zealand.

Visas

Travellers from most countries do not require visas when entering New Zealand for less than three months as tourists. Your School Travel Company will advise if any group members require a visa. You may be asked to show your onward ticket on arrival.

At the time of writing travellers with passports from Australia, Canada, the United States, and United Kingdom do not require a visa to enter New Zealand.

FLIGHTS

Check in

The standard check in time for international flights is three hours prior to departure. To allow for any on route or unexpected holdups we suggest aiming to arrive between three and a half to four hours prior to departure.

Group Reservations and Seating

Your School Travel Company will arrange group seating for your group where available on airlines. While a group check in facility may be available, each individual traveller will still be required to show their passport and have their baggage weighed.

Special Meal Requests

Your School Travel Company will provide the airline with any special meal requests, as outlined on your 'Group Details Form'. We recommend you double check these upon check in, as rarely meal requests can get lost between the reservation computer and airplane passenger list.

Baggage Allowances

Each airline is different in their allowance of baggage. For specific airline allowances please contact your School Travel Company. As a general rule, we recommend travelling with no more than 20kg. We also recommend one checked bag and one daypack that can be carried on board the plane.

In Flight

If your group is traveling from England or Asia, a flight to New Zealand can be very long so ensure you drink plenty of water and try to get some rest. Remember that New Zealand's time zone leads the world so you will most probably gain a day on arrival and lose a day when you go home. Also remember it can be cold on the plane so wear or have warm clothes with you.

IMMIGRATION AND CUSTOMS

Arrival Information

On arrival to New Zealand you will receive a New Zealand Passenger Arrival Card. You will need to ensure you fill out the correct arrival card and present it when you come through customs.

When you arrive in New Zealand and pick up your luggage from the carousel don't be surprised if you have a dog sniffing around your feet! New Zealand customs officers use dogs to check passenger's luggage for prohibited items. If you have a chocolate bar in your bag this might receive some interest, but as long as it is not fresh food it will be ok.



HELPFUL REMINDER

New Zealand Customs Officials are stringent. Make sure all hiking equipment is cleaned prior to travel into New Zealand and that there is **NO FRUIT** in your belongings.

A word from the New Zealand immigration control:

"Under no circumstances are you allowed to bring into the country plants and seeds, fruit, fish and meat, soil, sand. Any dirty boots or camping equipment will be unpacked and disinfected. Those safety measurements are essential to keep New Zealand free from animal and plant diseases that would normally lead to disastrous outcomes."

Departure Tax

Before leaving New Zealand all passengers over the age of 12 are required to pay a NZ\$25 fee at the airport. Currently this is still separated from the cost of the ticket.



HELPFUL REMINDER

New Zealand has a departure tax which is not included in the cost of the air ticket. In most cases this fee will be paid for by your school travel company but make sure you check this.

THE NEW ZEALAND ENVIRONMENT

Be Prepared to learn AND have fun!

"We Learn 10% of what we read, 20% of what we hear but 80% of what we experience" William Glasser

In New Zealand your group will be submersed in a clean, green and pristine natural environment. This small set of three Islands is also home to the worlds most diverse landscapes and weather patterns!

This spectacular and dynamic country provides the ultimate location for groups to learn about geography, ecology, flora & fauna, wildlife, culture and tourism. Students can walk on glaciers, through caves, see spectacular fjords & waterfalls, volcanic geysers, tectonic faulting, lakes and arid desert areas all in a week! If you would like to know more about New Zealand's educational activity options contact Educating Adventures Limited.

In New Zealand weather conditions are very changeable. The clothing outlined in the gear lists (below) will ensure you are prepared. In New Zealand the winter (colder) months are between May and September. It's also worth noting that the climate is colder the further south you travel - the opposite of the northern hemisphere.

- New Zealand's coldest temperature ever recorded = -22°C (this was near Queenstown!!)
- New Zealand's hottest temperature ever recorded = 42°C (in the top of the South Island)

If your group is traveling to New Zealand during the summer months (November – March) then you better pack your swimming trunks!



HELPFUL REMINDER

New Zealand will surprise you at every turn – the landscapes are diverse and the weather can change fast! So ensure you have enough clothing to stay warm including a good waterproof jacket and go over the gear list twice to make sure you've got what you need!

THE PEOPLE, CUSTOMS & CULTURE OF NEW ZEALAND

The Maori, The Haka & More...

New Zealand was named Aotearoa 'land of the long white cloud' by the Maori travellers who first inhabited this South Pacific island. This is because this is what the first saw when arriving in their 'waka' (trees carved out as canoes).

New Zealand is a country that is clean and safe with a diverse, sophisticated and multicultural society. Kiwis are honest, friendly and open natured with a humbling passion for the environment. The Maori culture in New Zealand is strong and vibrant and provides a unique sense of identity for all 'kiwis'. New Zealanders feel a strong connection with the land which has roots in our Polynesian heritage.

During your school tour to New Zealand there will be many opportunities to learn about New Zealand's unique culture and history. This is encouraged by Educating Adventures with activities showcasing this culture usually a highlight for travelling school groups.



The native Maori people are of Polynesian decent and have traditions and cultural practices which are unique to their heritage. These include the Maori war dance or 'Haka' a version of which is most commonly seen performed by the New Zealand Rugby team the All Blacks. There is also the unique cooking style – The 'Hangi' which involves placing raw food in baskets in the ground and using the heat of hot stones to cook the food. Delicious!



HELPFUL REMINDER

Some local words to learn before you arrive:

'**Kia Ora**' – Local Maori for 'Hello'

'**The Haka**' – The commonly know Maori War dance which is performed only when battle is going to take place!

'**Shark & Tatie**' – The locals version of fish and chips!

FREQUENTLY ASKED QUESTIONS:

Q: What is New Zealand's Currency?

A: New Zealand's currency is dollars and cents. There are 5, 10, 20, 50 and 100 dollar notes and 10, 20 and 50 cents, 1 and 2 dollar coins.

Most major currencies can be changed to local New Zealand currency on arrival. All major credit cards are accepted for the purchase of goods and services. International credit cards encoded with a PIN number may be used to withdraw cash from automatic teller machines (ATMs), widely available in the main centers. Travellers' cheques are accepted at hotels, banks and some stores.

Bank hours are from 9.30am - 4.30pm Monday to Friday. Banks will give cash advances on Visa and MasterCard, but for American Express card transactions you must go to an American Express office.

Q: Will I be required to buy any food or pay tips?

A: On most tours group members will generally be required to purchase their own lunch meals. There are many healthy and affordable options in New Zealand. Breakfast and Dinner meals will generally be provided as part of the tour package. All water is safe to drink out of taps (unless stated otherwise).

Tips in New Zealand are optional and are generally given in appreciation of extra good service. You could tip 5-10% of the bill in a restaurant if you feel you have received exceptional service.

Q: How much will things cost to buy?

A: Sample Price Guide

Small bottle of water	NZ\$ 2.50
Souvenir t-shirt	NZ\$ 20.00
Meat pie	NZ\$ 3.00
Cup of coffee	NZ\$ 3.50
Movie ticket	NZ\$ 15.00



Q: How do I call home from New Zealand?

A: The cheapest way to make international phone calls is with either the 'Kia Ora' card of Compass or the NetTel card. They are available in most of the book shops, internet cafes and other shops. The 'Go Talk' Card is also good for calling the UK.

Q: What about calling for help in an emergency?

A: The emergency telephone number in New Zealand is **111**. Ambulance, Fire and Police can be contacted through this service. Full instructions are on the inside front cover of every telephone book. It often is answered in the first 30 seconds after calling.

Q: Will my valuables be safe?

A: Most hotels have safety deposit boxes, either in rooms or at reception. There may be a small charge for this service. It is best to leave passports and any surplus money at the hotel where possible.

Some groups choose to have one teacher responsible for holding passports and cash for the duration of the trip in pre-named student envelopes. Pupils can then see the teacher to obtain money required for the day.

While on tour we recommend doing a passport check when moving hotels to ensure everyone has these and they do not get left behind.

Q: Can I use my electronic equipment in New Zealand?

A: In New Zealand electricity is at 240 volts and 50 hertz. Plug fittings are of the 3-pin flat type (the same as Australia). Appliances designed different voltages will need a transformer.



COMPANY INFORMATION

This section provides an overview of Educating Adventures Limited. This information may also be useful for completing risk management requirements.

EDUCATING ADVENTURES LIMITED

'The trusted source of tools and resources for planning school trips'

Educating Adventures specialises in school travel experiences to New Zealand, North America and South America. In each destination we have a base of operations which provides you with the very best in local expertise, hands on program managers and backup safety systems.

Our entire team values the fun, satisfaction and rewards that come from successful relationships with group leaders, pupils, teachers and their schools. We all look forward to working with you and helping your group achieve their goals through international travel!

Educating Adventures School Travel is part of the Educating Adventures Limited Group - a cutting edge global travel company providing individuals and groups with an opportunity to explore and experience some of the world's most breathtaking destinations.

SAFETY MANAGEMENT SYSTEM

Educating Adventures Limited has developed a Safety Management System to proactively enable management and staff to act with due care and diligence towards all aspects of safety.

Our Safety Management System covers:

- Staff Training and Program Managers
- Accommodation, Transport and Activity Providers
- Emergency Procedures
- Travel Insurance
- Pre-Tour Information
- Code of Conduct
- Additional Guidance for Schools

In accordance with our Safety Management System we will provide you with a 'Detailed Itinerary and Contingency Plan' prior to departure. This document will have important contact information for the group as well as the final day by day itinerary. A copy of this should be left with the appropriate person at your school.

To request a copy of our Safety Management please contact us.

PROGRAM MANAGERS

Educating Adventures will provide an on hand Program Manager with experience operating in New Zealand. Program Managers are on hand for the duration of our school tours and will work with students and group leaders to ensure a successful and smoothly run tour.

A good quality program manager who is trained to deal with all eventualities and who has good local knowledge is an integral part of a safe, successful school trip. Educating Adventures Program Managers are police vetted, trained in our Safety Management System and Risk Management Procedures and well versed in local information and protocols.

TRAVEL INSURANCE

Travel insurance is an essential and compulsory part of a School Group Travel Program to New Zealand. In some countries Local Education Authorities have comprehensive international travel insurance policies that automatically cover teachers and students. For some groups a school travel insurance policy which may be able to cover students and staff while on a school trip.

Where required Educating Adventures can provide guidance in obtaining your group travel insurance. If you have any questions or concerns regarding travel insurance we are happy to discuss these with you.

FINANCIAL SECURITY

To ensure the protection of client monies Educating Adventures Limited has an Air Travel Organisers License (ATOL) arrangement in place with the Civil Aviation Authority (CAA).

Educating Adventures Limited ATOL number is ATOL 9231. ATOL protects customers from losing money or being stranded abroad. It does this by carrying out checks on the tour operators and travel organisers it licenses and requiring a financial guarantee called a bond.

If a tour operator goes out of business the CAA will make a refund to the customer or if the customer is abroad they will arrange for the customer to finish their holiday and fly home. Please visit the CAA website www.atol.org.uk for more information.

LIABILITY INSURANCE

To protect both our company and our customers Educating Adventures Limited has combined liability insurance incorporating public and products liability and professional indemnity cover. The policies are underwritten by W.R. Berkley Insurance (Europe) Limited and Lumley General Insurance (NZ) Limited.

FURTHER INFORMATION

For further information to assist you with Risk Management requirements please contact us.



ARE YOU
READY?



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