



travelmarvel
Premium Travel

NEW ZEALAND

ESSENTIAL TOUR INFORMATION

KNOW BEFORE YOU GO

PASSPORTS AND VISAS

A valid passport is required with a minimum validity of six months from your date of return. It is your responsibility to ensure that you meet necessary visa/permit entry requirements and pay all associated costs, unless it is stated that the costs are included in your tour price. Failure to obtain correct documentation may affect entry into certain countries on tour. Travelmarvel suggests contacting the relevant consulates for the latest information on visa requirements, costs, and processing time. It is important to carry your passport and other travel documents in your hand luggage while travelling.

Australian passport holders do not require a visa for New Zealand.

Canadian, British and United States passport holders do not require a visa to enter New Zealand for stays under 90 days but must obtain a New Zealand Electronic Travel Authority (NZeTA) before arriving in the country. Request your NZeTA online at nzeta.immigration.govt.nz at least 72 hours before arriving in New Zealand to allow for processing. Canadian, British and United States passport holders must also pay an International Visitor Levy (IVL), which is paid at the same time as your NZeTA request.

Other passport holders should check with their consulate for current visa requirements prior to travel.

Visa requirements were correct at the time of printing but are subject to change. Please contact your consulate for up-to-date information.

On arrival all travellers must complete the New Zealand Traveller Declaration (NZTD). This can be completed online up to 24 hours prior at travellerdeclaration.govt.nz.

TRAVEL INSURANCE

Travel Insurance is not included in your holiday package. We strongly recommend that you take out comprehensive travel insurance that covers, without limitation, the full cost of your holiday, medical costs, medical evacuation, loss of luggage and any additional charges for cancellations due to both land and air disruptions, natural disasters and industrial actions such as strikes. Please ensure that your insurance covers you for the entire duration of your trip, and check what circumstances and activities are not included in your policy. Please ensure that all pre-existing medical issues are declared to the insurer so that non-covered conditions are identified in advance. You should have the details recorded and accessible in the case of an emergency.

DIETARY AND ALLERGIES

If you have any dietary requirements or allergies that need to be managed while travelling with Travelmarvel, and you have not made these known already, please advise your booking agent as soon as possible, as well as your Tour Director upon arrival. Most suppliers require advance notice to accommodate these requirements and in some cases, you may be required to fill out a form or waiver. Every effort will be made to fulfil requests, but these cannot always be guaranteed.

EMERGENCY CONTACT INFORMATION

With your final travel documents, we'll include important phone numbers and other helpful information. Our local representatives are also available to assist with any needs during your tour. If you need assistance at any time, please contact our representatives at Travelmarvel's Auckland office on +64 9 302 5780 (Press 1 for Operations).

LUGGAGE

Each passenger is entitled to take one piece of luggage that does not exceed 160cm² (63 inches) and 20kg (44 pounds). An additional 5kg is allowed as your carry-on luggage, which should be limited to one small bag. Please check your suitcase does not exceed these requirements for your own convenience and enjoyment of the tour. Stringent regulations controlling vehicle weight, and our vehicles' limited luggage capacity, restrict our ability to accept excess or overweight items. Due to occupational health and safety regulations, portage cannot be provided for oversized, overweight or excess pieces of luggage. If you have excess luggage, you must make arrangements at your own cost to forward it to the tour's final destination before arriving at your departure point.

WHAT TO PACK

What you pack will depend on your personal preferences. Most guests dress casually while on tour. When packing, consider the time of year you are travelling, as temperatures can fluctuate between day and night. For daytime, we recommend light- to medium-weight clothing, along with rainwear for cooler or wet conditions, sturdy and comfortable footwear such as runners, and a refillable drink bottle. Water refill stations are available during the tour, making it easy to refill your bottle throughout the day. A small backpack is also recommended for day use.

Essential Items:

- Passport and any required visas.
- Travel insurance policy including policy number and emergency contact number.
- Medication and copies of prescriptions
- Airline e-tickets
- Adaptor and current converter for the country you are travelling to.

AT THE AIRPORT

RECONFIRMATION OF FLIGHTS

We recommend you check your booking directly on the airline's website to ensure there have been no last-minute schedule changes. Your airline booking number can be found at the top of your e-ticket.

DELAYED OR MISSED FLIGHTS

In the event that you miss your flight or that you are delayed substantially, please advise the airline representative that you are booked on a group tour with a specific start location, date and time. Be sure to advise Travelmarvel of your new travel arrangements immediately.

AIRPORT TRANSFERS

Transfers must be pre-arranged at the time of booking and flight details need to be provided at least 60 days prior to your departure.

If you are arriving at the airport on the first day of the tour, you will be welcomed by a Travelmarvel representative and then transferred to your hotel. Airport transfers are included on the first and last day of the tour package. They are also included if you have booked pre- or post-tour accommodation with a Travelmarvel tour hotel.

Transfers cannot be re-routed to other pick-up points or destinations. If you miss your pre-booked transfer, please call the Travelmarvel Auckland office before you make your own way to the hotel at your own expense. Please check your Travelmarvel personalised itinerary in your travel documents to make sure transfer details are indicated and correspond to your flight information.

STAYING HEALTHY ON TOUR

SEE YOUR GP

It's important to be in good health before you travel and maintain it by practicing good hygiene throughout your tour. Good hygiene helps prevent the spread of common viral infections, such as respiratory and gastrointestinal illnesses, which can quickly affect a tour group. Travelmarvel is committed to reducing the spread of illness and asks that you follow our recommendations for a safe and enjoyable holiday. If you have any health conditions, please ask your doctor to prepare a medical summary for use by a foreign doctor if needed. This should include: your name, address, emergency contact, blood type, medical history, current medications and dosages, drug

allergies, reasons for prior hospitalisation and a list of vaccinations and dates. We also recommend bringing a personal medical kit.

TRAVELMARVEL HEALTH AND SAFETY PROTOCOL

Travelmarvel has a Health and Safety Protocol that all our Tour Directors are required to follow. Please read our Health and Wellbeing page on our website for more information <https://www.travelmarvel.com/en-au/before-you-travel/health-and-wellbeing>.

COLD AND FLU

If you are experiencing cold or flu-like symptoms while on tour, please use hand

sanitiser regularly especially before meals and throughout the day and be considerate of fellow travellers by limiting close contact. Hand sanitiser dispensers are available on the coach, so make sure to use them when reboarding. If your symptoms worsen, notify your Tour Director immediately so appropriate measures can be taken.

SEA AND MOTION SICKNESS

Your New Zealand tour may include ferry crossings or scenic cruises. For preventative measures we recommend bringing anti-motion sickness medication or other precautions, even if you've never experienced motion sickness before.

ON TOUR INFORMATION

TIPPING

While it is acceptable to tip crew members for good service, it is not standard practice in New Zealand – it's always your choice. If you do choose to tip your Tour Director and Driver, the amount you give should reflect your degree of satisfaction with the services

provided. As a guide, we would suggest \$5-\$8 per day for each crew member is a fair amount.

INTERNET ACCESS

Internet is available for free at most hotels, either in the foyer or in room access via

Wi-Fi. Please note there is limited Wi-Fi available onboard the coach. If you wish to have access on the move, please contact your service provider for details on roaming and coverage prior to departure.



Auckland City Skyline

TRAVEL DAYS

Travel distances vary, with some days covering over 500km and others much less. On the longer travel days, enjoy the views out the window as the coach winds through New Zealand's ever-changing landscapes where every scenic stretch becomes part of the journey as much as the destination.

HOTEL ARRIVAL AND DEPARTURES

Check-in: Hotel check-in time is generally between 2pm and 3pm local time, however, where possible, the hotel will try to have your room available earlier. If your flight arrives earlier, luggage can be stored at the hotel before check-in and will often be delivered to your room later.

Check-out: Checkout times may vary, however, they are usually between 10am and 11am. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store luggage until your departure.

ACCOMMODATION

Travelmarvel has carefully selected the finest hotels to match your level of touring. In remote locations, hotel standards may vary but we always ensure we provide the best accommodation available. Please note, some hotels may include a shower over bath. Please make sure any accessibility or mobility requirements are stated in your booking to ensure, where possible, you are allocated an appropriate room.

SEAT ROTATION

To ensure you have the opportunity to enjoy front and window seats, a daily seat rotation system is employed on our coaches. Your Tour Director will go through the details of this system at the beginning of your holiday.

TIAKI PROMISE

At Travelmarvel, not only is your safety important to us, but the safety and care of the land we are on is important too. We follow a commitment to care for the sky, land, forest, oceans, rivers, and lakes that we occupy. New Zealand calls this the Tiaki Promise, and we encourage you to make this commitment too. The Tiaki Promise is a commitment for us all to tread lightly and leave no trace. Travel safely, showing care and consideration for all. Respect culture, travelling with an open heart and mind.

ENHANCE YOUR JOURNEY TOURING

Travelmarvel provides opportunities to pursue your special interests and enhance your New Zealand holiday with a range of Enhance Your Journey options.

Please note, all Enhance your Journey Touring options are subject to availability, minimum/maximum numbers and weather conditions. Not all tours are offered on all itineraries and departure dates. Enhance Your Journey must be booked on tour and cannot be pre-booked unless otherwise stated.

Some activities and excursions are by nature adventurous and can involve some personal risk. As a passenger, you must make your own assessment of the risk involved in any excursion and take sole responsibility for any decision to participate. As the booking agent, Travelmarvel cannot be liable for any personal risk or injury.

BAY OF ISLANDS

Cape Reinga Tour | 11 Hours

Enjoy an exciting day tour to the northern most point of New Zealand. Drive along the sands of Ninety Mile Beach and visit the lighthouse at Cape Reinga, where you will experience spectacular views.

Russell Mini Tour | 1 Hour

Cruise to romantic Russell aboard the Bay Belle. Join a sightseeing tour and gain an insight into New Zealand's earliest European heritage, historic buildings, and museums. Return to Paihia by ferry at leisure. The ferry to Russell is an additional cost.

Waitangi Treaty Grounds | 50 Minutes

Take a walk through Aotearoa New Zealand's history on an informative guided tour of the Treaty Grounds with one of our experienced local guides. Discover the stories, people and events that have shaped the past, present and future. Included in your ticket is a 2-day pass, giving you the freedom to stay longer or revisit at leisure.

Salt Air Cape Reinga Tour | Fixed Wing Flight | 4 Hours 30 Minutes

Take to the skies on a scenic fixed-wing flight to the very top of the North Island with Salt Air. Soar above Northland's stunning coastline and sweeping bays, including Ninety Mile Beach, before landing to explore this iconic destination by vehicle. Visit the Cape Reinga Lighthouse, where the Tasman Sea meets the Pacific Ocean, and enjoy a walk along a pristine, windswept beach.

AUCKLAND

All Blacks Experience | 90 Minutes

Discover what it takes to make, shape and be an iconic All Black, on a guided encounter that connects you to the history, culture and people who have made the All Blacks such an integral part of New Zealand's story. Learn the story and passion behind the powerful haka, followed by an up-close performance of the dance and war cry. Then, test your rugby skills against the All Blacks and Black Ferns in a hands-on, interactive zone.

Auckland Harbour Sailing | 90 Minutes

Sail under the Auckland Harbour Bridge, spot volcanic peaks and admire the iconic city skyline from the water aboard a 50-foot monohull sailboat.

Wētā Workshop Unleashed | 90 Minutes

Journey behind the cinema curtain and step into a fantastical film effects workshop. Explore three movie projects imagined by the Academy Award-winning team at Wētā Workshop and discover the artistry behind their big-screen magic. Please note: This experience includes some horror elements. These may be disturbing for some guests, or unsuitable for guests with medical conditions. A guide can assist you in avoiding this section if needed.

ROTORUA

Hobbiton Movie Set and Farm Tour | 6 Hours 30 Minutes

Experience the real Middle-Earth with a visit to the Hobbiton™ movie set, the setting for The Shire™ that featured in The Lord of the Rings and The Hobbit trilogies. Your tour includes viewings of the hobbit holes, Green Dragon Inn, Old Mill and other key structures created specifically for these films. Delve into this option through the twelve-acre site recounting fascinating details of how the Hobbiton movie set was created. Pre-booking is recommended. *If chosen, this activity replaces standard touring and is a pre-bookable option.

Tarawera & Lakes Duck Tours Cape Reinga Tour | 2 Hours

Discover Lake Tarawera — one of New Zealand's largest lakes — and the area's volcanic domes aboard a World War II amphibious vehicle that travels on both land and water. Splash down into Ōkāreka, Tikitapu and Tarawera, admiring the pristine lakes and their striking surrounds. This tour provides an engaging introduction to Rotorua's dynamic thermal region, exploring its history, people, and stunning lakes district.

Mārama: Geyser Light Trail | 1 Hour

Extend your visit and wander freely through the grounds where geothermal landscapes come alive after dark. Watch as steaming vents and erupting geysers are illuminated to reveal the wonder of this unique environment like never before. This thoughtfully curated night walk blends storytelling, artistry and immersive sound, with soundscapes created by Te Puia's own artists. Return transfers to your hotel are not included.

Mt Tarawera Volcanic Landing and Guided Walk | Floatplane 30 Minutes | Helicopter 40 Minutes

Fly to the site of the largest eruption in New Zealand's living memory. The helicopter option lands on Mount Tarawera, offering an unrivalled view of the spectacular craters and domes formed by the 1886 eruption. Flights to and from the volcano offer expansive vistas of the beautiful lakes district, national parks and Mount Tarawera from above.

Wai Ariki Restorative Journey | 2 Hours

Step into Wai Ariki, a place where Ngāti Whakaue culture, healing traditions, and warm hospitality converge. Rest and find stillness in a truly unique mineral bathing experience shaped by the region's geothermal mineral waters and centuries-old legacy.

WELLINGTON

Wētā Workshop Experience + Guided Transfers | 3 Hours | NTR15 Only

Explore Wētā Workshop's creative hub on a guided tour that unveils the artistry, special effects and cinematic wonder behind the scenes of the studio's legendary work. Transfers included.

Te Papa Tongarewa | Museum Entry | 1 Hour | NTR15 Only

Discover New Zealand's story at Te Papa with entry to its world-class exhibitions. Explore at your own pace, uncovering the nation's natural wonders and rich Māori heritage, including the must-see Gallipoli Exhibition.

Wellington Cable Car | Return Ticket | 20 Minutes

Uncover the best views of Wellington on this cable car ride from the heart of the city centre to a lookout perched high above the city. This historic five-minute trip is a must-do and grants easy access to Wellington's Botanic Garden.

FRANZ JOSEF

West Coast Wildlife Centre | General Pass | 1 Hour

Home to the official hatching facility of the world's rarest kiwis, the Rowi and Haast Tokoeka, the West Coast Wildlife Centre is a must-do for any wildlife enthusiast. See kiwi inside the nocturnal house, discover the interactive glacier attraction, see the Little Blue Penguins/Kororā penguins, and the ancient Tuatara, a reptile that closely resembles a lizard but is in fact its own unique species from the time when dinosaurs roamed the Earth.

The Grand Traverse — Ex Franz | Fixed Wing | 50 Minutes

Take in all the largest glaciers and highest mountains of Westland Tai Poutini and Aoraki/Mount Cook national parks on a spectacular scenic flight. The turquoise glacier lakes, remote high country sheep stations and lush rainforests form a picturesque backdrop to the flight of a lifetime. All passengers enjoy window seats aboard this fixed wing aircraft, ensuring extraordinary views of two magnificent World Heritage-listed national parks.

Mountain Scenic Spectacular | Helicopter | 40 Minutes

Marvel at awe-inspiring views of the Tasman Glacier and Aoraki/Mount Cook on this scenic flight. You'll also discover the vast expanse of the Franz Josef Glacier and Fox Glacier snowfields with a landing at high altitude. Step out of your helicopter and breathe in the pure mountain air while taking in the undulating land that

encapsulates the raw beauty of nature.

Twin Glacier | Helicopter | 30 Minutes

Fly over two of New Zealand's famous West Coast glaciers, with rivers of ice winding down glacial valleys and mountains descending into the depths of the Tasman Sea. Enjoy landing at the head of the Franz Josef or Fox glaciers.

HAAST

Haast River Jetboat | 1 Hour

This jet boat ride through the Haast River Valley takes you into the heart of the South Westland World Heritage-listed area. Experience an untouched landscape and its remarkable natural features.

QUEENSTOWN

The Grand Circle | Helicopter | 30 Minutes

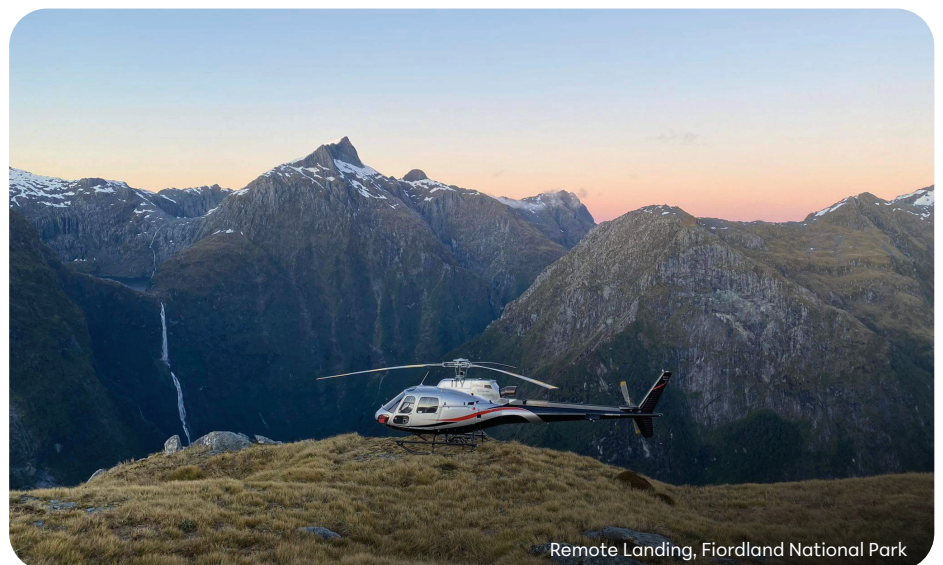
Circle the whole of spectacular Queenstown from above. Experience an alpine landing and discover the enormity of Lake Wakatipu.

Altitude Tours Wine Sampler | 6 Hours

Visit four of Central Otago's finest boutique cellar doors, including a visit to New Zealand's famous Gibbston Valley underground wine cave.

Altitude Tours Best of Queenstown Tour | 4 Hours

Set out on a relaxed sightseeing journey showcasing the best of Queenstown and its surrounds. Discover stunning landscapes, rich history and local culture on this half-day experience. Take in panoramic views high above the town, then enjoy free time and a complimentary hot beverage at Ayrburn. Continue to historic Arrowtown to explore its gold mining heritage and try gold panning, before finishing with a tasting of world-renowned local wines and a cheese platter at a boutique vineyard.



Million Dollar Cruise | 1 Hour 30 Minutes

Cruise over the crystal-clear waters of Lake Wakatipu to the Kawarau Falls Station and the Willow Islands. Take in Queenstown's best scenic sights, including the stunning Remarkables mountain range.

Skipper Canyon 4WD | 4 Hours

Take a 4WD tour to Skippers Canyon, over a road that was carved by hand, to the historic gold rush town of Skippers. Please note: 4WD tours traverse bumpy terrain and mountainous roads.

Lord of The Rings 4WD Tour | 4 Hours

Join an adventure safari, packed with breathtaking filming locations from The Lord of the Rings and thrilling 4WD action. Your guides will bring to life the magic of Tolkien's Middle-earth and share little-known facts and thrilling tales from the production of the film trilogy. Please note: 4WD tours traverse bumpy terrain and mountainous roads.

Shotover Jet | 4 Hours

Enjoy a thrilling jet boat ride along the Shotover River, through narrow canyon gorges, and learn about the river's fascinating history.

TE ANAU

Milford Sound Out | Helicopter | 30 Minutes

Admire the beautiful views and stunning scenery of Milford Sound from the unique perspective of a helicopter. Capture timeless photographic moments and enjoy a remote landing experience. Plus, make the most of your scenic flight with in-flight commentary from your expert pilot.

DUNEDIN

Wildlife Cruise and Penguin Tour | 6 Hours 30 Minutes

Travel from Dunedin along the scenic Otago Peninsula, taking in harbour views, coastal landscapes and wildlife. Visit a remote beach to spot sea lions, cruise to Taiaroa Head to see royal albatross and fur seals, then explore The OPERA reserve for a chance to view rare yellow-eyed penguins. Return via a relaxing drive along the harbour. Available Oct-Mar only.

AORAKI/MOUNT COOK

The Grand Traverse — Ex Glentanner and Inter Airport | Fixed Wing | 50 Minutes

Departing from Aoraki/Mount Cook or Glentanner, take in all the glaciers and the highest mountains of Westland Tai Poutini and Aoraki/Mount Cook national parks. All passengers enjoy window seats aboard this fixed wing aircraft, ensuring remarkable views.

Alpine Explorer | Helicopter | 35 Minutes

Soar above the Ben Ohau Mountain Range and the peaks of the Southern Alps. See New Zealand's highest mountain from a magnificent viewpoint.

Mountains High | Helicopter | 40 Minutes

Marvel at the Hochstetter Icefall on Aoraki/Mount Cook. Be thrilled by an alpine landing in the snow. Experience the remoteness of the Burnett Mountains and the expansive Mackenzie Basin below you.

CHRISTCHURCH

City Meander | 2 Hours | NT15 & NTR15 Only

Discover the history of Ōtautahi, the Māori word for Christchurch, on an informative, guided walking tour. Discover traditional Māori and settlers' stories, wander through the city's laneways, and enjoy a tastings from local producers. Please note: This tour involves walking distances of over 1.5km.

Punting on the Avon | 1 Hour | NT15 & NTR15 Only

Carving a path across Christchurch, the Avon River offers a unique vantage point to admire views of the city. Settle into your seat as a skilled punter, dressed in Edwardian attire, propels your vessel forward at a leisurely pace.

Christchurch Tram Pass | NT15 & NTR15 Only

The Christchurch Trams offer a unique experience combining history and sightseeing on board one of the city's best loved attractions. The all-day ticket allows you to hop on and off the restored heritage trams to explore the central city, and the live commentary from your local driver offers fascinating insights.

USEFUL TRAVEL WEBSITES

CUSTOMS

Australia: homeaffairs.gov.au

Customs Australia: customs.gov.au

New Zealand: customs.govt.nz

UK: gov.uk

TRAVEL ADVISORY AND VISA INFORMATION

Australia: smartraveller.gov.au

New Zealand: safetravel.govt.nz

UK: gov.uk/foreign-travel-advice

USA: travel.state.gov/en/international-travel/travel-advisories

Canada: travel.gc.ca/travelling/advisories



This flyer is designed as a guideline to assist you when preparing for your tour. Much of the information within is subject to change and while all care has been taken to ensure all information is correct at time of production, we cannot take responsibility for any subsequent changes. Effective June 2026. Australian Pacific Touring Pty Ltd. ABN 44 004 684 619. ATIA accreditation #A10825. TM-4333

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