



HELPFUL INFORMATION FOR TRAVELING IN NEW ZEALAND

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WEATHER AND CLIMATE

Weather in New Zealand can change unexpectedly. Be prepared and understand what is to be expected from the different seasons in New Zealand below.

OVERVIEW:

New Zealand is situated between 37 and 47 degrees south of the Tropic of Capricorn. The North and South Islands of New Zealand enjoy moderate maritime climate, weather and temperatures. While the far north has subtropical weather during summer, inland alpine areas of the South Island can be as cold as -10°C (14°F) in the winter.

New Zealand is predominantly coastal, as the islands are smaller in width, which reflects mild temperatures. The average New Zealand temperature decreases as you travel south. January and February are the warmest months, and July is the coldest.

New Zealand weather and climate are of paramount importance to the people of New Zealand, as many New Zealanders make their living from the land. New Zealand has mild temperatures, moderately high rainfall, and many hours of sunshine throughout the country. New Zealand's climate is dominated by two main geographical features, the mountains and the sea. Not many countries get to experience literally '4-seasons in a day'. Wake up to spring temperatures, summer heat in the early afternoon, autumn winds in the late afternoon and winter chill at night.

Most places in New Zealand receive over 2,000 hours of sunshine a year, with the sunniest areas being the [Bay of Plenty](#), [Hawke's Bay](#), [Nelson](#) and [Marlborough](#), receiving over 2,350 hours of sunshine. New Zealand experiences relatively little air pollution compared to many other countries, which means the UV rays in our sunlight are extremely powerful during the summer months. In order to avoid sunburn, visitors should wear sunscreen, sunglasses, and hats when they are in direct summer sunlight, especially in the heat of the day (11 am - 4 pm).

New Zealand Rainfall: New Zealand's average rainfall is high but is evenly spread throughout the year. As well as producing areas of stunning native forest, this high rainfall makes New Zealand an ideal place for farming and horticulture.

NEW ZEALAND SPRING

September - November

Average daytime temperature:

16 - 19°C (61 - 66°F)



Spring lasts from September to November; the weather can range from cold and frosty to warm and hot. During spring, buds, blossoms, and other new growth burst throughout the country, and newborn lambs frolic in the fields just before dusk.

Average daytime temperatures during spring range between 19 degrees Celsius (66F) in the north to 16 degrees Celsius (60F) in the south. Expect a mixture of weather; crisp sunny days can briskly change to cooler temperatures with spring showers. Spring is our 'waterfall season' – the country's falls multiply with magnificent effect. It's the most impressive time of year to tour Milford Sound via Milford Road.

The fruit-growing areas of South Island's Central Otago are bedecked with blossom. Alexandra's annual Blossom Festival is held each year when the town's cherry trees are in full bloom. If you're into white water rafting, this is the time to visit when melting spring snow makes river water levels excitingly high! November is the shoulder of the calendar year in terms of 'tourist seasons' in New Zealand and is (arguably) one of the best months to visit. November weather is almost perfect for hiking and outdoor adventure fans, and although packing layers (from light t-shirts to fleeces) is advisable, extreme weather conditions are rare. It can feel like spring and like summer – it would be rare for November's typical weather to spoil your trip.

NEW ZEALAND SUMMER

December - February

Average daytime temperature:

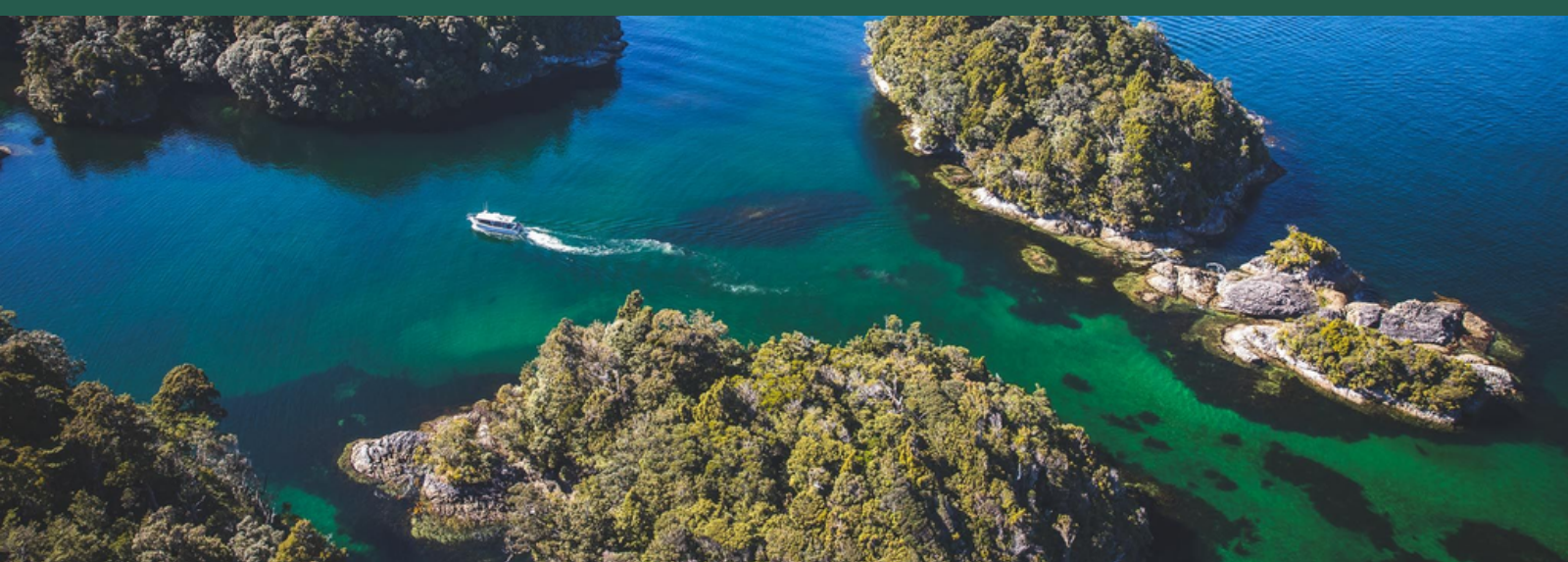
20 - 25°C (68 - 77°F)



Opposite to that of the northern hemisphere, New Zealand's balmy summer season runs from December to February. During summer, New Zealand celebrates. Most kiwis take their annual break over Christmas and flock to scenic beaches or lakes.

With average high temperatures ranging from 20 degrees Celsius to 25 degrees Celsius (77F), summer in New Zealand is hot without being muggy or humid. Sunshine hours are high, and rain is not overly common in most places. The temperature may soar to 25°C or higher in the North and South Islands, with lows on cooler days reaching 10°C (especially in mountainous regions). In most places you can wear shorts and a t-shirt or singlet during the day, adding a light jumper at night. Being an island nation, you're never far from the sea in New Zealand. Make the most of long, hot summer days with beach picnics, kayaking, snorkelling, sailing or swimming – the list is endless!

Summer is an excellent time for walking in the bush and various other outdoor activities. New Zealand's many gorgeous beaches are ideal for swimming, sunbathing, surfing, boating, and other water sports during summer. Remember to keep sun safe while you're enjoying February in New Zealand, but pack light. The dress code is always casual, so board shorts and jandals/flip-flops/thongs (e.g. the surfer or beach-babe look) is a common sight even in major centres. For visitors from the northern hemisphere especially, the first month of summer (as opposed to winter) in December is always a bit of a novelty. A 'hot Christmas' is celebrated by many New Zealanders with a 'barbie on the beach' rather than with a cooked roast meal. The summer months of December, January and February typically bring high temperatures and sunshine. Days are long and sunny; nights are mild. As New Zealand observes daylight saving, during the summer months, daylight can last up until 9.00 pm.



NEW ZEALAND AUTUMN

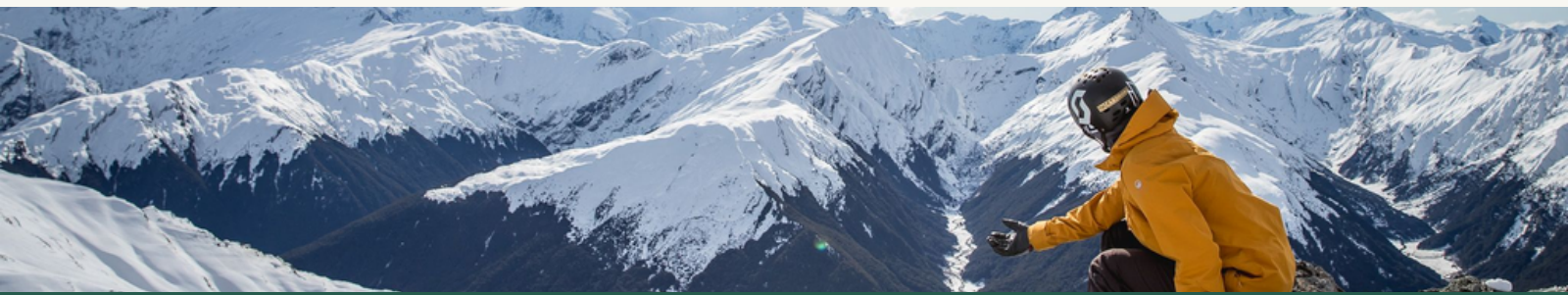
March-May

Average daytime temperature:

17 - 21°C (62 - 70°F)

Avoid the crowds, but still enjoy the sunshine – Autumn is a great time to travel in New Zealand. Long, sunny days tend to merge into New Zealand's autumn, with average high temperatures of between 18C and 25C; you'll hardly notice summer has 'officially' ended. Nights begin to get chilly around mid-April. Because it's no longer high season, you won't encounter the busy crowds of summer. Colourful landscapes and settled days! While temperatures are a little cooler than in summer, the weather can be excellent, and it is possible to swim in some places until April. Suitable clothing during the day includes lightweight trousers and a t-shirt or a long-sleeved top. It will be a little colder at night, so a jumper and/or a jacket is advisable.

The North Island is generally the slightly warmer of the two main islands, as temperatures in May can drop to 9-11°C even in the Bay of Islands. When you visit New Zealand in May, it is best to pack lots of layers so that you can adapt to changes in outdoor and indoor temperatures. While New Zealand's native flora is evergreen, there are many introduced deciduous trees. One of the most extraordinary things about Autumn in New Zealand is the colours – especially in the Hawke's Bay and Central Otago regions. Deciduous trees turn brilliant yellow, gold and hot orange hues, and it's all set against a sky that seems far too blue to be true. Long, still, days lend themselves to the great outdoors – Autumn is the perfect time of year to hike one of our nine Great Walks, explore a cycle trail or try fly fishing.



NEW ZEALAND WINTER

June - August

Average daytime temperature:

12 - 16°C (53 - 61°F)

New Zealand's winter months of June to August bring colder weather to much of the country and rain to most areas in the North Island. Mountain ranges in both islands become snow-covered, providing beautiful vistas. New Zealand's mountains come alive with skiers & snowboarders in winter, & the crisp days are perfect for walking, cycling and soaking in hot pools.

By July, the winter weather has well and truly kicked in throughout New Zealand. While our winter months bring cooler weather and rain to parts of the country, many locations only experience a mild winter. High temperatures range from 10 to 16 degrees Celsius (50 – 61F), but our 'winterless North' hardly experiences colder days. In the South Island, frosts and heavy snowfall are common – ski season is world-class. Although in Queenstown, July is the driest month of the year. In Wellington, the temperate climate feels much colder when the southerly winds blow, but generally speaking, the winter in the capital is short and never extreme. While the South Island has cooler winter temperatures, some areas of the Island experience little rainfall in winter, so this is an excellent time to visit glaciers, mountains, and other areas of scenic beauty.

Most attractions, activities and locations are open all year in New Zealand, and if you're travelling during the cooler months, you don't need to book ahead. Some water sports may not be on the agenda because of cooler temperatures, and the official Great Walks season doesn't run during winter – you can still hike many tracks if you are experienced, but huts won't be serviced. You will need good winter coats, hats, gloves and scarves. It is best to layer clothing depending on what the weather decides to do!



CULTURAL DIFFERENCES

Here is some background information about our culture to give you a little more input into our society and communities before you arrive.

"A patchwork history of Māori, European, Pacific Island and Asian cultures, New Zealand has become a melting-pot population - but one with some uniting features that make it unique in the world". Today, of the 5.0 million New Zealanders (informally known as Kiwis), approximately 69% are of European descent, 14.6% are indigenous Māori, 9.2% Asian and 6.9% non-Māori Pacific Islanders" (NewZealand, 2020). Geographically, over three-quarters of the population live in the North Island, with one-third of the total population living in Auckland. The other main cities of Wellington, Christchurch and Hamilton are where most of the remaining Kiwis dwell.

NEW ZEALANDERS DO SOME THINGS DIFFERENTLY FROM OTHER NATIONALITIES.

SOME DIFFERENCES YOU MAY NOTICE INCLUDE:

MONEY

- According to the Corruptions Perception Index, NZ is the least corrupt nation in the world (tied with Denmark).
- Tipping is not expected in New Zealand but is nowadays appreciated. There is no set formula, and it is at your discretion. Some cafes and restaurants have a container for tips, which are shared with all the on-site workers.
- Generally, New Zealand people do not bargain when they go shopping, and this can offend people. Still, for larger items such as cars, whiteware, electrical appliances or even bicycles, there can be a range of prices, and it is acceptable to ask for a discount in cash.
- It may be acceptable to bargain at open-air markets.
- New Zealanders don't carry much cash as electronic methods of payment are widely used.

OUR CHARACTER

- Generally, New Zealanders are casual and relaxed and dress informally on most occasions, including when we go to cafes or shopping.
- Many New Zealanders have a relatively direct and frank way of speaking.
- People are usually delighted to give directions or answer questions, so don't be shy to ask.
- New Zealanders do not discriminate – it is against our law. All people are equal. This means that men and women are treated equally and women must be given the same respect as men. It does not matter what country a person comes from; they will be treated as an equal and you should treat them as equals.
- Personal privacy is essential, and New Zealanders do not often discuss subjects such as salary, mortgages and age. These topics are not usually addressed unless you know the person very well.
- Sometimes New Zealanders can be offended if people stare (look closely) at them, and it may be considered rude and aggressive.
- New Zealanders like a large 'personal space', so when talking with someone, it is a good idea to stand a few feet away from that person. Intensive eye contact or standing too close can be viewed as an invasion of 'personal space'. This could be the reason you notice someone backing away from you.
- Sometimes New Zealanders can be offended by personal comments such as "you have put on weight", "she is skinny", or "his hair is very grey".
- Generally, people in New Zealand, especially adults, like to hear people say "please" and "thank you" when paying for goods and services or when help has been given. We say thank you to service providers! Kiwis are friendly and polite. Greeting and thanking on buses is normal.
- Kiwis will smile at strangers and partake in small talk – it is normal! So don't be surprised when the cashier at the supermarket starts asking about your day. It might be a little shocking for some, but that's just their culture and style. Most of them are genuinely friendly.
- New Zealanders find spitting offensive; some can get upset if they see people do this.
- We are an immaculate country and protect our environment; to litter is an offence.
- New Zealanders mostly speak quietly when on public transport, in public spaces, and with friends.
- Everybody gets treated with the same respect.
- There is no cheap labour in our country at all.
- Many New Zealanders have pets, most commonly a cat or dog.
- New Zealanders can be passionate about sport - particularly rugby. In addition, playing sport is a great way to make friends.

SCHOOLING AND EDUCATION

- Schools, institutions/education providers may be open on Saturdays or Sundays, but classes will rarely be held on these days.

DAY-TO-DAY

- If you are used to cities that don't sleep, New Zealand cities do sleep!
- Many shops close around 5 pm, except restaurants, pubs and supermarkets. However, you will find shopping malls in some of the larger cities and towns, which may be open later on some evenings.
- Many stores also open on Saturdays, and some open on Sundays (particularly in larger towns and cities). In resorts, you will find most stores open in the evenings. Some banks will be open on a Saturday morning.
- Appointments are made in advance to see professional people (e.g., a doctor or dentist).
- We are generally very casual people who love the outdoors. New Zealand has some of the world's most beautiful countryside and rural landscapes.
- Even in the most remote places, you will have internet connection and generally cell phone coverage.
- Most locations are of a modern high standard of living.

ALCOHOL, SMOKING AND FOOD

- In New Zealand, people under 18 are not allowed to buy alcohol, and there are heavy penalties for people who drive after drinking alcohol.
- Young New Zealand people (over 18 years of age) often get together in pubs, bars or cafes rather than in restaurants, which can be costly. It is acceptable not to drink alcohol when socialising.
- Food is excellent, as we can generally get everything locally and primarily organic, but compared to Asian cooking, some foods you may think are bland.
- Many Asian restaurants have opened in small townships in the last few years.
- New Zealand has a wide variety of restaurants/cuisines.
- 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.
- Most New Zealanders eat three meals each day: Breakfast (around 7-8 am), lunch (12- 2 pm) and an evening meal called dinner or tea (6-8 pm).



WHAT TO BRING TO NEW ZEALAND

Clothes:

Apart from the big cities, New Zealand is a very casual country, and the weather can be unpredictable. So bring comfortable shoes and casual clothes that you can wear in “layers” (shorts and t-shirts, sweaters and a waterproof jacket).

Shoes:

Bring good walking shoes, not so many white sneakers as they might get wet and dirty on our walking tracks. If you walk for more than 1hrs, we recommend bringing good hiking boots.

Premium Lodges:

If you are staying at one of the premium lodges, Gentlemen are required to wear jackets during cocktails and dinner. Jackets are available to borrow

At the Golf courses:

ALL PLAYERS AND SPECTATORS must be dressed in appropriate golf attire. Tidy at all times with collared shirts, dress trousers, or shorts. Please no jeans, track pants, sandals, or boots.

The New Zealand dress code is pretty much a reflection of the casual Kiwi lifestyle. Living the good life in New Zealand means dressing informally. The popular, sizzling backyard barbecue exemplifies this easy-going lifestyle. To dress ‘a la mode’ in this situation requires nothing more than t-shirts/shirt/blouse, jeans/trousers/shorts, and sandals/casual shoes/jandals (flip flops/thongs). It’s whatever you feel comfortable in. Of course, dining in exclusive restaurants and attending functions, balls and cocktail parties requires a higher standard of attire. Still, dark business suits and stylish evening dresses or trouser suits fit most occasions.



SUMMER ATTIRE

In summer, a light jacket or sweater should be included in your luggage should the weather turn cooler or you visit higher altitudes. You can expect rain, so include a light rainproof jacket or coat. If visiting between May and September, pack warm winter garments and layer your clothing. Specific outdoor clothing (down jackets) is favourable to city clothing in most places. It is essential to bring some hiking boots, as even short walks in the more wilderness areas can be wet and muddy.

We are a very casual country, so you do not have to bring fancy clothing for the evenings. Always layer up. T-shirt, light jumper, raincoat.

IF YOU ANTICIPATE PARTAKING IN ANY ADVENTURE ACTIVITIES, PLEASE BRING THE FOLLOWING!

- Light long or in summer ¾ outdoor trousers (no jeans for the adventure activities). Shorts are not recommended in some areas because the sandflies and the weather being so susceptible to change. (Check with your driver's guide, and they can advise).
- Light wind/raincoat as you never know when it will rain in NZ, and we also have lots of wind. We are known for four seasons in one day!
- Good walking, even better hiking shoes and warm socks.
- Small towels for when you are on an activity, you might get wet and need to change clothing.
- Small backpack to carry while on your hikes to fit in some of the essentials.
- Sunglasses, hat and high protective sun cream (over factor 30) as our sun is very intense.

WHAT ELSE TO BRING, WHAT WILL BE AVAILABLE?

- Many places have laundry facilities and hair dryers!
- Electrical currents in New Zealand are at 230 volts, 50 hertz AC. Most power sockets in New Zealand accept three-pin flat plugs or similar adapters. Let us know if you require any special accessories for your equipment. You will need to bring an adaptor, but you can also purchase them at any electrical shop, airports, souvenir shops and pharmacies when you arrive.
- Most places will have Wi-Fi facilities so that you can bring your tablet or iPad.
- Don't forget your camera and enough memory cards to capture the amazing scenery!
- Insect repellent for those sandflies you are sure to encounter and a good sunscreen, over SPF 30.



CUSTOMS NEW ZEALAND

Every year, well over 2 million visitors visit New Zealand to experience the country's natural beauty, its many attractions and friendly hospitality. If you are planning a trip to New Zealand – or if you are a kiwi returning home – there are several things you should know first. Here is all the information you need to prepare for a smooth and trouble-free arrival and a warm New Zealand welcome – whether you intend to arrive by aircraft, ship, private plane or yacht.

QUARANTINE PROCEDURES

Because New Zealand relies heavily on its worldwide trade in agricultural products, we must ensure that any pests and diseases that could threaten our agricultural and horticultural industries are kept out of the country. For that reason, we have stringent biosecurity regulations, and there are severe penalties for anyone who breaks the rules. People failing to declare biosecurity risk goods can receive an instant fine of \$400, be fined up to \$100,000 and/or face up to five years in prison.

It is illegal to import most foodstuffs. This could be something as simple as a piece of fruit, a sandwich, preserved sausage or a cheese snack. High-risk items include fresh fruit and vegetables, egg cartons, all honey and bee products, straw, dried flowers, seeds, cane/bamboo/rattan items, pine cones, potpourri and other organic matter.

Restricted items you must declare include feathers, bones, tusks, furs, skins, hunting trophies, stuffed animals and reptiles, unprocessed wool and animal hair, and items made from animal skin (e.g., crocodile handbags) and equipment used on animals, including riding gear. You will not be allowed to bring into New Zealand coral, clam, turtle and tortoise shells, products of endangered species or ivory in any form unless you have a CITES certificate to allow you to do so.

It would help if you also took care when importing wood products, golf clubs, sports equipment, camping gear and any other items such as shoes and boots that might have soil and dirt on them. Generally, all things that would typically be used outdoors will be examined to make sure they are free from soil and other contaminants. Therefore, it is best to make sure they are thoroughly cleaned before entering the country.

WHAT TO DO ON ARRIVAL

Your Arrival Card – which you must fill in before entering the immigration area, must be appropriately filled with all details. Please complete it accurately.

If in doubt, declare possibly illegal possessions to a Customs officer or a MPI Biosecurity officer, or dump them in one of the bins available at the airport. You will pass through Customs and MPI (Ministry for Primary Industries) after you pick up your luggage and before you exit the immigration area.

Failure to comply with these regulations can result in a heavy fine. In addition, as a result of these quarantine procedures, you should expect some delay on arrival. For further information about quarantine and other restrictions go to Prohibited and restricted items or contact:

MINISTRY FOR PRIMARY INDUSTRIES (MPI)

PHONE: +64 4 894 0100

WWW.MPI.GOVT.NZ



VISA CONDITIONS

HOLIDAYING IN NEW ZEALAND

You do not need a visa to visit New Zealand if you are:

- A New Zealand or Australian citizen or resident.
- A UK citizen and/or passport holder (you can stay up to six months)A citizen of a country that has a visa waiver agreement with New Zealand (you can stay up to three months).

If you don't meet the above, then you'll need a visitor visa, which allows you to holiday in New Zealand for up to nine months. The fastest and easiest way to apply for a visitor visa is online.

From 1 October 2019, visitors from visa-waiver countries must request an Electronic Travel Authority (ETA) prior to coming to New Zealand. You may also have to pay an International Visitor Conservation and Tourism Levy (IVL). For more information on the ETA and IVL, visit Immigration New Zealand.

Before travelling to New Zealand, you need to make sure your passport is valid for at least three months longer than your expected departure date. If you come from a country that needs a New Zealand visa to enter, please be sure to apply in advance. If you have an ordinary biometric passport (or electronic passport) and are over 12 years old, you may be able to use New Zealand Customs eGate service. This allows you to complete your Customs and Immigration checks faster so you can get on with enjoying your visit to New Zealand.

THE FOLLOWING COUNTRIES ARE VISA WAIVER COUNTRIES:

Andorra	Macau (Macau Special Administrative Region passports only)
Argentina	Malaysia
Austria	Malta
Bahrain	Mexico
Belgium	Monaco
Brazil	Netherlands
Brunei	Norway
Bulgaria	Oman
Canada	Poland
Chile	Portugal (with the right to live permanently in Portugal)
Croatia	Qatar
Cyprus	Romania
Czech Republic	San Marino
Denmark	Saudi Arabia
Estonia (citizens only)	Singapore
Finland	Slovak Republic
France	Slovenia
Germany	Spain
Greece	Sweden
Hong Kong (residents with HKSAR or British National (Overseas) passports only)	Switzerland
Hungary	Taiwan (permanent residents only)
Iceland	United Arab Emirates
Ireland	United Kingdom (must have the right to reside permanently in the United Kingdom)
Israel	United States of America (includes USA nationals)
Italy	Uruguay
Japan	Vatican City
Korea (South)	
Kuwait	
Latvia (citizens only)	
Liechtenstein	
Lithuania (citizens only)	
Luxembourg	

*All South African visitors to New Zealand will require visitor visas on and from 21 November 2016.

All other countries will need to apply for a Visa.

You must apply for entry permission when you arrive in New Zealand. You can do this by completing an arrival card, which you'll be given on the way to New Zealand.

YOU CAN BE REFUSED ENTRY PERMISSION IF:

- you don't meet our character requirements
- your circumstances have changed since you were granted a visa
- you refuse to let us take your photo or to provide us with your fingerprints or an iris scan if asked for them
- you're unable to provide evidence of any onward travel or funds required by the conditions of your visa.

DURATION – VISITORS AND TOURISTS

You can visit New Zealand as a genuine tourist for up to 9 months in an 18-month period.

- The 18-month period is calculated backwards from the last day you intend to be in New Zealand.
- If the last day you'll be here is 1 December, then your 18-month period will begin on 1 June of the year before.

You can apply for another three months stay and extend your stay to 12 months in a 24-month period, if:

- you need more time to complete your tourist itinerary
- you can't leave New Zealand for reasons beyond your control
- you've applied for residence for the first time.

To apply for another three months' stay, you must have financially supported yourself and not worked, studied or been sponsored during your stay.

If you've recently visited New Zealand for 12 months, you must remain outside New Zealand for 12 months before applying for another Visitor Visa.

You must leave New Zealand before your visa expires.

To find out more, visit: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa>

DINING IN NEW ZEALAND

In New Zealand, as in many other parts of the world, the meal is the evening's activity. People mingle, enjoying the time with friends and the food without feeling rushed. Trendy restaurants reserve tables for those who have booked in advance and will turn away customers rather than start a waiting list even when there appear to be empty tables. It's not uncommon to be given an opportunity to order drinks even before getting the food menu. An entrée is an appetizer; the main is your meal. When your evening finishes, you will need to ask for a bill. It will not be brought to the table otherwise.

Tipping in restaurants (hotels, spas, and taxicabs) is not customary in New Zealand. Waitstaff are paid at least minimum wage. Some restaurants add a 'tip' line on the bill. Some locals ignore it. But many New residents do tip if they enjoyed the evening. A "cafe" generally serves breakfast and lunch and closes by 4 pm. Food tours are a fun way to explore Auckland's culinary options.



TIPPING IN NEW ZEALAND

New Zealand has been described as having a "true" merit-based tipping culture. It is generally uncommon for locals (resident Kiwis) to tip except for exceptional service. Our driver guides are professional hosts and get paid accordingly, but you will find they will really "care" about you and go out of their way to help every day and make your trip as memorable as possible. So it is up to you if you wish to give a little something if you appreciate their services.

It is not customary and not required; however, a tip is always appreciated for exceptional service (particularly with concierges or in restaurants and cafes). The amount is at the tipper's discretion and would generally be in the range of 10% according to the value of the meal/services. Hospitality and service staff in New Zealand are often students or part-time workers, and even professionals are not paid well compared to other countries. However, wait staff in cafes/restaurants, etc., get paid a higher hourly rate than their North American counterparts.

On statutory/public holidays, it is common for restaurants, cafes, etc., to charge an additional service fee of around 10-15%. This is to cover the additional cost of employing staff on these days. This is in addition to the prices on the menu, and signs will generally be posted stating they will charge this additional fee. However, this is NOT a tip/service charge that gets passed on to staff. Instead, it is an additional charge imposed by the owners to cover the increased wage rates they have to pay to staff on public holidays by law.



ACTIVITIES AND ADVENTURES

You can expect one of the best holidays of your life in New Zealand!

ADRENALINE ACTIVITIES IN NEW ZEALAND

Adrenaline activities in New Zealand are some of the most exciting and crazy ways to get your heart racing in New Zealand. New Zealand's extreme activities range from jumping off a bridge with a rubber band to zig-zagging your way through braided rivers. So get your blood pumping with our variety of adrenaline attractions and activities!

ADVENTURE ACTIVITIES

Experience the wilderness of New Zealand with these activities. From the forests in the heart of New Zealand or travelling our rugged terrain, you can enjoy what New Zealand offers in every way possible. Adventure activities include 4WD and offroading, bird watching, boats, sailing and charters, canoeing and kayaking, caving and canyoning, diving, events, festivals and shows, family fun, fishing, freshwater fishing, glaciers, hunting and shooting, motorcycling and quad biking, mountain biking, mountaineering, nature and eco-tourism, sailing schools, saltwater fishing, scenic flights, surfing and water sports, tramping and hiking, zoos and wildlife parks.

FOOD, COFFEE AND WINE

Taste your way around New Zealand, and you'll discover food and wine that's original, world-class, and fresh from the source. New Zealand's cuisine has been described as Pacific Rim, drawing inspiration from Europe, Asia and Polynesia. This blend of influences has created a mouth-watering range of flavours and food in cafes and restaurants nationwide. For dishes that have a distinctly New Zealand style, there's lamb, pork and cervena (venison), salmon, crayfish (lobster), Bluff oysters, whitebait, paua (abalone), mussels, scallops, pipis and tuatua (both are types of New Zealand shellfish), kumara (sweet potato), kiwifruit, tamarillo and pavlova, the national dessert.

RELAXING

New Zealand is a popular destination for those wanting to get away from it all. With geography ranging from volcanic areas (with natural hot springs) to stunning forests and vast beaches, it's the perfect place to chill out 100%. Many retreats are set up in remote areas, so clients can get back to nature and enjoy modern New Zealand day spa therapies. In small hideaway retreats, there is an emphasis on individual service. If you want to relax in New Zealand but don't want to sit around all the time, there is a whole range of activities that you can do. For example, play a round of golf in some of our top golf courses and much more!

WILDLIFE ENCOUNTERS

From swimming with dolphins and whale watching to encounters with kiwi birds and penguins, here's a list of popular wildlife experiences in New Zealand: Bird watching, swimming with dolphins, watching penguins, whale watching, visiting zoos, walking with seals, and exploring other wildlife.

ARTS, CULTURE & HERITAGE

Many galleries around the country hold exhibitions that feature the works of nationally acclaimed artists in New Zealand, as well as sculptors, jewellers and fresh new talent. Various New Zealand artists draw their inspiration from the stunning landscape. Arts & Crafts (Taonga), Cultural Attractions, Galleries, Gardens, Heritage Attractions, Museums, Performing Arts, Wineries, Photography.



HEALTH AND SAFETY

Aroha Tours Ltd is committed to health and safety, and we will take all practicable steps to provide a safe workplace for our workers and clients. In addition, we will provide continuous improvement of health and safety by:

- Complying with NZ Health & Safety legislation standards and relevant codes of practice.
- Supporting the safe and early return to work of injured workers.
- Accurately reporting and recording all workplace accidents, incidents and injuries.
- Providing adequate control of the health and safety risks arising from our work activities.
- Consulting with unions, our workers and their representatives on matters affecting their health and safety and encouraging their participation.
- Providing and maintaining safe plant and equipment and safe systems of work.
- Supplying information, instruction and supervision for workers and for clients as required.
- Ensuring safe handling, safe use, safe storage and safe transportation of hazardous substances.
- Making sure all workers and our representatives are competent to perform their tasks and to give them adequate training in this regard.
- Developing and using methods to prevent accidents and cases of work-related ill health.
- Maintaining safe and healthy working conditions.
- Providing safe means of access and egress to and from places of work.
- Reviewing, revising and evaluating our Health and Safety Management Systems and processes at regular intervals to ensure continuous improvement.
- Management acknowledges and accepts its responsibilities for health and safety standards in the workplace according to the health and Safety at Work Act, 2015.

However, we seek cooperation from all workers and representatives in achieving our health and safety objectives and expect that they will:

- Accept responsibility for health and safety to the extent of their control.
- Take all practicable steps to ensure their own and others' safety.
- Identify, assess and control hazards under their control.
- Use the Personal Protective Equipment (PPE) provided.
- Report all hazards, accidents and incidents to Head Office in a timely manner.



ABOUT OUR SERVICES

We create journeys – a journey is an immersive experience, changing how you view the world. Our forte lies in designing exclusive experiences that enhance your understanding and enjoyment of our beautiful land. We design complete tailor-made experiences – we embrace your individuality and celebrate diversity. No one journey is quite like another, and yours will have no compromise. We work closely with you to create a personalized itinerary so that you experience New Zealand at your pace and on your terms.

We operate our own tours - creating a seamless journey and complete itinerary. We offer private guided tours and luxury custom vacations throughout our country. We offer peace of mind: - you have 24/7 support from our local team while in New Zealand. The Meet & Greet Service ensures an effortless and hassle-free experience for you on arrival.

We take care of you - by taking care of everything for you. Your local guide is both concierge and friend, escorting you throughout your journey, attentive to all your travel needs and finely attuned to your personal expectations. We are trusted – our track record speaks for itself. We have hosted a variety of guests from all walks of life and hold an outstanding global reputation, with many returning guests. We select from a range of accommodations - whether traveling alone or as a family, our properties range from high-end luxury to more affordable options.

MEET OUR TEAM AND TOUR GUIDES

Providing knowledge, personality and experience when travelling with a local guide, our tour guides are highly trained, passionate Kiwis, hand-picked for much more than their ability to drive. They are well-versed in the culture, flora, fauna and history of New Zealand. Our guides are trained in first aid, and above all, they'll ensure everything is running smoothly behind the scenes to ensure you can relax and enjoy your trip. All guides and drivers hold Passenger Endorsement licences, Pro Guides memberships and First Aid certificates, as well as having a permit to operate guiding activities on Public Conservation Land. We are joined by an exceptional team of local field guides and experts. Our outdoors specialists have significant knowledge in their fields, and we do not hesitate to recommend their services as they have been valued partners.

OUR TEAM

VERONIKA VERMEULEN (Director - Owner)

- German speaking
- Taupo/Tokoroa/Waikato

Aroha Luxury New Zealand Tours is owned and operated by Veronika Vermeulen, the person you can expect to greet upon arrival in this country. Whether in the company of Veronika or one of her hand-selected guides, you will feel personally assured you are in the best hands this country has to offer.



This European-born "Kiwi" has earned her tour business an exceptional reputation as a leader in NZ's tourism trade, both here and abroad. She says she found an inner rapport with New Zealand's abundant water, flora, fauna, and last. Still, not least, its people - especially the native Maori and the richness of their culture." The traditions of the Maori are intensely intriguing, their lifestyle, their relationship with nature and family orientation all appeal to me", Veronika reflects, finally adding..."Here, I can truly be myself." Her love and passion for elite travel in New Zealand are infectious. "I listen to my clients' requests carefully to develop an understanding of their wishes. And, in the end, they trust me to design their personal holiday", she says with a smile.

"The beauty of new Zealand", she says, "is that we still have generous access to its natural abundance and unique experiences. It is the most extraordinary playground on earth!" And, for Veronika, this is perfect travelling. She says to see nature from all perspectives - whether by aircraft, boat, car or walking - allows her guests a truly unique encounter. Veronika recently married a dairy farmer and lives on a 600ha farm with 1200 milking cows.

EDEN DAWSON

- Business Administration and operations
- Virtual Travel Assistant
- Auckland, Titirangi

Eden is an AUT graduate, focussing her studies on Tourism and Sustainability with a Bachelor of International Tourism Management. Eden strives to assist sustainable and cultural development within Aotearoa's tourism industry, with a background in sustainable consultancy. Eden is fascinated by the synergy between nature and humankind, aspiring to preserve natural and cultural environments to amplify the human experience."



SARAH WILLSSHER (Office Support - Administration)

- Wanaka/Central Otago

Sarah has a background in administration and project management with a degree in Business and Tourism. She has worked in the private and public sectors in the UK and NZ. "I originally came to New Zealand for a holiday after seeing the stunning scenery in the first Lord of the Rings film and fell in love with the country. Within 6 months, I returned on a working holiday to explore all New Zealand offers. I then decided to leave the UK and make a move here permanently and have now called NZ home for the last ten years. I am currently living in beautiful Wanaka with my partner and two children."



MARIANA WAGNER

- AFRIKAANS-ENGLISH SPEAKER, CO-ORDINATOR & ADMINISTRATION & TRAVEL PLANNER
- CHRISTCHURCH/SOUTH ISLAND

Mariana was born on a desert farm in Namibia, so she never complains about the rain. "I love the beautiful pure nature and most of all the rain in New Zealand as I know how precious water is." By running her own business in Namibia for more than 15 years, she has all the experience to support the team behind the scenes - organising all the logistics and giving support to Veronika. "It puts a smile on my face knowing I am contributing to visitors enjoying their holiday."



OUR PERSONAL GUIDES

JURGEN WAGNER

- German-French-Spanish-Hebraic speaking (Horticulturist)
- Christchurch/Canterbury

Born in Trier, Germany's oldest city, Jurgen has a passion for history. From early childhood he enjoyed working with international visitors in his grandparents B&B on the famous Mosel River. He had his first job as a tour guide in Jerusalem, Israel, where he worked as a volunteer with the German Peace Corps. After guiding for twenty years in all continents, Jurgen gained an international diploma in tourism and worked as destination manager for leading German tour operators. "I fell in love with New Zealand on my first visit in 1989 - I have travelled and walked extensively exploring the awesome sights this country has to offer.



My passion is to share all I have experienced by guiding small groups. Aroha Tours is a great company "to get off the beaten track" - we offer a back stage pass to this beautiful country with all possible comfort to make your holiday unforgettable." Jurgen lives in Christchurch when not on the road. He is currently studying horticulture and also works as a Nature Guide at the Botanical gardens in Christchurch. Apart from English and German he is quite fluent in French and Spanish and has a basic knowledge of Hebrew.

STEPHEN POPPERWELL

- Luxury B&B owner, Classical Musician
- Wanaka/Central Otago

Stephen had a long career as a musician in the New Zealand Symphony Orchestra but the lure of the beautiful mountains of the South Island were such that a few years ago he moved with his wife to live in Wanaka. Since then he has driven and guided for several companies. He is passionate about the area and has a great knowledge and stories to share, in particular about Central Otago and the West Coast.

Stephen is committed to helping others to enjoy the region and loves the company of visitors from other countries. He has travelled overseas many times and driven throughout Europe on countless occasions. "I can't think of a better way to spend a day than with good company and beautiful New Zealand passing by!"



ZUZANA VANIK

- Russian/Slovak/English speaking
- Guide & Wellness Instructor
- Wanaka/Central Otago

"Zuzana was born and bred in Slovakia before she acquired a taste for adventure, that's taken her to many countries around the World. Her background is in Education, Public Service, the Economic & Tourism Sector, and snowsports. Today she finds her fulfillment in teaching yoga and showcasing the exquisite scenery of New Zealand to "center" and to be in the "present moment" through the regular practice of yoga & meditation throughout a trip. Allowing each person to put themselves first and pursue a vacation that promotes health and wellbeing, that leaves everyone refreshed and rejuvenated at its end." "It was amazing to have a guide and yogi, who encouraged us through extreme adventures, then calmed and centered us through just the right kind of yoga for each day of our journey! Thank you, Zuzana."



LUCA MONTAGNI

- ENGLISH - ITALIAN - SPANISH - PORTUGUESE - FRENCH - GERMAN.
- GUIDE & ADVENTURE/FILM
- AUCKLAND - TĀMAKI MAKAURAU/NORTH ISLAND

"New Zealand is the country that finally captured me after travelling and Tour Guiding in some of the most beautiful countries on this planet. My love for the outdoors, my fluency in 6 languages and my vast experience in leading different tours over the past 15 years make me the perfect host for discovering the hidden and most exciting corners of Aotearoa/New Zealand."



"Even though I was not born in this country, it is a mission and privilege to do all I can to transmit my uncommitted love and passion! As a result, my work has been highly rated by organisations such as National Geographic Television, renowned french guide book Le Guide Du Routard (Sicily), Rough Guides Sicily, as well as VIP customers like Hollywood stars such as Andie MacDowell during private guided excursions in extreme places like the active Volcano Stromboli (Sicily)."

CRAIG WRIGHTSON

- ENGLISH SPEAKER
- PROFESSIONAL CHAUFFEUR & PERSONAL TOUR GUIDE
- WELLINGTON/NORTH ISLAND

New Zealand-born Craig loves the great outdoors and all the natural beauty New Zealand has to offer. Having been a tour guide and professional chauffeur in the tourism industry for over seven years, he knows how to get the most out of your New Zealand visit. His friendly and relaxed manner makes him a great tour guide, and being a local, he has an in-depth knowledge of New Zealand culture, history, society, geography, flora, and fauna



He shares this engagingly and entertainingly, making your experience an interactive and memorable one with a dash of Kiwi-style humor. In addition, Craig is a highly meticulous and personable guide! As someone who clearly loves his country, he had been a wonderful host who passionately introduced us to his beautiful native island.

ACCOMODATION STYLES

The Finest Luxury Accommodation

Aroha Luxury NZ Tours features the very best in New Zealand accommodation: New Zealand has a diverse range of boutique & luxury hotels to suit every taste and budget - we offer you only the most suitable accommodation for your vacation. You will find a collection of unique places, which have been hand-picked by us. The properties we suggest offer superior facilities, spectacular locations, warm hospitality, character and ambience or a combination of the above. They are all memorable in some way and have their personality. We chose places that will enhance your overall New Zealand experience and reflect your style and budget.

Boutique Bed and Breakfast:

Bed and Breakfasts offer a wonderfully eclectic mix of hosts and houses – cosy, comfortable and often quirky. Enjoy your room and a homely breakfast each day.

Boutique Small Hotels:

Boutique accommodation represents a high standard of amenities and comfort combined with character and flair. City, coast or countryside, boutique hotels are typically small, intimate and plush.

Luxury Holiday Homes:

Typically located at the best holiday spots, holiday homes can range from homely cottages to modern mansions – so there's something for every taste. Equipped with a kitchen and laundry, holiday homes are fantastic for small groups and family holidays.

Luxury Apartments:

Apartments are a great option in a major city or resort town. With cooking and laundry facilities, apartments are similar in price to a high-quality hotel suite with daily or regular servicing.

Luxury 5* Lodges

With up to 20 rooms, lodges offer comfort in beautiful locations - often remote waterfront, rural or alpine settings. Many lodges have fine dining onsite and cater to special interests like fishing, golf, wilderness adventures and spa treatments. Exclusive - Are you ready to succumb to serious indulgence? Properties rated Qualmark Exclusive offer the most luxurious experiences in spectacular surroundings. As a result, new Zealand's luxury lodges are basking in a series of international accolades - lining up with the world's best to demonstrate how the local luxury accommodation sector continues to punch above its weight.



OUR FLEET AND TRANSPORTATION

OUR FLEET

All our vehicles are new sustainable models, purpose-built touring vehicles equipped with the latest low emission and road safety technology. Comfort is guaranteed by having ample leg room, climate control and top-quality in-car audio systems for a comfortable driving experience. They are powerful and safe! - With a good fleet of immaculately maintained vehicles ranging from 4WD (for single or couple travelling), smaller comfortable vans (for groups of up to 6 travellers, like families) and 12 seater luxury Mercedes vans (for friends and groups of up to 10 travellers) and are dependable, practical and efficient.

TRANSPORT RULES FOR GUIDED TOURS:

You will be accompanied by an experienced and trained Aroha NZ Tour host (driver/guide) throughout your visit. All of our guides have a licensed passenger endorsement to their driver's license, which means they have the legal approval to drive paying passengers and a first aid certificate. They will take care of all your personal needs and essential details, allowing you time to relax and enjoy this unique experience.

GUIDING OBLIGATIONS BY LAW:

Drivers have a maximum number of hours they can work. 'Work time' is a legal term that means the maximum number of hours a commercial or heavy motor vehicle driver is allowed to work, including driving, before they must rest. Work time includes all time spent working, regardless of whether it is time spent driving or doing other work. In general, drivers must take a break of at least 30 minutes after 5½ hours of work time, no matter what type of work takes place during that period. In any cumulative work day, you can work a maximum of 13 hours and then you must take a continuous break of at least 10 hours (as well as the standard half-hour breaks every 5½ hours).

A CUMULATIVE WORK DAY IS A PERIOD DURING WHICH WORK OCCURS, AND THAT:

Work days do not exceed 24 hours, and begins after a continuous period of rest time of at least 10 hours (Adapted from www.nzta.govt.nz)

