



**TRAVEL THERE CO**

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## New Zealand Journey

**Days:** Auckland to Queenstown

### What's Included

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Your Journeys Highlight Moment: Waiheke Island Wineries, Waiheke Island  
Your Journeys Highlight Moment: Meet a Maori Elder, Rotorua. Waitomo Caves tour. Traditional Maori hangi feast and entertainment. Scenic TranzAlpine train. Ride the Queenstown gondola. Wilderness day cruise (winter) or overnight cruise (summer) in Fiordland National Park. Internal flight. All transport between destinations and to/from included activities.

The information in this trip details document has been compiled with care and is provided in good faith. However it is subject to change, and does not form part of the contract between the client and the operator. The itinerary featured is correct at time of printing. It may differ slightly to the one in the brochure. Occasionally our itineraries change as we make improvements that stem from past travellers, comments and our own research. Sometimes it can be a small change like adding an extra meal along the itinerary. Sometimes the change may result in us altering the tour for the coming year. Ultimately, our goal is to provide you with the most rewarding experience. Please note that our brochure is usually released in November each year. If you have booked from the previous brochure you may find there have been some changes to the itinerary.

**VERY IMPORTANT:** Please ensure that you print a final copy of your Trip Details to review a couple of days prior to travel, in case there have been changes that affect your plans.

### Itinerary

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#### Highlights

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Sample wine with local experts on Waiheke Island, learn about Maori myths and traditions, experience the geothermal mysteries of Rotorua, glide along the TranzAlpine railway, relax at a rainforest lodge, cruise through Fiordland National Park searching for wildlife and waterfalls

### Dossier Disclaimer

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## Itinerary Disclaimer

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While it is our intention to adhere to the route described below, there is a certain amount of flexibility built into the itinerary and on occasion it may be necessary, or desirable to make alterations. The itinerary is brief, as we never know exactly where our journey will take us. Due to our style of travel and the regions we visit, travel can be unpredictable. The Trip Details document is a general guide to the tour and region and any mention of specific destinations or wildlife is by no means a guarantee that they will be visited or encountered. Aboard expedition trips visits to research stations depend on final permission.

Additionally, any travel times listed are approximations only and subject to vary due to local circumstances.

## Important Notes

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1) Please be aware that wifi and internet access is not as readily available in New Zealand as in other parts of the world. There are often additional charges to connect to the internet, and speeds may be slower than what you are used to.

2) Over public holidays in Australia and New Zealand (such as Christmas, New Years Day, Easter, and Anzac Day) there may be some limitations of services and disruptions to schedules. In general our tours still operate effectively over public holidays, but there may be closures of optional activities and restaurants, and slight itinerary adjustments in order to provide all tour inclusions.

3) Please note that this tour combines with other Travel There Co tours. As such, the staff and some travel companions on your tour may have previously been traveling together with Travel There Co, prior to Day 1 of your tour. Likewise, some staff and travel companions may be continuing together on another Travel There Co tour, after your trip concludes.

## Group Leader Description

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This Travel There Co group trip is accompanied by one of our group leaders, otherwise known as a Chief Experience Officer (CEO). The CEO will be the group manager, leader and driver - this person is experienced in the routes travelled and will organize and lead the meal preparations and has experience in cooking a variety of local and international dishes for large groups.

As the group coordinator and manager, the aim of the CEO is to take the hassle out of your travels and to help you have the best trip possible. While not being guides in the traditional sense, you can expect them to have a broad general knowledge of the countries visited on the trip, including historical, cultural, religious and social aspects. They will also offer suggestions for things to do and to see, recommend great local eating venues and introduce you to our local friends.

We also use local guides where we think more specific knowledge will add to the enjoyment of the places we are visiting - we think it's the best of both worlds.

## Group Size Notes

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Max 16, Avg 12.

## Meals Included

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11 breakfasts, 2 dinners

## Meals

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Eating is a big part of traveling. Travelling with Travel There Co you experience the vast array of wonderful food that is available out in the world. Generally meals are not included in the trip price when there is a choice of eating options, to give you the maximum flexibility in deciding where, what and with whom to eat. It also gives you more budgeting flexibility. Our groups tend to eat together to enable you to taste a larger variety of dishes and enjoy each other's company. There is no obligation to do this though. Your CEO will be able to suggest

favourite restaurants during your trip. The above information applies to Travel There Co group trips. For Independent trips please check the itinerary for details of meals included. For all trips please refer to the meals included and budget information for included meals and meal budgets.

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## Transport

Private vehicle, plane, train, boat, walking.

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## About our Transportation

Our vans are mini-coaches. Occasionally with smaller group sizes we will use smaller, equally comfortable 13-seater vehicles. All mini-coaches tow a trailer for luggage and camping equipment (when needed). All groups have one CEO/Driver.

The vehicles are factory built with comfortable seats and air-conditioning. It is mandatory to wear a seatbelt while riding in our vehicles.

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## Local Flights

A local flight is included in this trip - Your CEO will give you your ticket on the day of flight. The max luggage allowance on domestic flights within New Zealand is 1 checked bag (20 kgs) and 1 carry on (7 kgs) per person.

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## Solo Travellers

We believe single travellers should not have to pay more to travel so our group trips are designed for shared accommodation and do not involve a single supplement. Single travellers joining group trips are paired in twin or multi-share accommodation with someone of the same sex for the duration of the trip. Some of our Independent trips are designed differently and single travellers on these itineraries must pay the single trip price.

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## Accommodation

Hotels (10 nts), cruise boat (1 nt, seasonal).

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## About Accommodation

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## Joining Hotel

For details of your joining hotel please refer to your tour voucher, G Account, the Travel There Co App or contact your travel agent.

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## Joining Instructions

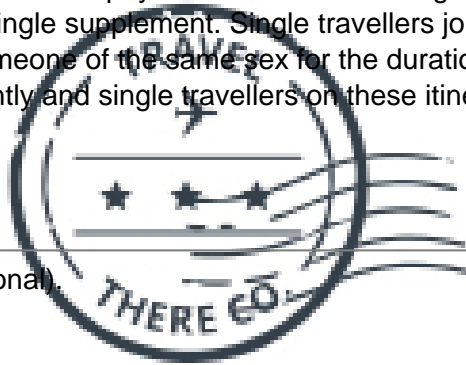
An arrival transfer is not included on this trip. Please make your own way to the joining hotel.

There are three main ways for visitors to get from the Auckland Airport to the centre of town:

The public bus (Skybus) will drop you off at the transit centre (stop 7018) on Customs St East (opposite Fort Lane) and takes approximately 1 hour. Tickets are \$18 and can be bought in the airport or for cash on the bus. From there, the hotel is a short taxi ride away or a short 10-15min walk to the hotel.

To walk, continue East along Customs St East/Beach Road (for approx 500m), then turn left onto Mahuhu Crescent and the hotel is about 100m along on the left.

Super Shuttle is the main minivan service - you can book tickets online or pay the driver direct - the cost will vary between \$30 and \$80 depending on the group size - you will be dropped at the door of the hotel.



Taxis operate from right outside the door - the cost will be about \$75 to be dropped right outside of your hotel.

A Travel There Co Representative/CEO will organize a short meeting soon after arrival, during which you will meet other tour participants and receive information about general and specific aspects of the trip. A welcome note will be left for you in the hotel so you have all the necessary information regarding the meeting time. If you arrive late, s/he will leave you a message detailing what time and where you should meet the next morning.

## Arrival Complications

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### ARRIVAL COMPLICATIONS

We don't expect any problems, and nor should you, but if for any reason you are unable to commence your trip as scheduled, as soon as possible please contact your starting point hotel, requesting that you speak to or leave a message for your CEO (if you are not on a group tour please refer to the emergency contact details provided in this dossier). If you are unable to get in touch with your leader, please refer to our emergency contact details. If you have pre-booked an airport transfer and have not made contact with our representative within 30 minutes of clearing customs and immigration, we recommend that you make your own way to the Starting Point hotel, following the Joining Instructions. Please apply to your travel agent on your return for a refund of the transfer cost if this occurs.

## Emergency Contact

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Should you need to contact Travel There Co during a situation of dire need, it is best to first call our local office in Melbourne. If for any reason you do not receive an immediate answer, please leave a detailed message and contact information, so we may return your call and assist you as soon as possible.

### EMERGENCY CONTACT NUMBERS

Travel There Co Local Office and after office hours emergency number

From outside Australia: +61 432 705 621

From within Australia: 0432 705 621

If you are unable for any reason to contact our local operations manager, please call the numbers listed below, which will connect you directly with our 24-hour Sales team, who will happily assist you.

Toll-free, North America only: 1 888 800 4100

Calls from UK: 0344 272 0000

Calls from Germany: 0800 365 1000

Calls from Australia: 1 300 796 618

Calls from New Zealand: 0800 333 307

Outside North America, Australia, New Zealand, Germany and the UK: +1 416 260 0999



## What to Take

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The max luggage allowance on domestic flights within New Zealand is 1 checked bag (20 kgs) and 1 carry on (7 kgs) per person.

You will be on the move a lot, so our advice is to pack as lightly as possible.

We recommend using a backpack for your convenience, or a medium-sized suitcase if you prefer. Heavy luggage is not recommended for the health of the CEO, who will take a lead in loading the storage trailer. Due to space in the trailer, we will not be able to accommodate more than one piece of main luggage per person. A good size day-pack (20-35L) is also essential to carry your personal gear for the day, as access to luggage between destinations will be limited. This daypack will be used to carry your personal gear for the day, your lunch and a water bottle.

## Checklist

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Documents:

- Flight info (required) (Printouts of e-tickets may be required at the border)
- Insurance info (required) (With photocopies)
- Passport (required) (With photocopies)
- Required visas or vaccination certificates (required) (With photocopies)
- Vouchers and pre-departure information (required)

#### Essentials:

- Binoculars (optional)
- Camera (With extra memory cards and batteries)
- Cash, credit and debit cards
- Day pack (Used for daily excursions or short overnights)
- Ear plugs
- First-aid kit (should contain lip balm with sunscreen, sunscreen, whistle, Aspirin, Ibuprofen, bandaids/plasters, tape, anti-histamines, antibacterial gel/wipes, antiseptic cream, Imodium or similar tablets for mild cases of diarrhea, rehydration powder, water purification tablets or drops, insect repellent, sewing kit, extra prescription drugs you may be taking)
- Flashlight/torch (Headlamps are ideal)
- Fleece top/sweater
- Footwear
- Hat
- Locks for bags
- Long pants/jeans
- Moneybelt
- Outlet adapter
- Personal entertainment (Reading and writing materials, cards, music player, etc.)
- Reusable water bottle
- Shirts/t-shirts
- Sleepwear
- Small travel towel
- Sunglasses
- Toiletries (Preferably biodegradable)
- Watch and alarm clock
- Waterproof backpack cover
- Windproof rain jacket



#### Health & Safety:

- Face masks (required)
- Hand sanitizer (required)
- Pen (Please bring your own pen for filling out documents.)
- Rubber gloves

#### Smart Dress:

- Smart outfit (For evenings out)

#### Warm Weather:

- Sandals/flip-flops
- Shorts/skirts (Longer shorts/skirts are recommended)
- Sun hat/bandana
- Swimwear

Note: The weather in New Zealand varies depending on the season. Make sure to check the forecast for the time you will be visiting and pack weather appropriate clothing for your trip.

## Laundry

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Laundry can be done at least once a week while on tour - most cities have laundromats where you can buy soap and wash your laundry in coin-operated machines. Your CEO will advise you along the trip where you will be able to do your laundry.

## Visas and Entry Requirements

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All countries require a valid passport (with a minimum 6 months validity). Contact your local embassy or consulate for the most up-to-date visa requirements, or see your travel agent. It is your own responsibility to have the correct travel documentation. Visa requirements for your trip will vary depending on where you are from and where you are going. We keep the following information up to date as far as possible, but rules do change and sometimes without warning. While we provide the following information in good faith, it is vital that you check the information yourself and understand that you are fully responsible for your own visa requirements.

Important notice for passport holders from 60 visa waiver countries, including the UK, Canada, USA, and EU:

Electronic Travel Authority (ETA)

From 1 October 2019, passport holders from 60 visa waiver countries travelling by air or cruise and entering New Zealand without a visa (tourists) will need to hold an ETA before travelling to New Zealand. You will be able to apply for an ETA from July 2019.

For more information and full list of eligible countries please visit <https://www.immigration.govt.nz/nzeta>

## Spending Money

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Every traveller is different and therefore spending money requirements will vary. Some travellers may drink more than others while other travellers like to purchase more souvenirs than most. Please consider your own spending habits when it comes to allowing for drinks, shopping and tipping. Please also remember the following specific recommendations when planning your trip.

## Money Exchange

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The New Zealand currency is the New Zealand Dollar (NZD).

Credit cards are accepted almost everywhere in New Zealand and can be used to purchase small and large items. When purchasing products or services with a foreign credit card you may be charged additional fees by your credit card company for foreign purchases.

Credit cards and debit cards are very useful for cash advances but you must remember to bring your PIN number (be aware that many ATM machines only accept 4-digit PINs). Both Cirrus and Plus system cards are the most widely accepted debit cards. Both Visa and Master Cards are the most widely accepted credit cards. While ATMs are commonly available, there are no guarantees that your credit or debit cards will actually work check with your bank before you travel. A visit to an ATM can be arranged on Day 1 and other days of the trip.

Do not rely on credit or debit cards as your only source of money. A combination of local currency (preferably smaller bills, 5's, 10's and 20's) and credit cards is best. Currency exchange is best obtained prior to travel or at the airport, currency exchange is easy to find in New Zealand in the gateway cities and most banks do accommodate.

Always take more rather than less, as you don't want to spoil the trip by constantly feeling short of funds.

As currency exchange rates can fluctuate often we ask that you refer to the following website for daily exchange rates: [www.xe.com](http://www.xe.com)

## Emergency Fund

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Please also make sure you have access to at least an additional USD \$200 (or equivalent) as an 'emergency' fund, to be used when circumstances outside our control (ex. a natural disaster) require a change to our planned route. This is a rare occurrence!

## Departure Tax

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## Tipping

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It is not customary in New Zealand or Australia to tip service providers, but if you do experience outstanding service it is good to do so. Such service would only usually be in places like quality restaurants and it would be very rare that you would tip more than 10%. Unless specifically asked to do so at the time (by your CEO) - do not tip your local guides. Also at the end of each trip if you felt your Travel There Co Chief Experience Officer did an outstanding job, you may consider a small tip - but it certainly isn't expected.

## Optional Activities

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### Auckland

- Maritime Museum Visit (20NZD per person)

### Rotorua

- Whakarewarewa Geothermal Village Visit (35-60NZD per person)
- Whitewater Rafting (89NZD per person)
- Mountain Biking (35-130NZD per person)
- Hot Springs (30-50NZD per person)
- Hobbiton Tour (112NZD per person)
- Hells Gate Geothermal Park (35-90NZD per person)

### Franz Josef

- Franz Josef Glacier Valley Walk (79NZD per person)
- Franz Josef Quad Bike (65-160NZD per person)
- Helicopter Hike (459-539NZD per person)
- Hiking (Free)
- Franz Josef Kayaking (99-129NZD per person)
- Ice Explorer Guided Hike (Heli Transfer) (379-409NZD per person)

### Queenstown

- Vineyard Tour (185-230NZD per person)
- Bungee Jumping (165-205NZD per person)
- Paragliding (210NZD per person)
- Canyon Swing (205NZD per person)
- Scenic Horse Riding Tour (165-325NZD per person)
- Shotover Canyon Swing/Shotover Canyon Fox (169-299NZD per person)
- Shotover Jet Boating (155NZD per person)
- Earnslaw Steamship Cruise (55-95NZD per person)
- Skydiving (299-459NZD per person)



## Health

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Please note inoculations may be required for the country visited. It is your responsibility to consult with your travel doctor for up to date medical travel information well before departure.

You should consult your doctor for up-to-date medical travel information well before departure. We recommend that you carry a First Aid kit and hand sanitizers / antibacterial wipes as well as any personal medical requirements. Please be aware that quite often we are in remote areas and away from medical facilities, and for legal reasons our leaders are prohibited from administering any type of drug including headache tablets, antibiotics, etc. When selecting your trip please carefully read the brochure and itinerary and assess your ability to cope with our style of travel. Please refer to the Physical and Culture Shock ratings for trip specific information.

## Safety and Security

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Many national governments provide a regularly updated advice service on safety issues involved with

international travel. We recommend that you check your government's advice for their latest travel information before departure. We strongly recommend the use of a neck wallet or money belt while travelling, for the safe keeping of your passport, air tickets, travellers' cheques, cash and other valuable items. Leave your valuable jewellery at home - you won't need it while travelling. Many of the hotels we use have safety deposit boxes, which is the most secure way of storing your valuables. A lock is recommended for securing your luggage. When travelling on a group trip, please note that your CEO has the authority to amend or cancel any part of the trip itinerary if deemed necessary, due to safety concerns. Your Chief Experience Officer (CEO) will accompany you on all included activities. During your trip you will have some free time to pursue your own interests, relax and take it easy and explore at your leisure. While your CEO will assist you with options available in a given location, please note that any optional activities you undertake are not part of your itinerary, and we offer no representations about the safety of the activity or the standard of the operators running them. Please use your own good judgement when selecting an activity in your free time. Although the cities visited on tour are generally safe during the day, there can be risks to wandering throughout any major city at night. It is our recommendation to stay in small groups and to take taxis to and from restaurants, or during night time excursions.

Water based activities have an element of danger and excitement built into them. We recommend only participating in water based activities when accompanied by a guide(s). We make every reasonable effort to ensure the fun and adventurous element of any water based activities (in countries with varying degrees of operating standards), have a balanced approach to safety. It is our policy not to allow our CEOs to make arrangements on your behalf for water based activities that are not accompanied by guide(s).

Swimming, including snorkeling, is always at your own risk. Read more about travel safety for ways to further enhance your personal safety while traveling.

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## **Trip Specific Safety**

Heed the caution signs at all times in National Parks and other remote areas in New Zealand and Australia.

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## **Medical Form**



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## **A Couple of Rules**

Illegal drugs will not be tolerated on any trips. Possessing or using drugs not only contravenes the laws of the land but also puts the rest of the group at risk. Smoking marijuana and opium is a part of local culture in some parts of the world but is not acceptable for our travellers. Our philosophy of travel is one of respect towards everyone we encounter, and in particular the local people who make the world the special place it is. The exploitation of prostitutes is completely contrary to this philosophy. Our CEO has the right to expel any member of the group if drugs are found in their possession or if they use prostitutes.

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## **A Word of Warning**

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## **Travel Insurance**

Travel insurance is compulsory in order to participate on any of our trips. When travelling on a group trip, you will not be permitted to join the group until evidence of travel insurance has been sighted by your leader, who will take note of your insurance details. When selecting a travel insurance policy we require that at a minimum you are covered for medical expenses including emergency repatriation. We strongly recommend that the policy also covers personal liability, cancellation, curtailment and loss of luggage and personal effects. If you have credit card insurance we require proof of purchase of the trip (a receipt of credit card statement) with a credit card in your name. Contact your bank for details of their participating insurer, the level of coverage and emergency contact telephone number.

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## **Local Dress**

Weather can change dramatically and without warning - we recommend layering.



## Feedback

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After your travels, we want to hear from you! Your feedback information is so important to us that we'll give you 5% off the price of your next Travel There Co trip if your feedback is completed on-line within 30 days of finishing your trip. Your tour evaluation will be e-mailed to you 24 hours after the conclusion of your trip. If you do not receive the tour evaluation link in the days after your tour has finished, please drop us a line at [customerservice@gadventures.com](mailto:customerservice@gadventures.com) and we will send it on to you.

## Minimum Age

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You must be 18 to travel unaccompanied on a Travel There Co tour. For minors travelling with a guardian over 21 years old, the minimum age is 12.

## International Flights

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Check-in times and baggage allowances/restrictions vary by airline and can change at any time. For the most up-to-date information for your flight, please contact your airline. We recommend checking in online in advance to avoid potential delays at the airport.

Last updated: Thu 30 Jan '25

