

### Important Numbers

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**Air New Zealand**  
Reservations 0800 737 000 (free call from in NZ)  
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**Nelson English Centre**  
24 hour emergency number 0800 106 108 (free call from in NZ)  
Office phone + 64 3 548 2255 (if calling from overseas)

### Restricted or Prohibited Goods

Because New Zealand is an island nation surrounded by sea we are lucky to be free of many of the world's serious pests and diseases. We can prevent them arriving here more easily than other countries can.

But pests and diseases can be brought into New Zealand in your baggage. They can pose a serious threat to New Zealand's agriculture and environment.

Bikes need to be shown to Quarantine Officers when you arrive. They will check that your bike does not have any dirt on it, so you need to clean it very well before you leave, especially the tires. If your bike is dirty they will treat it. The treatment may take a few days and you may have to pay for it, and the cost of sending your bike to you afterwards.

Processed packaged food (such as chocolates, powerbars) are usually no problem, but they still must be inspected!

Some items - such as meat, fruit, and honey - are not allowed at all.

### What to Bring

It's best not to bring too much luggage with you. Airlines have strict baggage restrictions for both carry on bags (cabin baggage) and check in luggage. If your bags weigh more than the weight allowed, you will have to pay excess baggage charges or you might even have to leave some of your belongings behind. Make sure you learn about your airline's policies concerning luggage size, weight, bike carrying policy, and any other matters, before you begin packing.

In addition, if you need to make a domestic flight to your final destination in New Zealand there may be different

baggage restrictions.

Make two photocopies of your passport photo page, airline tickets, driver licence, they will be useful if you lose any of the original documents.

## **Arrival and Domestic Transfer Flights**

Inland flights from Auckland leave from the Domestic Terminal, this is about 1km away from the International Terminal. There is a free bus between the international and domestic terminals (available 6:00am -10:30pm) but the fastest is to walk, there is a blue painted line that shows the way. You can take the free baggage trolleys with you between terminals.

If you will be late or miss your inland transfer because your international flight arrives late, you should call the airline and tell them if as soon as you land (free phone numbers are on the first page of this document). After landing you will need around 90 minutes to collect your baggage, go through the passport check then the customs check and get to the Domestic Terminal.

Some inland flights from Air NZ and all flights from Origin Pacific use Electronic Tickets. If you have an Electronic Ticket you don't need to have a paper ticket. Just go to the check in counter and say your name and destination, and show an ID. Check in time is 30 minutes before the departure of the flight.

There will probably be an excess baggage fee for your bike which is payable when you check in. You can pay this with cash or credit card.

## **Money**

Foreign currency can easily be exchanged at most banks, and Bureau de Change kiosks. You can find these at international airports and in most city centres.

Credit cards are a common way to pay for purchases in New Zealand. They are very widely accepted even for purchases of just a few dollars. Automatic Teller Machines (ATM's) can be used to withdraw money from overseas bank accounts if your bank card has the "PLUS" or "CIRRUS" logo on the back. Travellers' Cheques are accepted at hotels, banks and some stores.

Tipping is not expected in New Zealand.

## **Mobile Phones**

You may be able to use international roaming in New Zealand with your existing phone and provider but it is probably cheaper and more convenient to use a New Zealand pre-paid account.

New Zealand has two separate mobile phone networks.

If your phone uses a SIM card, you can buy a pre-paid SIM card from Vodafone in NZ. If not then you should check with your provider if you can use your phone in New Zealand with a pre-paid account.

If your phone can't be used here, leave it behind. You'll be able to buy another here very easily.

## Electricity

Electricity is supplied throughout New Zealand at 230 / 240 volts, 50 hertz. Power outlets accept flat three or two-pin plugs, depending on whether an earth connection is fitted. We have several adaptors for international plugs that we can lend riders and they are also available in local electronics stores.



## Medical/Accident Insurance

We strongly advise you to arrange your own health insurance before you leave home. For students attending the English School it is compulsory and insurance documents must be shown to the school.

New Zealand's public and private medical/hospital facilities provide a high standard of treatment and service.

If you have an accident while you're in New Zealand part of the cost of medical treatment will be covered by our Accident Compensation Scheme. But other medical services are not free to visitors.

## Cycling Notes

Helmets are compulsory for cyclists in New Zealand on all roads and in all competitions so make sure you bring your helmet with you.

The roads in New Zealand are very well maintained however the surfaces are often finished with stone-chip which is relatively coarse. This means that tires tend to wear out faster than normal so we recommend that road cyclists bring cheaper training tires with them rather than racing tires.

## Driving in New Zealand

If you have a driver's licence in your home country with a photo on it or an international driving permit (IDP), you can drive in New Zealand.

By law you must always have your licence with you when you're driving. You'll only be able to drive the same types of vehicles you're licensed to drive in your home country.

If you intend to drive in New Zealand, make sure you're familiar with our driving rules (see the "Road Code") before you arrive. And remember – in New Zealand we drive on the LEFT side of the road.

If you're planning to drive while you're in New Zealand, it's important to know the following road safety points:

- In New Zealand, all motorists drive on the LEFT side of the road.
- When turning left, give way to traffic crossing or approaching from your right.
- When the traffic light is red, you must stop.
- The speed limit on the open road is 100km/h (approx 60m/h) but in some areas close to towns and cities 80km/h or 70km/h applies – watch for signs that tell you this.
- In built up urban areas the speed limit is 50km/h.
- Drivers and passengers must wear seat belts at all times.
- The blood alcohol limit is 80 mg per 100ml for drivers over 20 years old. For drivers under 20 it is 30 mg per 100ml