

# New Zealand Guided Walking Holiday

**Tour Style:** Worldwide Multi-Centre  
**Destination:** New Zealand  
**Trip code:** NZWHW  
**Trip Walking Grade:** 2



## HOLIDAY OVERVIEW

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Our New Zealand holiday is designed to show you the best of this stunning country. Taking you from the lush sub-tropics of the North Island to the alpine beauty of the South, we give you a chance to experience for yourself the warmth of true 'Kiwi' hospitality. Our walks provide time for photography and observation of New Zealand's unique range of plant life, native birds, insects and (harmless!) reptiles. Most walks have longer and shorter options, and there is usually a choice of an easier and a more challenging walk during the days spent in the national parks. From the bays around Auckland, through the Maori cultural heartland of Rotorua and all the way down to Queenstown and shimmering Milford Sound, this trip of a lifetime includes many of New Zealand's highlights along with some of its lesser discovered secrets.

## WHAT'S INCLUDED

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- A full programme of guided walks and excursions led by Local Guides
- 'With flight' holidays include return flights from the UK and hotel transfers
- Half Board with en-suite accommodation - 21 breakfasts, 10 lunches, 13 evening meals

- All national park fees
- All transport and internal flights during tour (tour ends in Queenstown)
- Scenic helicopter flight, iceberg boat trip and fiord cruise

## HOLIDAYS HIGHLIGHTS

- Comprehensive tour of the best of New Zealand with plenty of local flavour
- Wonderful mix of great walking, scenery, sightseeing and culture
- Traditional Maori and modern New Zealand culture
- Options to extend your stay with the Milford Track or Routeburn Track. Please call 020 3974 8865 for more information.

## TRIP SUITABILITY

This holiday is graded at Level 2.

This holiday offers a good balance between part and full day walks, travelling and sightseeing. Generally, guided walks range from 3 to 6 miles (5-10km) with minimal ascent. On some days there are also optional harder walks (Grade 3-4) of up to 13½ miles (22km) with 2,550 feet (780m) of sustained ascent. Often this can involve starting together and those wanting a more strenuous walk do a longer version of the trail.



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## ITINERARY

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### Day 1 - 2: Arrival

Depart UK and overnight flight to Auckland.

### Day 3: Auckland

We arrive in Auckland in the early afternoon and after passing through immigration you'll meet your local guide and transfer as a group to the hotel. After check-in and time to freshen up, you can relax at the hotel or explore this "city of sails" before our pre-trip meeting and evening meal.

### Day 4: Rotorua

This morning we leave our Auckland hotel and head south to Rotorua (approx. 3 hours), stopping at a café enroute for an early lunch.

We continue south to Wai-O-Tapu thermal reserve. Here we enjoy a gentle walk through this thermal wonderland amidst mud pools, sinter springs and hissing steam vents. We'll see some astonishing colours as we walk – from sulphur yellows and bright greens to vibrant charcoals and surreal blues, this will be a feast for the senses, including – perhaps unfortunately? – your sense of smell!

Dinner this evening is at a vibrant café in the city.

### Day 5: Lake Tarawera

This morning we'll take a short drive to Lake Tarawera. Here, we'll hike around this beautiful bush-fringed crater on a well-made trail. Along the way there are many beautiful beaches, which offer great swimming in the summer months, as well as freshwater springs. Distance: 4½ miles (7km) with 950 feet (290m) of ascent on an undulating trail, approx. 3 hours.

We return to our hotel where there'll be time to relax or do some independent exploring of the city before freshening up and a short drive to our evening Maori cultural experience, where we'll enjoy a *hangi* (earth oven) meal.

### Day 6: Whirinaki Rainforest

We drive east to the Jurassic-like rainforest of the Whirinaki Forest. We'll walk on a loop trail alongside the Whirinaki River to a small waterfall. Our return route takes us through what is arguably New Zealand's finest podocarpus (a type of conifer) rainforest. There's also the option to do a shorter there-and-back walk if you prefer. Distance: 6 miles (9½km) with little ascent, approx. 3-4 hours.

We head south to our accommodation in Taupo, stopping at the thunderous Huka Falls along the way.

### Day 7 - 8: Tongariro National Park

Enroute to Tongariro National Park we drive south alongside Lake Taupo, New Zealand's largest lake.

We have two days in the Park, which enables flexibility based on the local conditions. We use the day with the best weather to take on the famous Tongariro Alpine Crossing and the other day to enjoy short walks. Your local guides will advise at the time what the plan will be, but the following will give you some idea what to expect across the two days.

On the Tongariro Crossing day we'll depart at around 7.30am and drive to the start of the trail. Considered one of New Zealand's greatest one day walks, it takes you on an awe-inspiring journey through outstanding volcanic scenery.

Beginning with a gradual ascent to Soda Springs (the first turn-around point), the track then follows a zig zag path on volcanic rock to the rim of the South Crater (the second turn-around point). Known as the Devil's Staircase, this is a steep 850 feet (260m) climb. On a clear day, your reward is an unobstructed view of Mount Taranaki, far away on the west coast of the North Island.

Those continuing on pass through the flat moonscape of the South Crater, before the route follows a steep ridge up to the top of Red Crater, so called because of the red oxide in the volcanic rock. From here a steep descent brings you to the beautiful Emerald Lakes. Their striking colour is a result of minerals leaching from the surrounding rock.

We continue across Central Crater with a short ascent to Blue Lake and follow the track around the lake to enjoy stunning views of Lake Rotoaira and Lake Taupo in the distance. Continue your descent, passing below Ketetahi Springs through the forest. Distance: 12 miles (19½km) with 2,950 feet (900m) of ascent and 3,700 feet (1,150m) of descent.

There's a variety of terrain (from board walk to loose scree and one small exposure with a fixed chain for assistance) and the day is sure to be exhilarating. For those who don't fancy the entire trail, there'll be the option to do smaller sections to explore the park and climb to the South Crater, a magnificent spot with spectacular views. There's also the possibility of other shorter, less demanding hikes that can be enjoyed near our hotel. After our exploration of the park, we head to our hotel.

If it wasn't possible to do the Crossing on Day 7, we'll attempt it on Day 8. Otherwise, there'll be a couple of walk options offered to further explore this incredible park. Possibilities include:

**Taranaki Falls:** A loop walk through open tussock and forest to the falls which plunge over the edge of an ancient lava flow. A good area to observe small native birds flitting among the mountain beech trees in search of insects. Distance: 3½ miles (5½km) with 150 feet (50m) of ascent.

**Tama Lakes:** This longer walk continues from Taranaki Falls to the Lower and Upper Tama Lakes, offering fine views of Mounts Ngauruhoe and Ruapehu, before returning the same way. Distance: 10 miles (16km) with 1,450 feet (450m) of ascent.

**Lake Rotopounamu:** A stunning little gem of a lake in remnant beech forest. Popular with birdwatchers, its name comes from the Maori words 'roto' ('lake') and 'pounamu' ('greenstone'). Distance: 3 miles (5km) with negligible ascent.

**Soda Springs:** A gentle climb alongside Mangetepopo Stream around the edges of old lava flows to the cold-water Soda Springs. Distance: 6 miles (10km) with 850 feet (260m) of ascent.

*\*Owing to weather and group trail choices, lunch on these days may be at own cost*

## Day 9: Wellington

We leave the national park and travel to Wellington (approx. 4 hours) for independent sightseeing in New Zealand's capital city. You could visit Te Papa, New Zealand's national museum, explore the harbour area, take the cable car for views over the city or enjoy the vibrant café and restaurant scene. There's plenty to choose from so you're sure to find something that takes your fancy.

## Day 10: South Island

This morning we have some more time to enjoy this busy little harbour capital before saying farewell to the North Island. In the early afternoon we have a short flight to Nelson in the South Island where you'll meet the South Island guides.

We take a hike up Botanical Hill, also known as the "Centre of New Zealand" and enjoy the sweeping views of Tasman Bay, Nelson City and Maitai Valley, or an alternative option suggested by your guides. Later we enjoy a meal out together in Nelson. Distance: 1½ miles (2½km) with 500 feet of ascent (150m).

## Day 11: Abel Tasman National Park

We drive to Kaiteriteri, a beach resort that acts as the gateway to the Abel Tasman National Park. We'll take a water taxi into the park and hike a beautiful section of the well-maintained coastal path between Bark Bay and Anchorage.

The trail undulates and is at times close to sea level, passing small coves and view points over the Tasman Sea. There are shaded sections along the way and at the end of the trail there's a chance to enjoy a refreshing dip in the sea.

We later return to Kaiteriteri by boat and on to Nelson. Distance: 5-7 miles (8-11½km) with 1,000 feet (300m) of ascent. The distance on the day depends on whether we take a high or low tide route.

## Day 12: The West Coast

Travelling southwest from Nelson, we drive over Hope Saddle and then alongside the mighty Buller River as it follows the southern boundary of Kahurangi National Park. We'll pass through the spectacular Buller Gorge before reaching the West Coast.

At Cape Foulwind we'll hike for about an hour along the lighthouse path, a well-formed trail, to a New Zealand fur seal colony. Your guides may not do the whole of this walk with you as they will bring the vehicles to meet you at the end of the trail. Distance: 2 miles (3½km) with negligible ascent.

After a simple picnic lunch at Tauranga Bay, we'll drive to Punakaiki, home to the well-known Pancake Rocks. We'll enjoy a gentle walk through the lush rainforest on the Pororari River Canyon trail, which weaves alongside the glass-like river and ducks beneath limestone formations. Distance: 4 miles (7km) with 300 feet (100m) of ascent.

## Day 13: The Southern Alps And Methven

We'll visit the Pancake Rocks, taking a path which crosses the arches and towers of limestone, to see the spectacular watery display these formations put on. Distance: 1 mile (1½km) with minimal ascent.

We drive across the Southern Alps via Arthur's Pass and on to hike a section of the Arthur's Pass Walking Track. Later, we'll walk among the imposing limestone outcrops of Castle Hill. Distance: 3 miles (5km) with 1,000 feet (300m) of ascent for both walks.

On the east of the divide, the roads are straighter, and we skirt the foothills as we head south on the Canterbury Plains to Methven.

## Day 14: Aoraki/Mount Cook

Our drive south takes us inland and transitions from rolling green pastoral lands to landscapes awash with tawny-brown steppes – much like you'd expect to see in Patagonia – as we climb to the intermontane Mackenzie Basin. We head towards Lake Tekapo, the first of three large glacier-fed lakes, all of which are a startling and almost unbelievable turquoise colour. We'll drive to the summit of Mt John, the location of powerful astronomical research telescopes, and hike a loop trail which gives unobstructed views of lakes and glaciated summits.

After lunch we continue for approx. 1 ½ hours to Aoraki/Mount Cook. On arrival we'll stretch our legs on a hike which climbs up through Governors Bush and then, for those wanting the challenge of more ascent, continue up to Red Tarns which offer a panoramic viewpoint of the valleys below and across to the Southern Alps and Aoraki/Mount Cook. The falling ice from Mt Sefton will no doubt command our attention, the cracking sounds making it feel closer to us. Distance: 2½ miles (4km) with 1,100 feet (335m) of ascent.

## Day 15: Aoraki/Mount Cook

Today you have the choice of two stunning hikes from the same starting point as well as the option of a scenic flight.

For a more laid-back option, the Hooker Valley hike offers superb views of Aoraki's south face and over the Hooker Lake, the terminus of the Hooker Glacier. This is a relatively flat walk, taking about 3 – 4 hours in total. Distance: 6 miles (10km) with 400 feet (120m) of ascent.

If you'd prefer a more challenging walk, you can take the trail to Sealy Tarns. Following a zig-zag path on a series of steps (c. 2,000 in total) you'll gain about 500m in vertical height climbing up through the alpine shrubs and herb fields to the small tarns trapped by a rise of lateral moraine. Distance: 3½ miles (6km) with 1,950 feet (600m) of ascent.

Generally, both guided walks are possible, with the Hooker Valley offered in the morning and Sealy Tarns after lunch. Also, as there are trails linking to our accommodation, it's possible for you to explore the area independently at your own pace; your guides will be able to advise you further.

It's also possible to enjoy a scenic flight today – speak to your guides ahead of arriving in Aoraki/Mount Cook who will help arrange this. (Basic options start at around NZ\$250; longer flights, which may include glacier landings and hiking, cost from NZ\$399 - 599).

## Day 16: Wanaka

Today sit back and enjoy the surrounding scenery during a cruise on the Tasman Glacier lake. As we travel between and get up close to icebergs, we'll learn more about this dynamic, ice-carved landscape. The glacier is the longest in New Zealand, and the lake has formed within the last 40 years as the ice has retreated.

After lunch we drive to Wanaka, a resort town set alongside a lake of the same name. Wanaka is the gateway to a vast wilderness area of beech forests, glaciers, pristine rivers and sparkling lakes. We'll arrive mid-afternoon, which allows you time to relax and enjoy the views from our ideally located lakeside accommodation. There are several great restaurant options nearby for tonight's dinner.

## Day 17: Mt Aspiring National Park

We start our day with a drive to Makarora, a tiny settlement with a frontier town feel. From this unassuming starting point, we begin today's exciting adventure.

We'll board a helicopter for an extraordinary and no doubt unforgettable flight among the ice-carved peaks of the Mt Aspiring National Park, a part of Te Wāhipounamu-Southwest New Zealand World Heritage Area.

We land on a small helicopter pad in the remote Siberia Valley and hike along an old pack trail through beech forest to the Wilkin River. At the river, we'll board a jet boat – one of New Zealand's great inventions, perfect for navigating the South Island's massive braided rivers – for an exciting 30-minute ride back to Makarora. Distance: 4½ miles (7km) with 650 feet (200m) of ascent.

Once there, we then drive over the Crown Range to Queenstown, arriving at around 5pm.

## Day 18: Queenstown

Today is a free day for you to explore Queenstown at your leisure. Situated on the shores of Lake Wakatipu, with the Southern Alps providing a dramatic backdrop, there are plenty of activity options.

If you fancy more walking, there are several stunning self-guided walks you can enjoy that start near the hotel – ask your guides for more information if this takes your fancy. Alternatively, they can also advise on lots of other fantastic options, from skydiving to vineyard tours.

## Day 19: Doubtful Sound And Te Anau

We'll depart early this morning for Lake Manapouri and board a boat for an enjoyable journey across the lake. Back on dry land, we'll drive over the mountains at Wilmot Pass and into Doubtful Sound.

Here, we'll enjoy a remarkable day in a true wilderness. At 40km long and with three distinct arms, this is the largest fiord in New Zealand. As we cruise along the waters, there are countless waterfalls to marvel at, thickly forested islands and, if we're lucky, plenty of opportunities to spot dolphins, seals and penguins.

After a magnificent day, we'll continue to the lakeside town of Te Anau.

## Day 20: Lake Te Anau To Kepler Track

Today we hike part of the Kepler track, one of the famed 'Great Walks'. Starting with an easy walk around the lake shore to Brod Bay, you then have the option to catch the water taxi back across the lake to Te Anau.

For those looking for a much greater challenge, if the weather is favourable we'll continue along the track as it climbs its way to the bush line near Luxmore Hut to enjoy the expansive views of the Fiordland wilderness and the Te Anau basin before descending to catch the water taxi back to Te Anau. Distance: 3½-13½ miles (5½-22km) with 2,500 feet (760m) of ascent on the harder option.

## Day 21: Milford Sound

Our day excursion takes us through magnificent mountain scenery to the famous Milford Sound, one of New Zealand's most iconic visitor destinations.

We stop at The Divide to start our morning walk along a section of the Routeburn Track to Key Summit. Distance: 4½ miles (7km) with 1,000 feet (300m) of ascent. Easier short walks, and the preferred option if cloud is likely to rob Key Summit of views, are located below in the Hollyford Valley. Distance: 1½ miles (2½km) with 525 feet (160m) of ascent.

Although smaller than Doubtful Sound, Milford's topography will leave you spell bound. Experience its true magnificence as you cruise the deep waters between glaciated mountains and sheer cliffs hundreds of metres high which plummet into the fiord's dark waters. Enjoy wonderful views of mile-high Mitre Peak and Lady Bowen Falls as you keep an eye out for marine wildlife. You may spot dusky dolphins, New Zealand fur seals and – if you're lucky – the rare Fiordland crested penguin. We return to Te Anau in the afternoon.

## Day 22: Return To Queenstown

After a relaxed breakfast we start to make our way back to Queenstown, with our return route taking in a detour down the Gibbston Valley.

Known as the 'Valley of the Vines,' the rugged schist mountains and impressive Kawarau Gorge make this a dramatic place.

We'll enjoy lunch together at a local vineyard before continuing our journey to Queenstown, arriving mid-afternoon.

## Day 23: Queenstown

You can choose to see more of the Queenstown region today with a hike option provided by your guides (lunch included with this option) or continue to independently explore anywhere you didn't get to on our first stop here. Perhaps now is the opportunity to take the plunge and try one of the adrenaline sports that the town is famous for. More leisurely and one of the best ways to view Queenstown's landscape is a cruise across Lake Wakatipu aboard the century-old steamship TSS Earnslaw (approx. NZ\$70).

This evening we'll get together as a group for farewell drinks and reminisce on what is sure to have been a

fantastic trip. Dinner has not been included this evening to allow for flexibility and choice – your guides can help coordinate a meal for anyone who's keen, but you're welcome to make your own plans independently or with new-found friends.

Please attend your pre-track briefing in Queenstown:

**Routeburn Track:** Check in at the Ultimate Hikes Centre, Ground Floor, The Station Building at 3.45pm for your briefing ahead of departing tomorrow.

## **Day 24: Departure Day**

After breakfast, we'll transfer to Queenstown airport for the return flight to the UK.

## **ACCOMMODATION**

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### **Heritage Auckland, Auckland - New Zealand**

We begin in Auckland at the modern Heritage Auckland Hotel. Centrally located on Hobson St, the hotel is a short walk from the harbour.

### **Distinction Hotel, Rotorua - New Zealand**

We stay at the Distinction Hotel in Rotorua. Located near the Whakarewarewa Forest, the hotel offers the perfect place to relax after a day exploring the local area.

### **Beechtree Motels, Taupo - New Zealand**

Modern accommodation which offers style and comfort and is only a 5-minute walk from the lake.

### **Skotel Alpine Resort - New Zealand**

A cosy and welcoming alpine resort nestled in the heart of the national park amidst tussock and striking landscapes.

### **Chateau Tongariro, Tongariro - New Zealand**

Chateau Tongariro occupies a prime spot in Tongariro National Park. It's full of old-world charm with stunning views.

### **Copthorne Oriental Bay - New Zealand**

Enjoy a one-night stay in the heart of humming Wellington.

### **Rutherford Hotel, Nelson - New Zealand**

A stylish, centrally located hotel. We stay here for 2 nights on arrival on the South Island.

### **Punakaiki Resort, West Coast - New Zealand**

Travelling west we arrive at the Paparoa National Park. We stay at the Punakaiki Resort, which is situated at the top of the beach near the famous Pancake Rocks.



## **Ski Time, Methven - New Zealand**

Enjoy stunning views from the hotel as you relax with a drink.

## **Aoraki Alpine Lodge - New Zealand**

Enjoy your stay in the high alps of the Aoraki/Mount Cook area.

## **Aoraki Court Motel - New Zealand**

Enjoy your stay in the high alps of the Aoraki/Mount Cook area.

## **Hermitage, Mount Cook - New Zealand**

Following a drive through the parched high country, we arrive at our accommodation at the Hermitage. The hotel is located at the edge of the high alps of Mt Cook.

## **Edgewater Resort, Wanaka - New Zealand**

Peaceful and directly on the shores of Lake Wanaka, this is a fine place to soak up the intermontane landscapes.

## **Heritage Queenstown, Queenstown - New Zealand**

In Queenstown we stay at the Heritage Hotel, situated on the edge of Lake Wakatipu. Rooms benefit from a range of views over the surrounding mountains, forests and lake. Facilities include swimming pool, gym and free Wi-Fi.

## **Distinction Hotel, Te Anau - New Zealand**

Distinction Te Anau Hotel and Villas offers chic, elegant accommodation and FREE unlimited WiFi for the perfect Fiordland getaway. Surrounded by extensive, colourful gardens and overlooking spectacular Lake Te Anau and the Fiordland ranges, this 4 star hotel and villa accommodation sets the tone for your stay in one of the world's most breathtaking regions.

## **Marakura Deluxe Motels, Te Anau - New Zealand**

Marakura are ten self contained rooms which each enjoy unrivalled views of Lake Te Anau and Mountains of Fiordland from the comfort of the master bedroom, lounge/living area or patio/balcony.

## **USEFUL HOLIDAY INFORMATION**

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### **Weather & Seasonality**

All our holidays are planned around the New Zealand spring, summer and early autumn when all routes are open and the days are long. The warmest weather is likely to be from November to February although October and March are also excellent times to travel with fewer tourists and superb mountain flora.

### **Joining Instructions (With Flights)**

On arrival, please proceed to the arrivals hall once you have passed through passport control, customs and baggage reclaim. Your HF Holidays leader or local leader will assemble the group in the arrivals hall - look out for the HF Holidays' sign. On dates with multiple group flight arrival times some groups will be met by a local

transfer service using names on sign boards (not by your tour leader with the HF logo sign).

## Joining Instructions (Without Flights)

If you are arriving ahead of the group, and are meeting them at the first hotel, there is a pre-trip meeting scheduled for the evening of Day 3 (Saturday). Look out for the greeting pack put in your hotel room Saturday morning that has all the start information for you.

If you are arriving after the group, a message will be left for you at the hotel reception, welcoming you and giving details of the time and place to meet the group.

If your flight arrives before the group flight and you would like to join the transfer to the first hotel (at additional cost), please contact our Abroad Administration team on (0)20 8732 1261 to enquire about availability and make arrangements.

## What To Bring

As you'll be carrying your own luggage at airports and between your transport and hotels we recommend you try to keep your luggage to a minimum.

These items are a general suggestion of what to pack for an active outdoor and walking holiday; depending on your destination, you may need more of some things and less – or none! – of others. You'll know best what you prefer to wear when out walking or while taking part in other outdoor activities.

- Walking boots (worn in), with good ankle support and spare bootlaces **Boots must be clean of all soil/mud before entering New Zealand. We recommend you pack them at the top, so they are easy to access, as biosecurity always inspect them.**
- Walking socks
- Walking sandals and/or trainers
- Lightweight fleece, thermal top and bottoms
- Waterproof trousers and jacket (e.g. Goretex or similar)
- Shorts and short-sleeved t-shirts
- Long trousers and long-sleeved lightcoloured shirts with collars to protect from the sun.

We recommend wearing walking boots on all our walks, as these provide the best ankle support and grip. Modern 'approach shoes' offer appropriate levels of grip and may be worn on some low-level walks, but users should be aware that they offer less ankle support. Lightweight trainers are not recommended for any walks.

Your clothing should ideally be pre-treated with insect repellent and in-built sun protection (available from specialist clothing stores such as Rohan, Cotswold Outdoor).

- Warm fleece, scarf/buff, hat and gloves
- Torch or headlamp
- Comfortable casual clothes and shoes for evenings and sightseeing
- Sun protection – sun hat, sunglasses, high factor sunscreen and lip protection
- Water bottle – at least 1-litre capacity but you may prefer 2-litre
- Lightweight survival bag
- Small/medium rucksack (20-30 litre) and a liner/dry bags or cover to keep contents dry
- Insect repellent
- Personal first aid kit including: personal medication, tissues, plasters, blister kit, painkillers, antiseptic wipes, Imodium, rehydration sachets

## Essential:

- Passport (and copies)
- Booking confirmation
- Insurance cover note
- HF Holidays' registration form

Please ensure you have access to emergency funds should you need them; carrying a credit card is probably the most convenient method.

### Optional:

- trekking poles
- camera
- umbrella
- binoculars
- swim towel

Please note that your HF Holidays' leader reserves the right to refuse to take any guest on a walk should they consider that a lack of suitable clothing/footwear may affect safety

## Safety On Your Holiday

Once you have made your booking, you will receive a pre-holiday questionnaire where we ask for details of next of kin and insurance details. **You must complete and return this to us - we need to have this from you at least 10 weeks before travel.**

Please also inform us of any medical situation which may affect your enjoyment of the holiday. This is important because our leaders must consider both group and individual safety at all times.

Whilst out with the group, we respectfully request that you:

- Please listen to any safety instructions from the leader
- Keep group members in view while walking, especially if weather or visibility is poor
- Please stay where you are if you become separated from the group. The leader will retrace their steps to find you.

Each leader carries a first aid kit but is not allowed to supply any medication including aspirin, paracetamol, antihistamines and antiseptic cream. You may wish to bring these items with you in your own kit (see Suggested Kit List).

In the unlikely event that your leader is incapacitated, please use any emergency kit in their rucksack – including the personal locator beacon (PLB), which can be activated in 'loss of life or limb' situations – and call emergency services on 111. Please then call our emergency number and let us know there is a problem.

Insurance is a condition of booking. Therefore, if you have not already arranged insurance, it is imperative that you do so, and advise us of the insurance company and policy number.

We have negotiated special holiday insurance and full details of this cover can be found in our brochure or at [www.hfholidays.co.uk](http://www.hfholidays.co.uk).

If you would like to purchase insurance from us, please call us on 020 8732 1220 or email [holidayservices@hfholidays.co.uk](mailto:holidayservices@hfholidays.co.uk)

For more information about healthcare abroad and its costs, please visit: [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers).

If you are arranging your own travel insurance, please ensure it is adequate for your specific itinerary. Generally, this should include cover for walking at altitudes over 2,000m, which will cover you for a wide range of our holidays.

## Vaccinations & Health

### Health Advice

This information is subject to change. In all cases, we **highly recommend** you consult your GP both for up to

date details and for more information on what is appropriate to your situation.

As a rule, travellers should be up to date with their routine vaccinations and boosters as recommended in the UK - including, for example, the MMR and diphtheria, tetanus, polio vaccines.

Requirements can change, and we recommend you check in good time ahead of your holiday.

Some travellers may require:

- Hepatitis A
- Hepatitis B

Please note: the use or possession of some common prescription or over-the-counter medicines is banned in some countries.

If you will be carrying medication, please check with the country's embassy/consulate prior to travel. As an extra precaution, it is recommended to:

- Keep medication in its original packet
- Take a copy of your prescription
- If possible, ask your chemist to write the name of your medication in the language of the country you're visiting

For further information on country specific advice, visit [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) or [www.traveldoctor.co.uk](http://www.traveldoctor.co.uk)

## Passports & Visas

### Passport

A full passport is required and we recommend that it is valid for at least 6 months after your planned departure from New Zealand.

### Visas

From 1 October 2019, travellers from visa waiver countries must have an ETA to travel to New Zealand. You can request your ETA via the Immigration NZ website or mobile app – the cost is NZ\$ 12 via the website or NZ\$ 9 via the app. The application takes 5-10 minutes and once issued, the ETA is valid for up to 2 years and for multiple visits.

A new International Visitor Conservation & Tourism Levy (IVL) is also being introduced, which most visitors will need to pay. You can do this when you apply for your visa or ETA: it will be charged automatically when you make your application, and costs NZ\$ 35.

For a list of visa waiver countries please see: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/general-information/visa-waiver-countries>

For details of visas if you are visiting from another country, please see: <https://www.immigration.govt.nz/new-zealand-visas>

Our 'with-flight' option currently transits via Singapore on the outbound journey. If you are transiting via the USA, you will need a visa or ESTA (Electronic System for Travel Authorisation). No visa is required by citizens with full right of residence in visa waiver programme (VWP) countries. This includes UK, Australia, New Zealand – please see <https://esta.cbp.dhs.gov/> for details of other countries included in the VWP. Citizens of VWP countries are required to obtain travel authorisation prior to travel. You can register for authorisation online through the website above.

The return flight transits via Melbourne then Singapore. The connection time in Melbourne is currently less than 2 hours. However, should there be a scheduled flight change, which means that your time in Australia exceeds 8 hours, you will need to apply for an Australian visa. We will contact you in advance if this is the case.

Canadian and US citizens require an ETA (electronic travel authorisation). These must be applied for in advance, and cost AUS \$20. Please go to [www.eta.immi.gov.au](http://www.eta.immi.gov.au) or consult your embassy for advice.

British and EU passport holders need an eVisitor visa (subclass 651). To do this you need to create an Immiaccount via <https://online.immi.gov.au/lusc/login>. There is no charge for an eVisitor visa. Please see <https://www.border.gov.au/Trav/Visa-1/651> for further information.

## Useful Information

### Luggage Allowance

1 piece checked-in luggage (max 23kg).

Please check details of your airline's baggage allowance, as shown on your e-ticket. Remember to also check any connecting flights you may have booked.

### Lost Or Damaged Luggage

If your bag or its contents are damaged or lost while in the airline's care, this should be reported to the baggage service agents at the airport on arrival. They will assess the damage; in some cases, the airline may decide to settle your claim immediately.

You will be given a reference to quote to your insurance company if an immediate settlement is not possible - in many cases, baggage claims can only be accepted in writing. A baggage claim form must be obtained from the airport.

### Local Currency

The local currency is New Zealand Dollars (NZD, NZ\$).

We recommend you budget on needing approx. NZ\$600pp for meals that are not included in the holiday price. In addition, you will need extra for drinks, any optional activities and souvenirs – what you bring for these will depend on your own spending habits, but an extra NZ\$300pp may be a reasonable amount for someone looking to only pay for drinks and a reasonable amount of souvenirs.

### Local Time

GMT/UTC +12 hours or +13 during New Zealand's summer (end Sept - early April), when Daylight Saving applies

### Electricity

New Zealand and Australia electricity supply is 230V and you will need a flat two or three pin adaptor. We recommend you take a universal adaptor.

### ATM Availability

Credit cards are widely accepted, and ATMs are widely available, offering the easiest way to access cash if you didn't exchange any before travelling or on arrival at the airport.

### Tipping

Tipping is not expected in New Zealand, and there are no 'hard and fast' rules, but it is becoming more common in the tourism and hospitality sectors. New Zealand and its people are very relaxed so it's fine if you choose not to. Noting this relaxed approach, any tips you feel you would like to give are taken as a compliment and are gratefully received. When eating out, for example, you may wish to consider rounding up

the bill.

Whilst there's no expectation to tip for key services or the local guide(s), any tips you may wish to give are welcomed and seen as confirmation of a 'job done well'. If you feel you would like to thank the principle guides with a tip, they will be happy to receive this but it's entirely at your discretion.

## HOW TO BOOK

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When you're ready to book, you can choose to **book online** or book **over the phone**. Our website offers secure online booking for our holidays, is available 24/7, and offers more in-depth information about all our holidays. If you prefer to call us, our experienced and knowledgeable team are available to answer any specific questions you have and can offer guidance as to which holiday is best suited to your needs.

Our office is open: Monday to Friday: 9am – 7pm Saturday & Sunday: 9am – 1pm Bank Holiday Monday: 9am – 1pm

### PAYING YOUR DEPOSIT

To secure the holiday of your choice, you will need to pay a deposit: UK & European Holidays: £150 per person and Worldwide Holidays: £250 per person. You can pay your deposit by debit or credit card with no additional card fees charged or make an online BACS payment directly into HF's bank account, please see details under BACS payments. You can also pay your deposit by cheque within seven days of booking. Cheques should be made payable to 'HF Holidays Ltd' with your booking reference / Order ID on the back.

### NON-MEMBER FEE

Non-members can join our holidays by paying a Non-Member's fee of £10 per person per holiday. Alternatively, full membership is available from £100 – visit [hfholidays.co.uk/membership](http://hfholidays.co.uk/membership) for details.

### BACS PAYMENTS

Please quote your booking reference / Order ID when you make your payment online: Bank Name: Svenska Handelsbanken AB (publ) Account Name: HF Holidays Ltd Account Number: 35923304 Sort Code: 40-51-62 IBAN: GB92HAND40516235923304 Swift / Bic Code: HANDGB22

Once we have received your booking and deposit, we will send a confirmation invoice to the lead name. Please check this carefully. For bookings 'with flights' it is essential that the names on your booking confirmation invoice match those on your passport for bookings overseas. Please advise us immediately of any errors. Any name changes after the balance of your holiday has been paid will be subject to a fee levied by the airline.

### MANAGE MY BOOKINGS

Payments can also be made through the Manage My Booking function on our website. Click on the link at the top of our homepage. This is available to all customers who provide an email address at the time of booking.

### YOUR FINAL BALANCE

The balance is due 10 weeks before departure. As with paying your deposit, you can pay your final balance by debit or credit card, make an online BACS payment directly into HF's bank account or pay by cheque.

### TRAVEL INSURANCE

Travel insurance is an important part of any booking and essential for one of our holidays. HF Holidays works with specialist. Insurance Brokers Campbell Irvine Direct. For more information or to obtain a quote call them on 01702 427 236 or visit [hfholidays.co.uk/insurance](http://hfholidays.co.uk/insurance)

## PEACE OF MIND

### ATOL:

The air holidays and flights in this brochure are ATOL-protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 710. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid us for advance bookings. For further information visit the ATOL website [atol.org.uk](http://atol.org.uk)

### MEMBER OF ABTOT:

HF Holidays is a member of ABTOT (The Association of Bonded Travel Organisers Trust Limited) which provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for HF Holidays Ltd and in the event of their insolvency, protection is provided for the following: 1. non-flight packages commencing in and returning to the UK; 2. non-flight packages commencing and returning to a country other than the UK; 3. flight inclusive packages that commence outside of the UK and Republic of Ireland, which are sold to customers outside of the UK and Republic of Ireland. 1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK and Republic of Ireland are only protected by ABTOT when purchased directly with HF Holidays Ltd.

### TRIP NOTE VALIDITY

These Trip Notes are valid based on the date printed at the bottom of the page. They will occasionally be updated post booking and pre-departure. We will send you the latest trip notes prior to departure through a link in your pre departure documents or we can send you a copy in the post if preferred.

In booking this trip you should be confident in your ability to participate in all activities described in these Trip Notes. If you have any doubt about your suitability you should call HF Holidays and ask to speak to one of the team about this itinerary.

The information in these Trip Notes is given in good faith. Where differences exist between the Trip Notes and our current brochure, the Trip Notes supersede the brochure. All holidays can be subject to unexpected changes; so please be prepared to be flexible where necessary. At times, it may not be possible to follow the itinerary as planned due to weather conditions, political, physical or other factors. In these circumstances we will make the best possible alternative arrangements to maintain the integrity of the original itinerary.

## PRICE GUARANTEE

We promise that our earliest published prices will always be the best and if we reduce our holiday price after your booking has been confirmed, we will pass this reduction on to you. Our price promise applies if any subsequent offer price is for an identical holiday, duration, location and date and does not cover any optional extras, flights or additional services.

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