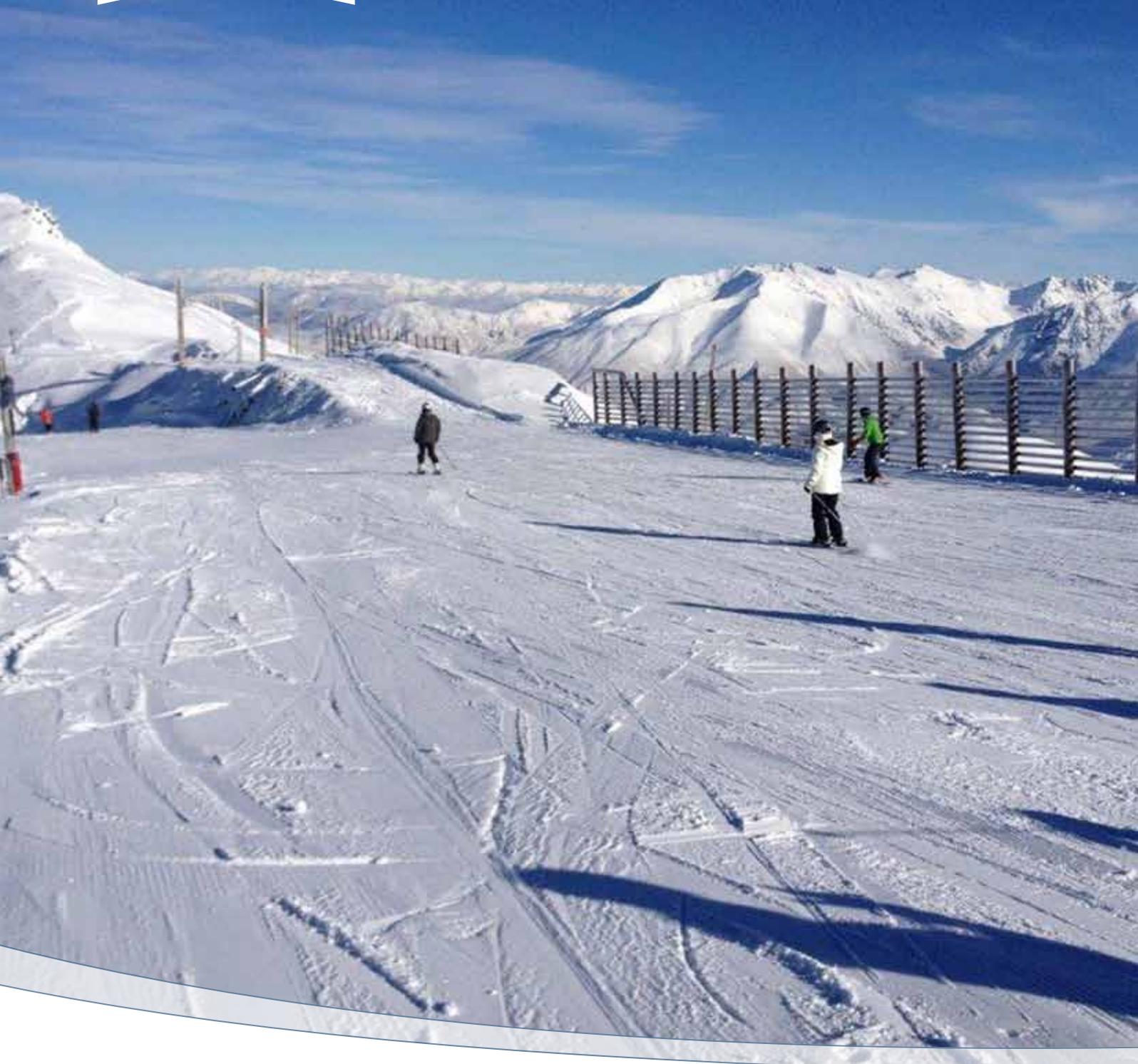


KiwiSki

New Zealand
School Ski Tours



KiwiSki

BEFORE YOU GO -
Essential Travel Information



WELCOME TO YOUR TOUR

Please read this document thoroughly before departure, and carry it with you during your journey.

IN CASE OF EMERGENCY

Prior to departure, KiwiSki must be in possession of the following:

1. If you have made your own arrangements within your home country, we require the details of the bus/coach company which is transferring you to your home airport for departure to New Zealand.
2. We require the names and 24/7 telephone contact details of two responsible contacts in your home country, i.e. School Principal, H.O.D, available in case of emergency. These contacts must hold an attendee list which details names and contact details for parents/ caregivers of all participants.

OUR CONTACT DETAILS: +64 3 420 4000

Our normal office hours are 0900-1700 Monday-Friday

(Please note that messages left will be retrieved within office hours)

EMERGENCY CONTACT AFTER HOURS:

This number will be provided in your final itinerary

(Please note that this number is for emergency use only)

MOBILE PHONES

If you intend to use your mobile phone in New Zealand, make sure international roaming is enabled prior to

departure. Make sure you pack your charger, and a plug adapter if your adapter is a non NZ/Australian fitting. To avoid excessive data use charges, switch off Data Roaming, or consult your telecommunications provider

INSURANCE

Travel insurance is compulsory for all KiwiSki Tours. You can choose to arrange this yourself or we can do it for you. Please contact your consultant to discuss what you need to be covered for.

Ensure that you read your policy in full and carry a copy with you on your tour.

Should you organise your own insurance, please note the following carefully.

- In the event of an incident such as serious illness, accident, luggage loss or flight cancellation you will need to contact your insurance company promptly.
- In the case of injury or illness, your insurance company will require the following information:
 - Policy reference number
 - Contact telephone number
 - Hospital location
 - Treating Doctor's name and telephone number
 - Name, address, age and usual General Practitioner of patient
 - The medical issue

- Your insurance company should undertake the following:
 - Contact with treating doctor and/or hospital
 - Guarantee medical costs if incurred
 - Establish if repatriation is necessary and arrange if required

It is usually the duty of one of the tour supervisors to remain with the sick or injured tour member even if the tour continues or departs.

In case of a claim

- Keep all receipts and documentation pertaining to the claim.
- Obtain copies of any police reports if relevant. This is pertinent to any claims of lost or stolen property.
- Notify the insurance company promptly. If you have organised the insurance yourself, note well the expiration of claim timelines.

MEDICAL AND PASSPORTS

MEDICAL NOTES

Special requirements

At time of booking, we should have been notified of any medical conditions which may need special attention. We need to know well in advance, so that the hotel and coach company can be notified in good time and any necessary preparations made.

You should also re-confirm any details to suppliers of any trip components that you have organised yourself.

Medical conditions/change in health after booking

Please read the disclosure of material facts and pre-existing Health Conditions section of your insurance policy. Any change in medical condition, regardless of age, must be declared at the time of the incident; if this later results in cancellation and the change in health was not reported to the Insurer at the time, the Insurer will not award the claim.

PASSPORTS AND VISAS

It is the Tour Leader's responsibility that all group members have the correct documentation to travel, both passport and visa.

All members of your party must hold a valid passport. You are advised to check the requirements for entry into New Zealand at the time of booking. Ensure passports have at least three months validity from expiry date.

We recommend that you take photo copies of all passports with you as well as leaving a copy with your emergency contacts.

We do not accept responsibility for any cost or fines incurred due to non-compliance with the above nor can we accept any liability if you are refused entry into New Zealand due to failure on your part to carry the correct documentation.

For all up to date passport information, we recommend that you visit:

www.newzealand.com/int/visas-and-immigration

USEFUL CONTACTS

- Visit <http://www.passports.govt.nz/>
- Contact the Passport Service:
Free phone: 0800 22 50 50 (NZ only)
Phone: +64 (4) 463 9360

YOUR JOURNEY

Unforeseen circumstances & delays

Although we, as your tour operator, aim to ensure that your tour runs as smoothly as possible, there are certain events which are beyond our control. They may be due, but not limited to weather, industrial action or air traffic control. We would like to reassure you that, behind the scenes, our office staff, airline staff and coach companies will be working together to get things back on track as quickly as possible.

In the unlikely event of a problem we would urge you to follow the instructions below:

1. Please inform us of the situation immediately
2. Please stay calm and patient – we will keep you informed

3. Please stay where you are and keep attendees within range to enable an efficient move at the earliest opportunity.

Usually, most reservations made by us are booked and paid for in advance. Service suppliers will not always give refunds in the event of a party arriving late in the resort due to weather/sailing delays and thereby missing part of a pre-booked service. This applies to items such as meals, ski hire, ski school, lift passes, etc. Please remind your group members to be responsible for any litter they may produce such as cans and rubbish from packed lunches. Pupils may want to bring a pillow for added comfort.

Baggage allowance

Luggage space is often limited and so we suggest tour group members take only one piece of luggage and one piece of hand luggage. Please bear in mind that if your party has a number of skis or snowboards to transport, a trailer may be required; please enquire about costs if this is applicable to your group when booking.

Drivers' hours

Coach drivers must operate strictly according to Regulations governing their working hours. Such regulations are in the interests of everyone's safety and are strictly enforced.

Throughout the week, your coach is normally available for daily transfers where necessary to ski areas. It may also be available for short evening transfers to entertainments (e.g. ice skating, discos) and drivers should be given suitable notice of your plans.

Coach breakdowns

In the rare event of the breakdown where a repair can be actioned quickly, a replacement vehicle will not be provided. If there is to be a prolonged delay a replacement coach will be provided. Please advise us of your situation via our office number or our emergency contact number (outside office hours) so we can monitor the delay and assist where necessary.

AIR TOURS

Most flights will be 'ticketless' therefore you must present your flight reference(s) shown on your itinerary together with your passport at the check-in desk.

Check-in

Security measures remain thorough. Airline staff need ample time for the necessary checks therefore you must check-in at your departure airport 3 hours prior to the time of departure. We are unable to accept responsibility for any additional costs should your party members miss the flight because of their late arrival.

If your transfer is delayed or you have any problems at the airport, please contact our us promptly.

We do our best to request pre-assigned group seats for each party, however this cannot be guaranteed.

Baggage allowance and restrictions

Baggage allowance varies across flight providers, please check your flight provider's website for accurate allowance information. If you exceed this amount, the airline will charge you extra for each additional kilo (prices vary).

All members of the party should be asked to carry necessities only as hand luggage is restricted. Please note that sharp objects and liquids exceeding 100mls, will be confiscated if found in hand luggage, and may delay the departure of the aircraft. If you need to carry syringes or epi pens then please ensure you have a supporting letter from your doctor and declare these items at your check in.

We advise you to check the website of your airline for the restrictions closer to your departure date as this information is subject to change.

Carriage of personal skis/boards

Charges will apply and vary considerably depending on the airline. Some airlines will not accept pre-booking of ski carriage.

Please enquire for details applicable to your airline. Please note that ski/snowboard boots are generally not included in the 'ski carriage' but should be contained within your standard luggage allowance.

In-flight catering

In line with an increasing number of airlines, short haul flights will generally not provide complimentary in-flight catering. Drinks and snacks may be purchased on board if required.

ACCOMMODATION

Meal arrangements

Dietary Requirements: We will advise relevant suppliers of your requirements and allergies. It is the responsibility of the Party Leader and accompanying staff to ensure that the provision is correctly fulfilled. You must re- confirm and discuss these requests with your hotelier on arrival.

Towels & soap

Please note that these are not supplied in all accommodation choices, please check with your consultant whether you need to supply your own.

Damages and breakages

In line with an increasing number of hotels, our hoteliers are requesting payment of a damage deposit on arrival for

all of our groups. We recommend that all of your allocated rooms are checked on arrival and that any pre-existing damage is reported immediately to the hotel manager or our resort representative. A further check is then completed prior to your departure and, assuming all is in order, your deposit will be refunded to you. Please be aware that the cost of any damage caused to the property will be the responsibility of the Party Leader.

IN RESORT

Valuables and money matters

We recommend that you do not take items of value such as jewellery and expensive cameras. We strongly advise Tour Leaders and students take a reasonable amount of New Zealand currency. In some destinations, banks are not open on a regular basis and the use of prepaid cards or exchange of Travellers Cheques can sometimes prove difficult. We suggest a reasonable float should be taken by all Party Leaders and that you have access to a credit or debit card with emergency funds to cover any medical expenses or the purchase of small items such as medicine, taxi fares, etc. Keep the receipts in the event that you need to provide these to the insurance company if you are making a claim.

Extra Excursions

We are happy to reserve or book excursions and visits you may require. Please remember, however, that additional costs incurred on excursions such as entrance fees and transport costs, are not included in the tour price and will be extra.

Please advise any booked places of interest as early as possible if your party decides to cancel their visit, as cancellation fees may apply. The contact details for each excursion booked or reserved through us can be found on your final itinerary.

Our representatives and resort staff

You will have a Resort Representative for all your requirements and needs (contactable 24 hours a day).

Ski tours

Shortly after arrival your representative will hold a short meeting, giving you important information on lesson times, equipment hire, après ski and lift passes.

Your representative may not be resident at your hotel and may be responsible for a number of groups staying in the area so be sure to take the emergency in resort contact number. Your resort representative is not employed to

supervise pupils and is not permitted to do so. Supervisory staff members must be present at all times.

In the event of your group having any cause for complaint, please inform both our resort staff and the relevant supplier (e.g. hotelier, ski school, transport personnel, etc.) immediately. They will do their utmost to resolve the problem during your stay therefore, we ask that you give us the opportunity to rectify the situation at the time by reporting your dissatisfaction accordingly.

If any payments are made to our representative or resort staff in respect of ski breakage, excursions, etc, you should ensure that you obtain an official Company receipt.

Phoning home

Some hotels have phones in rooms and making calls from your hotel rooms can be expensive; if you would like this option removed, please ask your hotelier on arrival. Most resorts sell prepaid phone cards that can be used on payphones. If your party wish to phone home, we would recommend purchasing one of these cards.

ON THE MOUNTAIN

Ski fit, equipment and hire

Equipment fitting will take place as soon as practically possible after arrival. Students should have ski socks readily available for ski fit; it may be helpful to carry these in hand luggage.

We will have already sent your requirements to the supplier to allow them time to ensure they have adequate supplies in stock. As pupils' requirements may change, additional supplies may need to be arranged from another ski shop.

All our ski tours require the use of helmets.

For groups travelling to New Zealand, you must give the height of each person in centimetres and normal AU/NZ shoe size.

Lift passes

Your lift passes will be prepared by your resort representative and made available to you as soon as possible after arrival. In the event of a ski pass being lost, please contact your KiwiSki consultant.

Ski lessons

Ski tuition will be provided by the local Ski Schools. Depending on the numbers of hours included in your package, ski lessons are normally split equally either side of lunch, subject to weather conditions.

We will always request any preferred times but, these cannot be guaranteed. On high season dates you will be required to show flexibility in your ski school timing and the decision remains largely with the ski school.

Kit list

You may wish to remind your party of the following recommended items for packing:

- Personal medication • Travel sickness pills • Sun cream
- Sunglasses
- Ski goggles • Lip salve
- Ski hat
- Gloves
- Ski suit/salopettes (unless hired)
- Ski jacket (unless hired)
- Layers to wear under ski gear – vests, t-shirts, sweatshirts, thermals
- Ski socks
- Snow boots or shoes (unless hired)
- Towel
- Swimming costume
- Toiletries
- Night clothes
- Suitable leisurewear – warm

COMPLAINTS AND INCIDENTS

If something does not go to plan, please advise us in the first instance so that we can do everything in our power to rectify the situation.

We hope that you will not have cause for complaint on your return however if you do, we will endeavour to investigate and resolve it to your satisfaction. Please bear in mind that you ought to report your complaint at the time to allow us the opportunity to put things right. Failure to do so may limit your rights to compensation.

YOUR FEEDBACK

Finally, we hope you enjoy your tour with us and that we will have the pleasure of organising tours for your school for many years to come. To help us to continually improve our service, we would be grateful if you could email us your thoughts at the end of your tour.

Your comments and feedback are considered a valuable source of monitoring the quality of our tours and we are always keen to receive any positive feedback and constructive suggestions.



Kiwiski

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For our terms and conditions please visit our website