

# Grand Tour of Australia & New Zealand with The Zoomer Travel Club

Pre-departure information for your tour



## Passport & visa requirements

- In order to enter Australia and New Zealand, U.S. and Canadian citizens need a valid passport with an expiration date extending at least six months beyond the date of reentry.
- We recommend having at least two blank passport pages for entry stamps.
- U.S. and Canadian passport holders must purchase an individual visa from the Australian government's Electronic Travel Authority website [eta.immi.gov.au](http://eta.immi.gov.au) prior to departure.
- There is no visa required for U.S. and Canadian citizens to enter New Zealand.
- If you are not a U.S. or Canadian citizen, you must contact each country's consulate for your specific entry requirements.

## Tour pace

- You will walk for about 1 hour daily across mostly flat terrain, including paved roads and gravel paths, with few hills.
- Travellers should be healthy enough to participate in all included walks without assistance. Adding optional excursions may increase the total amount of walking on your tour.
- You should feel comfortable managing your own baggage at times, as well as getting in and out of boats.
- If you have any mobility concerns or physical restrictions, please contact our Customer Experience Team.

## Transportation & arrival information

- Round-trip flights booked through Go Ahead arrive in Melbourne and depart from Auckland. A Go Ahead representative will meet you at the airport and take you to your hotel. Please remain in the arrival lounge, as the representative might be escorting one of your fellow travellers to the bus at the time of your arrival.
- Transfers to and from the airport at your destination are included for travellers who have purchased their flights through Go Ahead. Travellers who purchase their own flights may request airport transfers with Go Ahead for an additional cost.

- Flights from Melbourne to Alice Springs, the Uluru region to Cairns, Cairns to Sydney, Sydney to Christchurch, and Queenstown to Rotorua, boat rides to and from the Great Barrier Reef, on Milford Sound, and on Lake Te Anau are included in the price of your tour.
- All other included transportation is by private motor coach.

## Baggage allowance

- Airlines have varying weight restrictions on baggage. Some airlines may impose additional charges if you choose to check any baggage; be advised that you are responsible for any such costs.
- Contact your airline for baggage size and weight restrictions for your flight, but please note that Go Ahead travellers are restricted to one checked bag per person due to storage limitations on motor coaches and other transfers, which may include train connections or flights.
- One carry-on bag of 45 total inches (length + width + height) is also permitted.
- Make sure you label your baggage and keep valuables, medication, and documents in your carry-on bag.

## Clothing & packing tips

- We recommend packing lightweight, loose-fitting clothing that can be easily layered to accommodate varying temperatures, as well as a light jacket or rainwear.
- A sturdy pair of walking shoes or sneakers is recommended for sightseeing.
- You may want to pack dressier attire if you plan to visit a high-end restaurant or attend a special performance.
- The Australian sun is very hot. Pack sunscreen, sunglasses, and a hat. Bug repellent is also useful, as there can be flies in the Outback at certain times of year.

## Health

- There are no major health risks associated with travelling to any of the countries on this tour.
- At least 60 days prior to departure, check with your doctor or healthcare provider for

the latest updates and entry requirements, or visit the Center for Disease Control and Prevention website at [cdc.gov](http://cdc.gov).

- Take particular care of sun exposure and drink plenty of liquids. If you choose to go swimming, be careful of powerful surf. Make sure to obey signs and lifeguards' orders, and always swim between the marked flags.
- Travellers prone to seasickness may want to take special precautions for the boat ride to the Great Barrier Reef.
- If you have medication that you take daily, be sure you have enough for each day of the tour as well as any possible delays encountered.
- If you have dietary restrictions and/or food allergies please notify Go Ahead at least 30 days prior to departure by logging in to your account and updating your traveller info. To update this information closer to your departure date, please call our Customer Experience Team.

## Cuisine

- Australian menus emphasize high-quality steaks and lamb chops, though meat pies are also popular. Regional specialties include shellfish (such as Sydney rock oysters and crabs) and smoked sausages brought to South Australia by German settlers. The national beverage is beer, and a visit to an Aussie pub is a popular pastime, but the country's wines are also superb.
- In New Zealand, there are many good local varieties of fish and seafood, excellent lamb, and fresh fruits, including kiwi and passion fruits. For lunch, tea rooms serve savoury meat pies, quiche, and desserts.

## Electricity & air conditioning

- Australia and New Zealand operate on the standard 220-240 volts and use Type I plugs with three large, flat pins set on an angle.
- We recommend packing a universal adapter, as well as a voltage converter if you plan on using your own hairdryer or other electrical device without a built-in converter.
- The majority of the hotels on this tour will have air conditioning.
- Hotels may provide hairdryers, irons, and other small appliances, but these amenities

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cannot be guaranteed.

## Connectivity

- Wi-Fi is available in most hotels, though some charges may apply.
- There is no Wi-Fi on any of the motor coaches.
- Please contact your mobile service provider for information on roaming charges.

## Time zones

- You'll travel through Australian Central Standard Time (14.5 hours ahead of U.S. Eastern Standard Time) and Australian Eastern Standard Time (15 hours ahead of U.S. Eastern Standard Time).
- New Zealand is 17 hours ahead of U.S. EST.
- When it's noon in New York, it's 3am in Melbourne and Sydney, 1:30am in the Uluru region, 2am in Cairns, and 5am in New Zealand.

## Currency

- You will use the Australian dollar in Australia and the New Zealand dollar in New Zealand.
- Better rates of exchange are usually available overseas, although it's worth ordering some currency from your local bank to use when you first arrive.
- We strongly advise that you take debit/bank cards and credit cards, which can be used to withdraw cash at local banks as needed.
- You can use most debit/credit cards at ATMs on the international networks Cirrus and Plus, but make sure to check with your home bank about withdrawal fees.
- Inform your bank and credit card company of your travel plans so that they won't confuse your international purchases for fraudulent charges.
- International banks and businesses primarily accept debit and credit cards that work with the EMV chip system. If you do not already have at least one debit or credit card with a chip in it, we strongly recommend requesting one from your bank prior to your tour.

## Tipping

- At the conclusion of your tour, it's customary to offer your Tour Director and driver a gratuity in local currency. Please keep current exchange rates in mind.
- We recommend tipping the equivalent of \$7USD to \$10USD per person per day for your Tour Director and the equivalent of \$3USD per person per day for your driver.
- If applicable, we also recommend the equivalent of \$2USD per local guide.
- Tips can only be paid in cash.

## Purchasing excursions on tour

- Most optional excursions will be available for purchase while you are on tour.
- Your Tour Director will only accept cash (in USD only), Visa, or MasterCard as payment for excursions.
- Please be advised that if you pay for an excursion by credit card while on tour, it may take up to three months for your card to be charged.
- Some optional excursions may only be purchased in advance. See page four of your tour itinerary for more information.