

NEW ZEALAND TRAVEL TIPS

The following is a list of useful information about travel to Auckland, Queenstown and New Zealand, in general. If you have any specific questions concerning your airline reservations or your itinerary, please contact BenchMark Incentives at (978) 792-5150 or toll-free at (866) 535-8600 from the USA and Canada, between 9:00 a.m. and 5:00 p.m. Eastern Time, Monday through Friday. You may also contact us via e-mail at tut@benchmarkin.com or by fax at (978) 834-6082.

TRAVEL DATES

If you're flying with the group from Los Angeles, California, you will depart on Air New Zealand to Auckland, New Zealand at 9:30 p.m. on Tuesday, October 8, 2019 and arrive on Thursday, October 10, 2019 at 6:15 a.m. Your overnight flight back to Los Angeles, California departs Queenstown, New Zealand at 2:40 p.m. on Thursday, October 17, and arrives back in Los Angeles at 11:40 a.m. on Thursday, October 17.

Note: Airline schedules are always subject to change.

WHAT SHOULD I PACK?

The most important thing to know when planning what to wear in New Zealand is that you should pack for "four seasons in one day" as weather is forever changing. Some essentials we suggest:

- Jeans or casual trousers, long-sleeved jerseys and shirts or t-shirts that you can layer with a light sweater or jacket for changing temperatures throughout the day
- Walking shoes, sneakers or water-resistant hiking boots
- Rain gear such as a wind/waterproof jacket
- Swimsuit and cover up if you plan to take advantage of the hotel indoor pool and spa area
- Personal medications and prescription eyeglasses
- Small backpack
- Binoculars
- Hat, sunglasses, sunscreen and DEET insect repellent
- Calculator or currency converter - if you have a smart phone, there's an app for that
- Camera with charger or extra batteries
- Travel Insurance certificate, if you've purchased insurance (highly recommended)
- Passport and some local currency
- A copy of the picture page of your passport – keep separate from your passport
- Electric converter.

Passport

ALL travelers must carry a passport, valid for at least six (6) months after your intended return date to your home country. At least one page must be available for the entry stamp. If you hold a passport with an expiration date less than six (6) months after your return date (April 19, 2020), you must renew your passport prior to departure.

If you are not a U.S. Citizen, your National Consulate or Embassy can answer any questions you may have regarding the individual travel documents required. You can find a worldwide index of Embassies via the web at:

www.embassyworld.org

PLEASE NOTE: IF YOU WILL BE EXTENDING YOUR TRIP TO ANOTHER COUNTRY, YOU SHOULD CHECK WITH THE CONSULATE OF THAT COUNTRY TO ESTABLISH IF A VISA OR ANY ADDITIONAL DOCUMENTATION WILL BE REQUIRED.

Keep your passport in your carry-on bag with your airline ticket and/or e-ticket receipt. We also recommend packing a photocopy of the picture and signature pages of your passport in your checked luggage. If your passport does get lost while you are in New Zealand, it is a lot easier to get an emergency replacement if you have the photocopies.

AIRPORT CHECK IN

Strict security measures at the airport may impact your travel plans and cause delays, which is why it is important that you allow plenty of time to get to the airport and check in at least three (3) hours prior to your flight's departure time. Due to constant changes of flight schedules, it is highly recommended that you confirm your flight's status before you leave for the airport.

Please take note of the check-in policies, carry-on restrictions and airport security rules that may impact your travel plans. Due to the fact that these security measures change regularly, we suggest that U.S. residents visit the following website for the most up-to-date information: www.tsa.gov.

PLEASE NOTE: THE DEPARTMENT OF TRANSPORTATION REQUIRES AIRLINES TO SOLICIT EMERGENCY CONTACT INFORMATION FOR U.S. PASSENGERS TRAVELING INTERNATIONALLY. PLEASE BE PREPARED TO GIVE AN EMERGENCY CONTACT NAME AND TELEPHONE NUMBER UPON CHECK IN.

Airport Security Update

The TSA has strict security screening procedures for ALL domestic and international flights originating in the United States. As of this writing, passengers will only be permitted to carry three (3) ounce sizes of liquids, gels and lotions past the security checkpoints in their carry-on luggage. Travel-size toiletries (three ounces or less) will be allowed in a clear plastic, one quart-size, zip-top bag. However, you will be asked to place the plastic bag separately on the X-ray conveyor belt.

PLEASE NOTE: A FEW EXCEPTIONS TO THIS RULE APPLY AND INCLUDE DIABETIC GLUCOSE MEDICATIONS SUCH AS INSULIN, BABY FORMULA, AND PRESCRIPTION LIQUID MEDICATIONS LABELED WITH A NAME THAT MATCHES THE PASSENGER'S TICKET. THESE ITEMS MUST BE DECLARED TO THE TRANSPORTATION SECURITY OFFICERS AT THE SECURITY CHECKPOINT. BEVERAGES AND OTHER ITEMS PURCHASED IN THE SECURE BOARDING AREA MAY NOW BE BROUGHT ONTO THE AIRCRAFT.

To minimize any delays at the screening checkpoint we strongly suggest that you pack the following items in the luggage you plan to check on the plane: all creams, lotions and ointments, suntan lotions, moisturizers, bug sprays, gel deodorants, gel-cap pills, hair styling gels, hair sprays of all kinds including aerosol, liquid hair products, lip gels, glosses or liquids, liquid foundations, make up removers or facial cleansers, mascara, mouthwash, nail polish, perfumes or colognes, liquid sanitizers, liquid soaps, bubble bath and toothpaste.

Also, passengers may be asked to remove their shoes so that they may be x-rayed with their carry-on bags. Laptop computers, cellular phones, iPads, and other portable electronic devices must still be screened at the security checkpoint as well, but will be allowed on board the aircraft.

PLEASE NOTE: IF YOU ARE FLYING FROM ANY COUNTRY OTHER THAN THE UNITED STATES, LOCAL POLICIES REGARDING CARRY-ON LUGGAGE WILL APPLY. PLEASE CHECK WITH YOUR AIRLINE FOR ADDITIONAL DETAILS.

Once again, security measures may change between now and the time we depart for New Zealand, so we suggest that you visit the TSA website prior to our TUT TRANSPACIFIC TAONGA trip for the most up-to-date travel information: <https://www.tsa.gov/travel>.

CARRY-ON LUGGAGE

You are permitted to carry one item of hand baggage (max 21 lbs. – 21.5x15.5x9 in.) in addition to one small personal item onboard the aircraft. Your personal item (e.g. small handbag or laptop case) must fit comfortably under the seat in front of you.

Passengers with more than one carry-on, plus a personal item will be required to check the additional luggage. Be sure to pack the essentials in your carry-on bag, such as your airline ticket receipts, passport, a light change of clothing, any valuables, medications, toiletries, and perhaps a book or a snack.

Although regulations have recently changed, the TSA still recommends that sharp objects be placed in your checked luggage. It's not just the obvious items, but includes such innocuous items as razors for shaving, nail files, Swiss army knives, and corkscrews. Lighters and matches, or any type of scissors (e.g., from a sewing kit or first aid kit) should also be packed in your checked luggage.

Additionally, liquids and gels are forbidden as carry-on items unless they are under three (3) ounces and declared by showing them in a plastic, 1 quart bag. A few exceptions to this rule apply and include diabetic glucose medications such as insulin, baby formula, and prescription liquid medications labeled with a name that matches the passenger's ticket. These items must be declared to the transportation security officers at the security checkpoint. Beverages and other items purchased in the secure boarding area may be brought onto the aircraft.

Laptop computers must still be screened separately at the security checkpoint, but will be allowed on board the aircraft.

CHECKED LUGGAGE

Included in the group airfare is 1 piece of checked baggage (max 50 lbs.) per person at no additional charge. Size of individual items must not exceed the total circumference (L+H+W) of 62 inches. Charges will apply for additional bags. If you are not flying with the group, please check with your carrier regarding their rules for checked baggage.

LOST LUGGAGE

In the event that one of your bags goes astray, you'll want to file a Baggage Claim Report before passing through customs at the airport. Also, be sure to inform a member of the TUT Travel Staff so that they can work with the airlines to recover your lost luggage as quickly as possible.

EMERGENCY TRAVEL SERVICE

If BenchMark Incentives has arranged your flights, and you are in need of assistance on your travel days, you may contact us at the numbers listed above. If you are traveling before or after normal business hours, you may contact Emergency Travel Services at the number listed on the back of your airline ticket jacket – a representative will be available on a 24-hour basis to receive your call. If you have an emergency while in New Zealand, our TUT Travel Staff will be on-site with you throughout the trip to offer assistance.

IMPORTANT TRAVEL DOCUMENTS

If you book your flights with BenchMark Incentives, your e-ticket receipt will arrive, along with your final documents, approximately two (2) weeks prior to your departure date.

HEALTH PRECAUTIONS

ALL TRAVELERS should make sure that your standard adult immunizations and 'boosters' are up to date. Additional vaccines are not necessary for travel to New Zealand, unless you are traveling from certain countries that require proof of vaccination against certain diseases.

TIME ZONE

In October, New Zealand will be 17 hours ahead of Eastern Daylight Time. So, if it is 4:00 p.m. on Friday in New Zealand it is:

- 8:00 p.m. on Thursday in California, United States
- 9:00 p.m. on Thursday in Calgary, Canada / Colorado, United States
- 10:00 p.m. on Thursday in Chicago, United States
- 11:00 p.m. on Thursday in Montreal, Canada / New York, United States

If your home city is not listed above, you can find current local time and time zone information at <http://www.timeanddate.com/>

COMMUNICATIONS

Phone

Private mobile phones may be used while in Auckland although reception may vary. If you plan to use a cell phone be sure to confirm with your wireless provider that you have an international calling plan and advise them that you will be traveling to New Zealand. In addition, all rooms have a telephone.

If family and friends need to contact you during the program you can be contacted at all our hotels:

October 10 – 12, 2019

The M Social

196-200 Quay St.
Auckland, 1010
New Zealand

T: +64 9-377 0349

October 13 – 17, 2019

Hotel St. Moritz

10-18 Brunswick Street
PO Box 1116
Queenstown,
New Zealand

T: +64 3-442 4990

The international prefix and country code for New Zealand is 64. To call a New Zealand number from abroad, dial the country code before the phone number. If you are calling from the USA or Canada you will also need to dial 011, prior to dialing the number.

INTERNET

All of the guest rooms and public areas of the M Social and St. Moritz offer complimentary WiFi internet service to connect laptops, mobile phones, etc.

WEATHER

New Zealand's rugged beauty and varied landscapes make it a spectacular destination to visit any time of year. October weather is characteristically mild, vibrant and uplifting as spring begins to bloom. You can expect the forecast to bring a mixture of elements – glorious, sunny days can briskly change to cooler temperatures with spring showers, which means dressing in layers will be a must. Average daily temperatures will range between 60 and 66 degrees Fahrenheit with cooler temperatures in the evening.

CULTURAL AND SOCIAL CONVENTIONS

New Zealand is a beautiful country and prides itself with a clean, green, laidback atmosphere, which makes the culture of this country so unique and dynamic. Generally warm, friendly and hospitable, New Zealanders are proud of their country and their heritage. It is influenced by the British and European customs as well as the Maori and Polynesian traditions. New Zealanders uniquely combine this diverse mix of cultural and historical influences to create a national culture that's all its own.

The native Māori culture plays a large role in society, and you will see many of their customs intertwined into modern customs. Social conventions need to be observed when visiting a 'marae', the traditional Maori meeting grounds. Maori stand on ceremony and have distinct protocols regarding how visitors should be welcomed and seen off. If the business dealings are with a tribal group (Iwi) the welcoming protocols may be practiced through the process of Powhiri – a formal welcome that takes place on a Marae.

ELECTRONICS AT THE HOTEL

The voltage in New Zealand is 230/240 volts, North America operates at 110-120 volts. Most modern appliances have been designed for use from 110-240 volts, however you will need to purchase a three-point round-pin adapter for the plug. Please bring your own with you.

Important: If your home supply is 110 volts and your electrical equipment does not have a 110/220 or 110/240 switch on it, you will need to get a voltage converter to step the 220 volts down to 110 volts. These are best purchased in your home country. Electronics you should check are your phone charger, camera chargers, electric toothbrush, travelling clothes irons, hair curlers, shavers, hair dryers, laptop chargers etc. many of these devices are “dual” voltage meaning they operate either at 110v or 220/240v. There should be a label on the appliance advising that it is capable of dual voltage, (if not or in doubt don't use it).

FOOD

New Zealand's vibrant restaurant scene enjoys easy access to fresh local products from both the land and the sea. Whether you're eating seafood caught off the coast, beef from the Waikato, or fruit from the Bay of Plenty, chefs are focusing on the ever-growing abundance and variety of what is grown locally.

New Zealand is a melting pot of cultures and traditions, where food is a universal language that draws people together. Aucklanders have embraced the culinary arts of all those who have come to call it home, resulting in a dining culture that prizes variety, inventiveness and food spiced with Māori, European, Asian and Pacific Islander influences.

WATER SAFETY

The tap water is perfectly safe to drink in all of the hotels where we will be staying, however some travelers may not be accustomed to its taste and will prefer to have bottled water. Not all tap water in rural areas is safe for consumption, so take precautions if necessary. Avoid drinking water from streams and rivers, especially in areas where there is human habitation. **Bottled water is included on all of our TUT transfers, adventures and meals.**

FOR YOUR PROTECTION

Remember, the airlines and hotels will not take responsibility for lost or stolen valuables. We suggest that you pack them in your carry-on bag and when on tour they can be stored in your room safe. While touring or shopping leave your passport and the bulk of your money in the safe. Take with you only the money you intend to spend. Carry a copy of the picture page of your passport with you in case your passport is lost.

THE LANGUAGE

The official languages of New Zealand are English and Maori. New Zealanders speak English as a first language because of the remnant ties to the British Commonwealth. The Maori language has been part of New Zealand and its culture since the first people came to the Islands. However, Maori has only been recognized as an official language of New Zealand since the Maori Language Act of 1987. Maori is a Polynesian language similar to the languages of other Pacific Island cultures, such as Hawaiian, Tongan, and Samoan. Maori and English are used throughout the country. As with other regions in the world where two cultures have been mixed, English has influenced Maori and Maori has influenced English. Here are a few phrases you may hear during our trip:

Taonga	Treasure
Kiwi	A Native Bird or New Zealander
G'day	Hello
Rattle ya dags	Hurry up
Knackered	Tired
Wop-wops	Middle of Nowhere
Lemonade	Sprite or 7up
Lolly	Something Sweet
Good on ya	Congratulations or Well Done
Choice	Good or Cool
Yeah-nah	No, Thank you
Cheers	Thank you
Tramping	Hiking
Togs	Swimsuit
Toilet	Bathroom
Jumper	Sweater or Jersey
Mate	Friend
No Worries	No Problem
Crook	Sick or Unwell
Heaps	A lot
Greasies	Fish and Chips
Handle	Pint of Beer
Gumboots	Rubber Boots
Haere Mai	Welcome
Tena Koe	Hello
Kia Ora	Be Well
Whanau	Family
Kai	Food
Haere Ra	Goodbye

SHOPPING IN AUCKLAND

New Zealand's individuality is not only expressed through stunning landscapes and scenery, you can also find its cultural uniqueness and beauty by exploring the bustling markets, boutiques, artisan foods, designer labels and gifts found in the various shopping precincts.

The iconic Queen Street has it all! The cobbled laneways take you to some of the city's best fashion and lifestyle boutique stores. From luxe to bargain finds, and the best souvenir shops in town, Queen Street tops the list. Ponsonby is a shopping mecca with everything you could possibly want to wear mixed with a little bit of upmarket lifestyle stores, which means there is something to suit every taste and budget. Intertwined with these shops are some of Auckland's best cafes, bars and restaurants. Affluent Parnell Village is known for its upscale boutiques, galleries and dining options, with French bistros and posh chocolate cafes. Tucked down a little alley of the historic Parnell Village, is a hidden gem called the *Elephant House* for shoppers seeking all things New Zealand.

CUSTOMS

Upon Departing for New Zealand

If you have just bought a new and expensive digital camera, watch, laptop computer or similar item, it will be worth your while to stop at the Customs Office at your international departure airport and register these items. It usually does not take much time and will save you from the possibility of delays and/or having to pay duty on these items on the return home.

Returning from New Zealand

U.S. Citizens will clear customs in the United States. Per the norm, you will need to declare everything that you may have bought in New Zealand or did not take with you when you left your home country. Of course, how much you will be permitted to bring home under “duty free” status varies by country and is often determined by the length of your trip. For those traveling from outside of the United States, it is wise to confirm details with the Customs personnel at your departure airport or contact your local Consulate prior to your departure.

Each U.S. citizen may bring back \$800.00 USD worth of “duty free” items (a maximum of \$1,600.00 USD per household) as long as they are in your possession or brought back as accompanied baggage. Duty will be waived on items that you mail home to yourself, if the value is \$200.00 USD or less. Antiques that are at least 100 years old and fine art are considered “duty free.”

Citizens who individually declare between \$800.00 USD and \$1,000.00 USD will be charged a duty on the amount over \$800 USD (up to \$1,000.00 USD) by Customs officials at the first point of entry, so remember to keep your receipts handy. The \$800.00 USD “duty free” exemption may include 200 cigarettes (1 carton) or 100 cigars and, if you are over the age of 21, one (1) liter (33.8 ounces) of an alcoholic beverage (beer, wine, liquor, etc.).

CURRENCY AND MONEY MATTERS

The official currency is the New Zealand dollar (NZD). Coins have values of 10, 20 and 50 cents, plus \$1 and \$2. Notes have values of \$5, \$10, \$20, \$50 and \$100. New Zealand dollars can be exchanged at the airport, major banks, foreign exchange bureaus, and all international credit cards are widely accepted as well. You will be able to access New Zealand currency from ATM machines (cash point machines) as long as you have a four-digit pin-code. As of this printing \$1.00 USD = \$1.44 NZD.

The rates of exchange will no doubt vary somewhat before we depart for New Zealand, but in the meantime, here are a few samples of the exchange rate for those who will be traveling from North America:

10.00 USD = 14.43 NZD	10.00 NZD = 6.93 USD
25.00 USD = 36.08 NZD	25.00 NZD = 17.33 USD
50.00 USD = 72.16 NZD	50.00 NZD = 34.65 USD
75.00 USD = 108.24 NZD	75.00 NZD = 51.98 NZD
100.00 NZD = 144.32 NZD	100.00 NZD = 69.30 USD

If you would like to check the current international rates of exchange, visit the XE website: www.xe.com. Or download the XE Currency App (<http://www.xe.com/apps/>) so you can calculate currencies on-the-go!

Currency Exchange

While banks are probably the best and most economical places to exchange currency, there are many places where you can exchange smaller amounts outside of banking hours, though they do tend to be quite a bit more expensive. Our hotel will also exchange currency, again at well above the bank rate.

Banking Hours

Banks in New Zealand are generally open from 9:30 a.m. to 4:30 p.m. Monday-Friday and are closed on Saturdays and Sundays.

Traveler's Checks

We recommend that you use credit cards or cash while in New Zealand as Travelers' Checks are not widely accepted in stores. However, they are accepted at banks and major hotels or tourist centers. The exchange fees vary by location. If you do plan to carry some of your funds using Traveler's Checks, those offered through American Express are the most preferred.

PLEASE NOTE: Before you depart for New Zealand, be sure to call your bank and/or credit card issuer(s) to alert them that you will be traveling to New Zealand and plan to use your card(s) while traveling.

TravelMoney

Visa TravelMoney is a good way to carry money abroad. It is simply a card, which you “pre-pay” with your spending money before you travel. Then you can use your Visa TravelMoney card to withdraw cash from ATMs or to spend money in shops and restaurants exactly as you would use a bankcard at home. You can buy Visa TravelMoney at branches of Travelex and also at AAA, CAA, CUNA, ICBA and ABA. Visa TravelMoney is just as secure as a Traveler’s Check. It has PIN and signature protection, and you can choose to take a second card with you, which will still be active if the first card is lost or stolen. Plus you are covered by 24-hour emergency assistance to help with replacement cash in a hurry.

Credit Cards

Visa and MasterCard credit cards are widely accepted throughout New Zealand. Discover, Diner’s Club and AMEX are not as widely accepted but most major shops accept them. It is important to note that not all places accept debit cards. Some of the smaller establishments do not accept American Express or any credit cards, so it is always good to ask if you do not see a sign in the window or at a register.

When you receive your monthly credit card statement it will show the converted costs and will reflect the rate of exchange at the time of your purchase. Please be aware that in most cases, an extra fee for converting from foreign currency will be added to your credit card bill.

PLEASE NOTE: IT IS A GOOD IDEA TO MAKE SURE YOU UNDERSTAND HOW TO TAKE CASH ADVANCES OUT ON YOUR CREDIT CARD PRIOR TO YOUR DEPARTURE.

ATM Transactions

Automated Teller Machines (ATM's) are widely available at banks, along main shopping streets and in malls, which accept credit cards and foreign bankcards with the **Cirrus** or **Maestro** symbols on them. The ATM will have the same symbols as that on your card displayed if it accepts the card. Banking fees for ATM withdrawals and foreign transactions vary widely, so please check the rates with your bank(s).

Goods & Service Tax

All goods and services are subject to a 15 percent Goods and Services Tax (GST) included in the displayed price. Visitors cannot claim this tax back, however when a supplier ships a major purchase to your home address the GST will not be charged.

TIPPING

Tipping in New Zealand is not obligatory - even in restaurants and bars. However, tipping for good service or kindness is appreciated. If you want to tip and are in doubt about how much, think 10%. All tips are at your discretion! Hotels and restaurants in New Zealand do not add service charges to their bills.

Please Note: Tips, taxes, and service charges for all of our TRANSPACIFIC TAONGA events have been taken care of, including waiters, housekeeping, porters and bellmen. However, any time that you are on your own, tipping will be at your own discretion.

TRAVEL INSURANCE

BenchMark Incentives strongly recommends the purchase of travel insurance* before any TUT trip! Travel insurance offers travelers coverage for unforeseen problems, from a cancelled flight to a serious illness—or in rare cases, even an act of terrorism or the financial default of a travel supplier. If you miss a travel connection, even for reasons beyond your control, you are NOT necessarily protected from financial loss unless you have travel insurance. For example, if you encounter mechanical problems, flight delays, or inclement weather that causes you to miss connecting flights, the airline carrier might re-book you, although in many cases (such as bad weather) it is NOT guaranteed (in which case you may either have to purchase an entirely new round-trip ticket or forego the entire prepaid trip without any reimbursement). Travel insurance can cover new flights or provide trip cancellation coverage (for a covered loss), as well as emergency medical expenses and medical transportation. Travel insurance also provides 24 hour “911” emergency travel service, in case a traveler has to change a flight or a hotel room, in addition to assistance with emergency cash transfers, lost baggage, and pre-trip consultation services (travel advisories, passport requirements, inoculation information, etc.).

How to Purchase Travel Insurance

You can obtain travel insurance from Travel Guard International.* To view the various policies offered, log onto www.travelguard.com. You will have two (2) options to purchase travel insurance: 1. U.S. and Canadian residents may call Travel Guard directly at 1-800-826-1300. 2. Visit Travel Guard's website at www.TravelGuard.com to process the insurance yourself. In this case you will be asked for a travel agent code, please give Travel Guard the code 22735731 as this code will identify your booking with BenchMark Incentives. Please be sure to read all policy information thoroughly and note that if you have a pre-existing condition you must apply for the insurance within 14 days of the trip deposit date.

*Please Note: Travel Guard insurance is only available to U.S. and Canadian residents at this time. If you live elsewhere, please check for such coverage within your home country from independent providers.

MORE QUESTIONS?

If you have any questions prior to traveling, please contact BenchMark Incentives at the numbers below. We expect that questions will arise during your stay in New Zealand; therefore the TUT Travel Staff will be readily available at the Hospitality Desk, located in a convenient area in all our hotels. If you need assistance, feel free to stop by the Hospitality Desk any day during the trip.

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