

# PRE-ARRIVAL INFORMATION SHEET



## ✓ CHECKLIST

- I have arranged my accommodation and have all the details.
- I have arranged my airport pick up.
- I have photocopied my important documents, such as the personal page of my passport, my airline ticket, the offer letter, and my student visa.
- I have emailed [studentsupport@up.education](mailto:studentsupport@up.education) my visa copy and flight ticket.
- I have received the details of the Orientation programme and will arrive in time to attend it.
- I have familiarised myself with the information on the NZ Customs website: [www.customs.govt.nz](http://www.customs.govt.nz) and I am aware of what I am not allowed to bring into NZ.
- I have familiarised myself with the NZ Passenger Arrival Card.
- I have a copy of the medical information from my doctor in English (if applicable).

## U18 U18 STUDENTS ONLY

- I understand that I must apply Homestay at least 2 weeks in advance before my travel date, otherwise, I will be charged with Additional Homestay fees.
- I understand that if I cancel my Homestay booking last minute, I will be charged with Late cancellation fees for up to 2 weeks Homestay fees.
- I have emailed school of my flight ticket.
- I have sent school my parent's consent if I don't use the Airport pick up services provided by school.
- I have received the details of my homestay accommodation from school.
- If your flight has any changes (e.g., delayed/cancelled) or if you missed your flight, please call your driver at +64 27 676 8703 or Host Families NZ's 24/7 urgent assistance number at +64 21 026 91882 immediately to inform us the changes.
- If you missed your flight, please ensure you inform us with your new flight details. We will then update your booking information and your driver will come to pick you up at the new arrival time.

## 📞 IMPORTANT CONTACT INFORMATION

- School 24/7 Emergency No: +64 021597135
- Student Support Email: [studentsupport@up.education](mailto:studentsupport@up.education)
- The drivers' phone No: +64 27 676 8703 (if you booked pickup services from school)
- Host Families NZ's 24/7 Emergency No: +64 21 026 91882 (if you booked homestay from school)

## ❗ OTHER IMPORTANT INFORMATION

- Bring my Passport to school on the Orientation Day
- Information on how to get your travel card and plan your first trip to school:  
Auckland: <https://at.govt.nz/>  
Wellington: <https://www.metlink.org.nz/>

## 📍 STUDENT APARTMENT OPTIONS (OVER 18 STUDENTS ONLY)

University of Auckland: <https://www.auckland.ac.nz/en/on-campus/accommodation.html/en.html>  
AUT: <https://www.aut.ac.nz/student-life/accommodation/te-ahuru-mayoral-drive-student-accommodation-city-campus>  
UniLodge-Auckland: <https://www.unilodge.com.au/student-accommodation-auckland>  
VUW: <https://www.wgtn.ac.nz/accommodation>  
UniLodge Wellington: <https://www.unilodge.com.au/student-accommodation-wellington>

Dear Students:

Host Families NZ welcomes you to NZ.

Please read this document carefully before your departure and ensure you notify us for any changes.

## 1. What do you need to prepare prior to your trip?

Please ensure you save the below information to your phone:

- ✓ Your homestay's phone number and home address
- ✓ The driver's phone number +64 27 676 8703
- ✓ Host Families NZ's 24/7 Urgent assistance contact +64 21 026 91882

It is also a good idea to write down the above information on a piece of paper in case your phone runs out of batteries. Please also make sure your phone can make international calls so you can notify us for any unexpected changes.

## 2. How much luggage are included in your airport pick up fee?

Please note your airport pick up includes 2 standard luggage (not including oversized items) are included.

If you have more than 2 standard luggage, please let us know in advance. This is to ensure the driver's car has enough space to carry your luggage. The cost for the extra luggage is \$10 per item. Please bring cash to pay driver directly.

You must also let us know if you have oversized items, like a bike or a surfboard. The cost for oversized luggage is \$20 per item.

We are unable to take your extra item if you fail to inform us in advance.

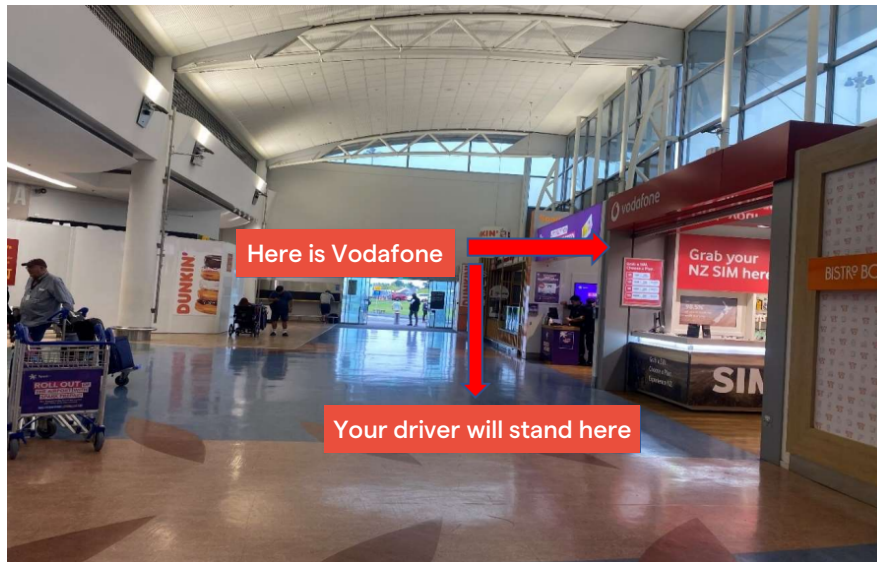
## 3. What you need to do if you are travelling with other people, and they also need an airport transfer?

If you are travelling with other people, e.g., your parents or friends, you must inform us in advance to make a booking. The extra passenger needs to pay driver directly (\$50 per person). We are unable to take the extra passenger if you fail to inform us in advance.

The extra passenger must follow the luggage instructions which is mentioned above (clause 2)

## 4. Where should you wait when you arrive in New Zealand?

Please turn left after clearing New Zealand Customs and X-ray machines. Your driver will stand outside of Vodafone. He will be holding a board with “HFNZ and your name” written on. Please look for your name.



## 5. What to do if you cannot find your driver?

If you are unable to find your driver, please stand next to Vodafone. Please give your driver a call at +64 27 676 8703 and tell them your location. You can also take a selfie of yourself and send it to your driver. He will then come to find you. Please do not go elsewhere (e.g., go shopping).

If you cannot get hold of the driver, please call Host Families NZ's emergency number at +64 21 026 91882.

## 6. Standard Waiting time

Please note the standard waiting time is 2 hours after landing (for the pre-arranged flight). Please note if you missed your pickup time, your airport pick-up fee is not refundable.

If your flight landed as planned but you are unable to make it to the pick-up point within 2 hours after landing (e.g., if you have been stopped by the custom officer), please call your driver immediately at +64 27 676 8703 or Host Families NZ 24/7 urgent assistance number at +64 21 026 91882 to inform us what has happened and the estimate time for you to come out of the airport. Please note you will be charged with \$50 for extra waiting time or the second pick up. Please bring cash and pay to the driver directly. If you do not want to pay the extra, you can make your own way to your destination at your own cost (over 18 students only).

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If you are under the age of 18 and if you cannot make your way out within 2 hours after landing, you must call the driver at +64 27 676 8703 or Host Families NZ's 24/7 emergency number at +64 21 026 91882 to inform us what has happened and the estimated time for you to come out of the airport. Your driver will either wait for you or come back to pick you up. Please bring extra cash (\$50) to pay to the driver if any of those unexpected incidents happens. Please do not take any public transport by yourself since you are under the age of 18.

### **7. What to do if your flight is cancelled, delayed, or if you missed your flight?**

If your flight has any changes (e.g., delayed/cancelled) or if you missed your flight, please call your driver at +64 27 676 8703 or Host Families NZ's 24/7 urgent assistance number at +64 21 026 91882 immediately to inform us the changes. If you missed your flight, please ensure you inform us with your new flight details.

We will then update your booking information and your driver will come to pick you up at the new arrival time.

You will need to make your own way to your destination if you fail to inform us the changes and your airport pick up fee is not refundable. If you are under the age of 18, you must get in touch with us for any changes to your flights.

### **8. Other important notes**

When your flight has more than one stage (multi-destination), please ensure you provide us with the correct flight details. If you require an airport pick up in Wellington but you will land in Auckland first, please provide us with the flight from Auckland to Wellington for the pickup. Failure to provide the correct information will incur a penalty fee of \$50 (pay cash to the driver).

Thank you for booking the airport transfer through Host Families NZ.

We wish you a safe journey!

Kind regards,

Host Families NZ