NEW ZEALAND NURSES ORGANISATION

Travel Policy

(for NZNO Employees and Members)

November 2010

Contents

5.0 OTHER TRANSPORTATION 14

1.0 TRAVEL POLICY PURPOSE AND ENFORCMENT

1.1 Purpose

This document provides guidelines and establishes procedures for employees and members incurring business travel and related expenses on NZNO's account.

Objectives:

- To ensure all employees have a clear and consistent understanding of policies and procedures for business travel.
- To provide business travellers with a reasonable level of service and comfort at the lowest possible cost.
- To maximise NZNO ability to negotiate discounted rates with preferred suppliers and better manage travel and related expenses.

1.2 Scope

This travel policy applies to all employees of NZNO and other persons officially approved by NZNO as bona fide travellers on their behalf.

Specific Sections/ Colleges and regions may, at their discretion, impose greater control than required by this policy but never less.

This policy must be read in conjunction with the NZNO staff collective agreement which in a conflict of interpretation situation remains the definitive document.

1.3 Responsibility and Enforcement

The traveller is responsible for complying with the travel policy. The approver is responsible for approving travel and accurately reviewing expense reports for compliance.

NZNO will reimburse employees/ members for all actual and reasonable expenses while travelling on authorised NZNO business, provided GST receipts are supplied and in line with the NZNO Staff CA.

NZNO assumes no obligation to reimburse employees/ members for expenses that are not in compliance with this policy or their employment agreement.

Travellers who do not comply with this travel policy or part of the policy may be subjected to a delay or withholding of reimbursement in relation to claims under sections of the policy.

When a traveller does not book the lowest airfare, hotel or car rental rate offered, the travel consultant will note the policy exception which may be included in periodic exception reports which are reviewed by Business Services Manager.

1.4 Who to Call on Travel Policy Issues

Any questions, concerns or suggestions regarding this travel policy may be directed to the Business Services Manager.

1.5 Spouse/Companion Travel

NZNO will not reimburse travel and entertainment expenses incurred by a spouse or other individual accompanying an employee on business.

Immediate family members, partners or your partner’s children may accompany an employee on a business trip at the employee's expense and with their manager’s consent, which will not be unreasonably withheld.

1.6 Mode of Travel

There may be options available as to how to reach a destination (e.g. rental car, air travel). The choice made needs to meet the following criteria:

- least cost
- least work time involved
- most direct route
- approved by manager

2.0 TRAVEL ARRANGEMENTS

2.1 Travel Agent

All air travel and rental car travel reservations including *en route* changes, should be booked through NZNO's designated travel agent:

Tandem Travel
Phone: 0800 222 271 (normal hours)
Fax: 0800 222 216
Email: tandem.travel.domestic@tandemtravel.co.nz

All bookings should be made using the Tandem Travel on-line booking system. If for some reason using the electronic booking system is not an option then the request will be forwarded to a Tandem Travel travel consultant. Making bookings via a consultant will incur an additional $20 booking fee.

All accommodation bookings should be made direct with the vendor.

2.2 Booking Procedures for NZNO Staff

1. Travellers should make reservations as early as possible to take advantage of advance purchase discounts (preferably 3 weeks or more). Travellers should ensure that all travel requirements are clearly set out on the Travel Booking Form or communicated via email. This might include car delivery and drop off, special meal requirements, accommodation requirements etc.
2. An NZNO Travel Booking Form or email must be completed for any kind of travel, accommodation and rental car, by the staff member (see appendix 2). Staff who travel regularly may book their own accommodation. Bookings must comply with the provisions in 3.2. Email (or fax) the completed form to the PA or identified staff member.
3. The PA/identified staff member will approve the travel and make the travel booking preferably by using the Tandem Travel on-line booking system.
4. The traveller and arranger will receive an email confirmation of the booking that is to be used as proof for travel.
5. NZNO credit cards <u>are not</u> to be used to book your travel. All travel bookings must go through Tandem Travel on-line or via a consultant.
6. If you intend to use a private car for out of town NZNO business this must also be pre-approved in writing by a PA/identified staff member to ensure that you can claim the mileage back.

2.3 Booking Procedures for NZNO Members

1. Travellers should make reservations as early as possible to take advantage of advance purchase discounts (preferably 3 weeks or more). Travellers should ensure that all travel requirements are clearly set out on the Travel Booking Form. This might include car delivery and drop off, special meal requirements, accommodation requirements etc.
2. For NZNO arranged meetings and standing committees e.g. BOD, NMAC, NSU and Te Runanga – the admin staff supporting those committees would ensure that members travelling fill in the Travel Booking Forms and collect them.
3. For travel to regular NZNO committee meetings, approval and booking can be made by the committees designated admin support person. Anything above usual meetings eg ad hoc projects, is to be approved by one of the

Managers/PAs. National Section and College committee meeting travel is booked through Tandem Travel by the members of those committees. An information guide has been provided for these committees and should be used for further information.

4. The admin support person (or adhoc travel, PA/identified staff member) will approve the travel and book preferably by using the Tandem Travel on-line booking system.

   Please note – any travel booking form faxed or emailed to Tandem Travel by anyone other than an approved travel arranger will not be actioned by the travel agent.
5. The traveller and arranger will receive an email confirmation of the booking that is to be used as proof for travel.
6. Credit cards <u>are</u> not to be used to book your travel. All travel bookings must be made via NZNO.

2.4 Air Travel Changes

1. Changes are very costly but they are sometimes a necessity of NZNO business.
   - If you need to change your travel booking prior to departure and within normal business hours you need to seek the approval of a Manager or PA.
   - If you need to change your travel booking outside of office hours please contact Tandem Travel on 0800 222 271. NZNO entrusts that staff/ members will use their best judgement with regards to additional costs incurred before confirming change. In this case the authorisation will be given retrospectively – please ensure that you notify your manager/PA immediately of this booking/ change.
2. In considering travel change requests, consideration is to be given to cost vs convenience.
3. If travel change is requested due to personal purposes, NZNO will require the traveller to reimburse costs.

2.5 Air Travel Cancellations

When staff/ members miss a flight they should contact their travel arranger (or travel agent if outside of office hours) ASAP to arrange a refund if possible and re-book another flight.

When a trip is cancelled after the electronic ticketing has been issued, the traveller or travel arranger is to ascertain from the travel agent if a refund is possible, otherwise if the ticket can be parked or upgraded for future use.

If they will not be using a rental car or accommodation they should contact their travel arranger or the service provider ASAP to arrange cancellations to avoid unnecessary charges.

If flights and other arrangements are missed due to traveller negligence (eg confused flight date/ time, slept in etc) replacement/ amendment costs will be the responsibility of the traveller. If it is unclear, this is to be discussed and agreed with the appropriate service manager.

NZNO will cover costs of missed flights and other arrangements if it is caused by circumstances beyond the travellers control eg traffic congestion. In this event reasonable responsibility should be taken to call the airline to advise of the situation before the scheduled departure time.

2.6 Open Sky Policy

NZNO's preferred operator is Air New Zealand however from time to time other operators may be used taking into account costs and scheduling. If you have no flexibility in arrival time due to the start time of a meeting or conference please indicate this to the travel arranger who will take this into account when booking flights. Some budget airlines have check-in times that are rigidly applied, particularly for those traveling with checked baggage. This needs to be taken into account in the booking and airline selection.

If using providers such as Jetstar, please bear in mind the luggage allowance which often only allows for carry-on so for staff/members required to check in luggage it is more cost effective to select this option at the time of booking rather than when checking in as often charges are considerably higher.

Please refer to Appendix 3 explaining the airfare structure. NZNO will aim to book the cheapest possible fare taking into account any luggage allowance system, however, there are very strict rules around changes. Hence we do expect you to plan your trip carefully, if changes need to be made it could well mean losing the complete fare (if changes are made within 24 hours of travel) or paying a significant amount to change the airfare.

2.7 Group and Meeting Travel Reservation Procedures

If a group (consisting of ten or more people) is travelling from a common destination or to a common destination then enquiries can be made for a group booking. Talk with Tandem Travel about this option.

2.8 International Flights

Trans Tasman flights, as long as they are straight forward, should be booked using the Tandem Travel on-line booking system.

All other international flights should be made in coordination with a Tandem Travel travel consultant. It is expected that at least two quotes, preferably three, will be provided offering various carriers/ routes for NZNO manager/ PA consideration.

Before the traveller departs:

1. Contact travel agent to request three flight proposals – different flight paths and carriers
2. Investigate if a visa is required for that country and if so request through that countries high commission in New Zealand (can find application forms on their websites)
3. Traveller always to land in country 24 hours prior to commencement of meeting and depart at least 4 hours following meeting conclusion
4. Investigate accommodation options either through conference organisers or travel agent. Liaise with travellers to confirm a suitable option – preferably under $150NZD per night, within 15 minutes walk of the venue and English speaking. Accommodation is charged back to the NZNO credit card (limit wmay need to be increased for this purpose) or paid in advance by bank transfer.
5. Once travel plans selected by travellers confirm flights and request travel insurance cards from the PA to the CEO. NZNO insurers for international travel

as at 2010 is VERO. NZNO has full comprehensive cover for medical conditions and treatment while traveling, cancellation costs in the event of death, personal accident or sickness etc. The full cover policy can be obtained by your PA/ Office Manager or the Business Services Manager.

6. Request through NZNO finance department foreign currency. $100NZD converted to the local currency per day is allowed with a maximum of $500NZD (this figure will be reviewed by the management team during 2011). This is for all expenses other than accommodation and hotel meals. Travellers are required to keep all receipts and provide a breakdown of expenses and return any unused currency to their Manager/ PA.
7. Create travel packs for each traveller containing flight/ accommodation information, conference papers and relevant information about the country they are visiting.
8. Ensure tickets arrive and are on-passed to travellers.
9. Investigate if there is Telecom Roaming in that country and if so advise traveller how to set up. If not discuss requirement for a loan roaming phone. Personal calls while roaming to be reimbursed when account received.
10. Provide power plug adapters for the region.

On the travellers return:

1. Ensure traveller returns equipment – power plug adapter, loan phone etc
2. Return any unused foreign currency to finance – receipts a bonus but not required.
3. The traveller is to submit a report to the Board. This excludes staff attending professional development activities or on NZNO business. They report to the service manager or chief executive officer.

2.9 Airline Class of Service

Staff and members travelling on NZNO business involving over 8 hours continuous flight may be booked in Premium Economy class.

All air travel under 8 hours continuous flight must be in Economy class and the lowest logical airfare available booked.

Business class is not acceptable unless it is extenuating circumstances and approved by the CEO.

Consideration needs to be given to the luggage allowance system in relation to the class of flight.

2.10 Lost Baggage

In the event that an employees or members luggage is misplaced by the airline while on NZNO business the ultimate responsibility for retrieving and compensating lost baggage lies with the airline.

- You should advise the airline immediately who will commence a search for your baggage
- The airline will keep you up to date with the progress on the search
- When found the airline will arrange for the delivery of your baggage to you free of charge
- If your bag is not returned within 24hours and you are away from home:

        - You may be entitled to be reimbursed for some emergency expenses from the airline. Please discuss with the airline.
        - If you are unsuccessful in seeking compensation from the airline NZNO will reimburse the costs of essential items eg under pants, toothbrush and paste, deodorant, dispensing fee and three day emergency supply of prescription medication (available from any pharmacy). If staying at a hotel/ motel laundering facilities should be utilised and costs claimed as per clause 12.7 of the staff collective agreement. Any additional items deemed necessary but where the item purchased will exceed the term of inconvenience NZNO will contribute 25% of the total purchase price by negotiation with the appropriate service manager.
    - If your luggage is not located within 7 days:
        - Please request a lost baggage claim form from the airline, complete and submit to the airline.
        - If for some reason an airline claim is unsuccessful the traveller is encouraged to seek a claim against their personal contents insurance policy. NZNO will pay up to a maximum of $200 towards the persons insurance excess, upon presentation of proof of claim and cost.
        - Or if the traveller has no personal contents insurance NZNO will pay up to a maximum of $200 on provision of an inventory and list costs

NZNO recommends that all prescription medication is carried in hand luggage. In the event your medication goes missing while travelling you can call upon any pharmacy in New Zealand who will fill a 3 day emergency supply of prescription medication. On receipt NZNO will reimburse these costs.

2.11 Excess Baggage

Employees will be reimbursed for excess baggage charges:

- when travelling with heavy or bulky materials or equipment necessary for business.
- the excess baggage consists of company records or property.
- when travelling for more than 8 days.

2.12 Air Travel Payment Procedures

All air travel business will be paid through NZNO travel card (internal billing system).

2.13 Koru Club (Staff only)

- Membership may be approved for staff required to fly frequently on NZNO business.
- As a guide, a frequent flyer will be someone flying fortnightly or more.
- Applications should be made by the staff member with the support of their line manager to the Chief Executive Officer.
- Approval will be at the discretion of the Chief Executive Officer.

2.14 Linkages to other Policies (Staff only)

Staff please refer to clause 13.5-13.7 of the NZNO Staff Collective Agreement.

3.0 ACCOMMODATION

3.1 Making Motel/Hotel Reservations

Reservation requests should be included on the Travel Booking Form using the NZNO preferred suppliers (see appendix 1) and booked direct with the hotel/ motel.

Accommodation should not be made via the travel agent as a additional $10 administration fee will be charged.

Travellers staying a week or longer should inquire about weekly/long-term discounts and alternatives such as apartments. Please discuss options with your manager/ PA.

3.2 Hotel/Motel Selection Guidelines

- Travellers are required where possible to use Hotel/Motels where there are NZNO-negotiated rates. (Refer to the hotel information sheet - Appendix 1) plus other hotels/motels as agreed. The hotels/motels on Appendix 1 all have an agreed chargeback facility. When booking other accommodation this option may not be available and a credit card will be required to secure and pay for the booking. (Recommended alternatives not listed in Appendix 1 should be referred to JCC for inclusion and negotiation of special rates and charge back facilities.)
- If NZNO-negotiated or special hotel rate is not available, travellers must use a hotel in a similar price category.
- Consideration may be given to the location of the travellers meeting and accommodation booked to suit if NZNO policy accommodation not convenient. The relative cost of taxis and the alternative accommodation will be weighed up in the decision.

3.3 Hotel/Motel Cancellation Procedures

- Travellers are responsible for cancelling hotel rooms and must contact the hotel to avoid a 'no show' charge
- Travellers will be held responsible and will not be reimbursed for 'no-show' charges unless there is sufficient proof that the billing is in error or extenuating circumstances.
- Travellers should request and record any cancellation number in case of billing disputes.

3.4 Hotel/Motel Payment Procedures

Payment may be made by:

- charge back to NZNO
- corporate credit card (in rare circumstances)
- personal charge/credit card/cash/cheque (in rare circumstances)

A full and adequate GST receipt must be requested and retained for reimbursement purposes.

Minibar costs are not to be charged to NZNO unless classified as a meal – see clause 10.1.

3.5 Accommodation in a Private Residence (Staff only)

Staff members staying in a private residence with family or friends while travelling on NZNO business will be reimbursed in line with their employment agreement.

4.0 CAR HIRE

4.1 Making Car Hire Reservations

Car hire requests must be included on the Travel Booking form (see appendix 2). Car hire reservations may be made through the designated Travel Agent or direct through the NZNO selected car rental company .

4.2 Car Hire Guidelines/ Preferred Supplier

Travellers who are able to drive, should rent a car to their destination when:

- driving is more cost-effective than airline or rail travel
- transporting large or bulky material
- it is less expensive than other transportation modes.

NZNO preferred supplier is Hertz Rental Vehicles and has negotiated rates. The basics of NZNOs agreement with Hertz are as follows:

- The class of car is to be Intermediate Car Manual or Automatic, 1.6 – 1.8 litres', (Group D - Group E)
- "Hertz" will deliver the car free of charge within 10-km radius of the Hertz Location, Monday to Friday 8.30-4.30 and Saturday 8.30-12noon. This service must be booked in advance.
- A minimum one-day rental is applicable on all rentals. One rental day is calculated as a 24-hour period from the time of vehicle collection.
- All vehicles must be returned with a full tank of fuel otherwise fuel is charged back at up to 50% more.
- "Hertz" rates include unlimited kilometres
- "Hertz" rates do not include car insurance (see clause 4.4)
- Cars picked up from an airport or returned to a different location than pickup will incur an additional charge – this should be considered when selecting mode of transport

Fines will not be paid or reimbursed by NZNO, they are the responsibility of the car owner or driver.

When picking up a hire car, travellers should check with the car hire agent for any promotional rates, last-minute specials or free upgrades.

At the time of rental, the car should be inspected and any damage found should be noted on the contract before the vehicle is accepted.

4.3 Car Hire Upgrades

Travellers may book a class of service one-level higher than the appropriate category:

- when three or more company employees are travelling together
- when cars in authorised category are not available
- when the traveller can be upgraded at no extra cost
- when transporting excess baggage such as booth displays
- for pre-approved medical reasons (e.g. drivers with disabilities)

4.4 Car Hire Insurance

NZNO has made special arrangements for insuring hire cars against damage when on official business with the NZNO insurance provider. In the event of damage the travel arranger and car hire company should be notified at the earliest possible time.

4.5 Car Hire Cancellation Procedures

Travellers are responsible for cancelling car hire reservations and must contact the car hire company pick up location ASAP.

Travellers should request and record any cancellation number in case of billing disputes.

4.6 Returning Hire Cars

Every reasonable effort must be made to return the hire car:

- to the original hire depot unless approved for a one-way rental
- intact (e.g. no bodywork damage or mechanical failures)
- on time, to avoid additional hourly charges
- with a full tank of petrol

4.7 Car Hire Payment Procedures

Unless otherwise instructed, car hire will be paid using:

- the NZNO account set-up with our travel agent
- corporate credit card (only in rare circumstances)
- traveller's personal charge/credit card/cash/cheque (only in rare circumstances)

4.8 Car Hire Accidents

Should a hire car accident occur, travellers should immediately contact the travel arranger and car hire company.

4.9 Linkages to other Policies

Staff please refer to clause 13.3 of the NZNO Staff Collective Agreement.

5.0 OTHER TRANSPORTATION

5.1 Personal Vehicle Usage Guidelines (Staff only)

Employees may only use a private vehicle for out of town business purposes in exceptional circumstances where prior approval has been given by a manager or PA. Requests must be submitted in writing and will be approved if:

- it is less expensive than hiring a car, taking a taxi or alternative transportation
- it is more timely than taking public transportation
- when transporting company goods for delivery
- disabilities

It is the personal responsibility of the owner of a vehicle being used for business to carry adequate insurance coverage for his/her protection and for the protection of any passengers. This is not covered by NZNO and losses will not be met by NZNO. Employees may not use their personal car solely on the grounds of personal convenience. Employees should refer to their employment agreement.

Where long distance travel is required a rental car should be used.

5.2 Reimbursement for Personal Car Usage

- Use of private vehicle for NZNO business will be reimbursed at the rate in the NZNO Staff Collective Agreement for actual kilometres travelled set at .70 per kilometre, April 2010. This allowance is to cover the full cost of running the vehicle, including insurance excess, petrol, registration etc.
- Claims are to be made on the NZNO staff or member personal expense form.
- NZNO will not accept liability for expenses/repairs incurred where personal vehicles breakdown or are damaged whilst on NZNO business.
- Where long distance travel is required a rental car should be used as this is usually the most cost effective option.
- Fines will not be paid or reimbursed by NZNO, they are the responsibility of the car owner or driver.

To be reimbursed for use of their personal car for business, travellers must provide on their expense claim form:

- purpose of the trip
- date and location
- receipts for tolls, parking etc
- copy of the approval form showing prior approval by their Manager (staff only)

5.3 Ground Transportation To and From Terminals

Travellers travelling to the same location should share ground transportation to and from the airport whenever possible.

The most economical mode of transport should be used to and from airports and bus and rail terminals. Options to consider are buses, taxis, shuttles, hotel and airport courtesy services.

5.4 Linkages to other Policies

Staff please refer to clause 13.2 and 13.4 of the NZNO Staff Collective Agreement.

6.0 PERSONAL / LEISURE TRAVEL

6.1 Combining Leisure with Business Travel

Leisure travel may be combined with business travel provided there is no additional cost to NZNO and approval from your manager has been obtained.

6.2 Use of NZNO-Negotiated Hotel and Car Hire Rates for Personal Travel

NZNO-negotiated hotel and car hire rates may be used for personal/leisure travel. NZNO insurance coverage will NOT apply when using company-negotiated car hire rates for personal/leisure travel, therefore you are strongly advised to take the insurance option. It is the traveller's responsibility to settle the full account with the vendor directly.

6.3 Miscellaneous Leisure Travel Expenses

NZNO will NOT pay for leisure travel expenses such as sightseeing, bus tours, souvenirs and personal expenses, such as cinema, health club fees.

6.4 Personal/Leisure Travel Billing Procedures

Personal/leisure travel billings must NOT be combined with business travel billings under any circumstances.

The corporate charge/corporate credit card is NOT to be used to pay for personal/leisure travel.

7.0 HOTEL TELEPHONE USAGE

When staying at a hotel, travellers should find out the property's local and long distance phone rates. Travellers should avoid making phone calls that have an added surcharge.

Members - Private use of hotel telephones is a charge on the individual and may not be claimed.

Staff only – Private use of hotel telephones is allowed if the staff member making a private call is away from home on business.

To avoid substantial charges added by hotels to telephone bills, travellers should:

- use a charge/credit card, calling card, public phone whenever possible.
- place an initial call to the office base for them to call back and absorb charges.
- use your cellular phone

Reimbursements are to be claimed on Personal Expense form. Receipts for expenses over $20 should be attached wherever possible. Claim forms are to be signed by the appropriate manager/ PA then forwarded to the Finance Department, National Office.

8.0 MEALS AND ENTERTAINMENT

8.1 Personal Meal Expenses

Personal meals are defined as meal expenses incurred by the traveller on an out-of-town business trip.

Travellers will be reimbursed, on provision of receipts, as per the provisions of the NZNO Staff CA (clause 12.6.2).

The daily meal allowance of $60 per day can be flexed across the three meals if away from home for a full day. Rates are determined by the staff collective agreement and any change will result in an adjustment to this policy. If away for just one meal, current recommended guidelines per meal are:

$15 per meal for breakfast
$15 per meal for lunch
$30 per meal for dinner

Reimbursements are to be claimed on the staff or member personal expense form and detailed GST receipts should be provided for all expenses. Claim forms are to be signed by the appropriate manager/ PA then forwarded to the Finance Department, National Office.

8.2 Overnight Allowance (Staff only)

Overnight allowance shall be provided and paid at a daily rate in accordance with the Collective Agreement, when travelling on official business.

8.3 Consumption of Liquor

In general, expenditure for beer, wine or other liquor is a personal charge while on official travel.

9. Travel and Reimbursement Policy

9.1 Purpose
This document provides guidelines and establishes procedures for NZNO members incurring expenses when carrying out official business for Board of Directors, Te Runanga o Aotearoa, National Student Unit/ Te Runanga Tauira, regional councils, colleges and national sections.

9.2 Objectives
- To ensure all members have a clear and consistent understanding of policies and procedures for claiming expenses incurred while completing NZNO business.
- To outline eligible member expenses for reimbursement.

9.3 Scope
This policy applies to all members of NZNO engaged in official business on behalf of the NZNO. Specific national Sections/Colleges and regions may, at their discretion, impose greater control than required by this policy but never less. This policy should be read in conjunction with the Travel policy.

9.4 Responsibility and Enforcement
The member is responsible for complying with the travel and reimbursement policy. The approver is responsible for approving the expenses and accurately reviewing the receipts for compliance. NZNO will reimburse members for all actual and reasonable expenses while carrying out officially approved NZNO business, provided GST receipts are supplied. NZNO assumes no obligation to reimburse members for expenses that are not in compliance with this policy.

9.5 Who to call on Member reimbursement issues
Any questions, concerns or suggestions regarding this policy may be directed to the President, Kaiwhakahaere or Chief Executive Officer.

9.6 Eligible expenses
Travel costs, including mileage reimbursement for private vehicle use, meals (up to specified limits as per Travel policy), and telephone calls, computer consumables such as paper and printing cartridges and postage. Reimbursements for Board of Directors, Te Poari, the NSU and NZNO standing committees are to be claimed on Personal Expense form. GST receipts need to be attached. Claim forms are to be signed by appropriate manager/PA then forwarded to the Finance Department, National Office. These will then be approved by the Business Service Manager before reimbursement. In the case of national section or college committee expenses the authorisation process and payment is as per the NZNO College and Section Committee Handbook. In the case of a regional council authorisation is through the council management committee process.

Travel plans need to be approved before a member embarks on travel and that NZNO staff member needs to ensure the most cost effective mode of transport is being used given the circumstances.

Related Policies:
NZNO National Section and College Committee Handbook

Endorsed by the BOD, March 2011

APPENDIX 1: PREFERRED HOTEL/MOTEL PROVIDER JCC to review list during 2011

Location	Name/Address	Contact	Price	Extras
Alexandra	Centennial Court Motor Inn 96 Centennial Ave	0800 802909 centennialcourt@ihug.com	$100	Standard
Auckland	City Life Auckland 171 Queen Street City Arthotel (B&B) 30 Ponsonby Tce Ponsonby The Quadrant (apartments) 10 Waterloo Quadrant	09 9797212 Viresh Mathur Front Office Manager Reservations: 09 379 9222 VireshM@heritagehotels.co.nz info@greatpons.co.nz 0800766792 0800 666 611 info@the quadrant.com www.thequadrant.com A/C Number: DNZ003	$146 including GST $160 including breakfast $140 inc gst	 Villa room Self contained apt
Blenheim	Scenic Circle Country Hotel Cnr Alfred & Henry St Chateau Marlborough 95 High Street Blenheim 7201	03 578 5079 ph 03 578 0337 fax Blenheim.country@scenic-circle.co.nz 0800 75 22 75 chateau@marlboroughnz.co.nz	$125 & GST $129 & GST	Standard Studio
Christchurch	Cotswold Hotel 88-96 Papanui Rd Holiday Inn City Centre Cnr Cashel & High Street	03 355 3535 ph 03 355 6695 fax Cotswold@scenic-circle.co.nz 03 365 8888 ph 03 474 0115 fax	$115 - $125 &GST $140 & GST	Standard Standard
Dunedin	Scenic Circle Dunedin City Cnr of Princes & Dowling Streets Kingsgate Hotel Upper Moray Place	03 470 1470 Dunedin.city@scenic-circle.co.nz 03 477 6784 ph 03 474 0115 fax	 Daily Stay Assured $145 max	 Standard

Location	Name/Address	Contact	Price	Extras
	Grandview B & B 360 High Street City Rise	0800 747972	$95	Deluxe
Gisborne	Senator 2 Childers Rd Gisborne Seaview B &B 68 Salsbury Rd	06 868 8877 ph 06 868 8879 fax info@senatormotorinn.co.nz 06 867 3879 ph	$120 $80	Standard Bed & Breakfast
Greymouth	Ashley Hotel 74 Tasman Street	0800 807787 ashleygrey@xtra.co.nz	$119	Motel unit
Hamilton	Anglesea Motel 36 Liverpool Street Aaron Court 250 Ulster Street	07 834 0010 ph 07 834 3310 fax reservations@angleseamotel.com 0800 4 275 337 07 838 2594 fax	$115-$125 $115	Studio Standard
Invercargill	Balmoral Lodge 265 Tay Street Birchwood Manor 189 Tay Street	03 219 9050 ph 0800 225 667 03 218 8880 fax 0800 888234 birch@birchwood.co.nz	$98 $100	Standard Standard
Kaikoura	Blue Seas Motel 222 Esplande	03 319 5441 ph 03 319 6707 fax 0800 507077 Blue.seas@xtra.co.nz	$110	Standard
Masterton	Discovery Motorlodge 210 Chapel Street	0800 188515 info@discovery.co.nz	$110	Standard
Napier	Beachfront Motel 373 Marine Parade Shoreline Motel 377 Marine Parade Cumberland Court Cnr Omahu & Maraekakaho Rd	0800 778888 beachfrontmotel@xtra.co.nz 0508 101112 shorelinemotel@xtra.co.nz 0508708090 cumberlandcourt@callplus.net.nz	$119 $115 $115	Spa Studio spa Standard

Location	Name/Address	Contact	Price	Extras
	Pebble Beach 445 Marine Parade Napier 4110	(06) 835 7496 pebblebeach@xtra.co.nz	$112 & GST	Standard
Nelson	Apex Motor Lodge 16 Muritai Street Tahunanui Kingsgate Hotel Beachcomber 23 Beach Rd Tahunanui	0508 843273 apexmotorlodge@xtra.co.nz 03 548 5985 ph Kingsgatehotel.beaccombernelson@millenniumhotels.co.nz	$95-$135 Day Stay Assured $117 max	 Standard
New Plymouth	Brougham Heights Motel 54 Brougham Street	0800 107008 book@broughamheights.co.nz	$110	
Palmerston North	Aubyn Court Motor Lodge 360 Furguson Street Palmerston North Illuzzions 127 Fitzherbert Ave	0800 908988 0800 507888 illuzzions@clear.net	$120 $98	Standard Standard
Queenstown	A Line Hotel 27 Stanley Street	03 442 7700 ph 03 442 4715 fax	$135	Standard All year round
Rotorua	Cedar Lodge Motel 296 Fenton Street Malones 321 Fenton Street	0800 114562 0800 625663 office@malones.co.nz	$95 $85	Standard spa Standard
Taupo	Karaka Tree Motel 216 Lake Terrace Quest Taupo 9 Tui Street	0508 527252 info@karakatreetaupo.co.nz 07 378 7487 ph 07 378 9133 fax host@questtaupo.co.nz	$110 $125	Standard spa Standard
Tauranga	Academy Motor Inn Cnr Cameron Rd & 15th Ave	0800 782922 0800 0062297	$105 - $125 $99 - $120	

Location	Name/Address	Contact	Price	Extras
	Macys Cnr 11th Ave & Edgecumbe Rd	reservations@macys.co.nz		
Timaru	Panorama Motor Lodge 52 The Bay Hill	0800 103310 Lets-stay@panorama.net.nz	$120	
Wairoa	Vista 2 Bridge Street	0800 284 782	$95 - $130	
Wanganui	Aotea Motel Victoria Street Cooks Gardens Motor Lodge Cnr Guyton & Pernell St Quality Inn Collegiate Hotel 122 Liverpool Street Wanganui	 06 345 0303 0800 800843 cgml@xtra.co.nz 0800 942943 Collegiate.motorinn@xtra.co.nz	$140 (gst) $110 - $145 $110 - $145	Studio
Wellington	Stratford Apartments Hotels 156 Willis Street Central City Apartment Hotel 130 Victoria Street Quest on Willis 219 Willis Street	0800 487456 Stratford@centralapartments.co.nz 0800 804255 0508 794 554	$110-$175 $95 $150 $129.38 $145.13	Standard 1 bedroom 2 bedroom Single Twin share
Whakatane	White Island Rendezvous 15 The Strand East Whakatane	0800 242299 info@whiteisland.co.nz	$110-$130	
Whangarei	BKs Pohutukawa Lodge 362 Western Hills Drive Pembrooke Motor Lodge Cnr Hatea Drive and Deveron Streets	0800 200355 bkpl@ihug.co.nz 0800 736276 stay@pembrooke.co.nz	$105-$135 $99-$139	

BOOKING REQUEST

Please completed this form and **EMAIL** to the NZNO support person making your travel arrangements.

*** = COMPULSARY FIELD**

*** Booked by**			*** Telephone**		
*** E-mail Address**	( )		Fax	( )	

TRAVELLER DETAILS

PLEASE CHECK THAT WE HAVE THE TRAVELLER'S NAME IDENTICAL TO WHAT IS IN THIER PASSPORT OR ID

*** Title** (Please tick)	Mr. ☐	Mrs. ☐	Ms ☐	Miss ☐	Other ☐ (Please specify)	
*** First Name** (s)					*** Surname**	
*** Telephone**	( )				*** Cost Centre**	
Frequent Flyer Information	Airline				Membership Number	
Frequent Flyer Information	Airline				Membership Number	

FLIGHTS

Date	From	Departing Time	To	Arriving Time

ACCOMMODATION

Property Name	City	Date In	Date Out

RENTAL CAR

Pick Up Date	Pick Up City	Drop Off Date	Drop Off City	Car Type	
				AUTO ☐	MANUAL ☐
				AUTO ☐	MANUAL ☐

PASSPORT/VISA INFORMATION

Only required for International Travel

Passport Number		Nationality		Expiry Date	
		Issue Place		Issue Date	
Visa(s) held				Expiry Date	
Birth Date					

Additional Information/ Special Requests	

APPENDIX 3: DOMESTIC AIRFARE RULES COMPARISON

QUICK REFERENCE DOMESTIC FARE RULE GUIDE

Fare Type	SMART SAVER FARES	FLEXI PLUS FARES
Booking Classes	K, X, G, S, L, T, W	V, Q, H, M, B, Y
Fare Basis	KSMSVR, XSMSVR, GSMSVR, SSMSVR, LSMSVR, TSMSVR, WSMSVR	VFPLUS, QFPLUS, HFPLUS, MFPLUS, BFPLUS, YFPLUS
Journey	One Way	One Way
0. Application	From 19 Oct 09 until further notice	From 19 Oct 09 until further notice
5. Reservations & Ticketing	Waitlist and Standby not permitted Must be ticketed within 24 hours of reservation. If inside 24 hours must be ticketed immediately. When there are two or more fare components in any one PNR the most restrictive TTL condition applies	Waitlist permitted in Y class only. All other fares must revalidate or upgrade. Must be ticketed within 7 days if reservation is outside 7 days of departure. If inside 7 days of departure fare must be ticketed within 24 hours. If inside 24 hours must be ticketed immediately. When there are two or more fare components in any one PNR the most restrictive TTL condition applies
8. Stopovers	Stopovers not permitted.	Stopovers not permitted.
9. Transfers / Routing	Transfers permitted at intermediate points providing travel is completed in one day and normal or direct routings are used.	Transfers permitted at intermediate points providing travel is completed in one day and normal or direct routings are used.
10. Combinations	Combinable with other one way domestic fare types only. Combinations NOT permitted with international journeys	Combinable with other one way domestic fare types only. Only YFPLUS may be combined with international journeys
15. Sales Restrictions	Available for sale in NZ and Australia only PTA not permitted 086 (NZ) ticket stock only	Available for sale worldwide PTA permitted 086 (NZ) ticket stock only
16. Penalties	Changes - Not permitted on the day of departure. Any changes on the day of departure will require a new ticket purchase. Prior to the day of departure a $50 change fee is payable per person, per ticket for changes in the same class of travel plus any applicable service fee. If the same class of travel is unavailable the passenger may upgrade to a higher fare with collection of the fare differential plus the $50 change fee and any applicable service fee. Cancellations - Non-refundable. Cannot be held in credit, must reissue at time of transaction. If upgraded from a Domestic Smart Saver fare to a Domestic Flexi Plus fare only the upgrade portion is eligible for refund. No-Shows - Results in cancellation of sector.	Changes - Revalidations permitted in the same booking class - FOC. If the same booking class is not available, fare may be upgraded to the next available booking class with payment of the fare differential plus any applicable service fee. When amending at the airport to an earlier or later flight departing on the same day and to the same destination as ticketed, no fare differential or service fee will apply, subject to seat availability. Cancellations - Fully refundable up to the day of departure - unless previously upgraded from a Domestic Smart Saver fare to a Domestic Flexi Plus fare where only the upgrade portion is eligible for refund. No-Shows - $50 penalty fee applies
18. Ticket Endorsement	Valid NZ Only / Non-refundable	Valid NZ Only
19. Children	Child discount - Not permitted Unaccompanied Minors - Permitted with completed UM documentation at adult fare level Infant discount - 1 infant (under 2 years) per adult not occupying a seat - FOC. Subsequent infants permitted at adult fare level	Children 2-11 years travelling with an accompanying adult 15 years or older, charge 75% of adult fare Unaccompanied Minors - Permitted with completed UM documentation at adult fare level Infant discount - 1 infant (under 2 years) per adult not occupying a seat - FOC. Subsequent infants permitted at child fare level
Misc / Additional Info		
Airpoints	Status Points Accrual only. Not eligible for accrual of Airpoints Dollars or any other partner airline frequent flyer points or miles programmes.	Airpoints Dollars and Status Points accrual permitted
Baggage	1 bag up to 25 kgs permitted FOC	2 bags up to 25kgs each permitted FOC

*** Rules grid is a guide only and subject to change.**

*** Correct as at 19 Oct 2009**