



SINCE 2014 • SERVING 5000+ TRAVEL AGENTS  
14,000+ HAPPY GUESTS & COUNTING



A GUEST COMPANION  
AVAILABLE NOW



Your Holiday Companion  
By Freedom Tourism Limited

# NEW ZEALAND GUEST HAND BOOK

[www.freedomtourism.com](http://www.freedomtourism.com)



## GUEST ON ROUTE SELF-ASSIST GUIDELINE



**Your Happy Memorable  
Holidays is our Prime Goal,  
Let's make it together.**



TIAKI MEANS TO CARE FOR PEOPLE AND PLACE. THE TIAKI PROMISE IS A COMMITMENT TO CARE FOR NEW ZEALAND, FOR NOW AND FOR FUTURE GENERATIONS.

NEW ZEALAND IS PRECIOUS, AND EVERYONE WHO LIVES AND TRAVELS HERE HAS A RESPONSIBILITY TO LOOK AFTER IT.

BY FOLLOWING THE TIAKI PROMISE, YOU ARE MAKING A COMMITMENT TO NEW ZEALAND. TO ACT AS A GUARDIAN, PROTECTING AND PRESERVING OUR HOME.

NAU MAI, HAERE MAI KI AOTEAROA,  
WELCOME TO NEW ZEALAND.

**#TIAKIPROMISE**

# TIAKI PROMISE

WHILE TRAVELLING  
IN NEW ZEALAND I WILL



CARE FOR LAND, SEA AND NATURE,  
TREADING LIGHTLY AND LEAVING NO TRACE



TRAVEL SAFELY, SHOWING CARE  
AND CONSIDERATION FOR ALL



RESPECT CULTURE, TRAVELLING  
WITH AN OPEN HEART AND MIND



#TIAKIPROMISE

# GUEST'S DUTY OF CARE

(Disclosure Statement)

Our Guest's Health & Safety is Freedom Tourism Limited's top most priority.

At Freedom Tourism we will encourage our Travel Partners to choose their Itinerary Inclusions suitable to Guest's desire of happy holidays.

Freedom Tourism will recommend Safe & Quality Endorsed Qualmark, Site Safe suppliers to guests.

From time to time Freedom Tourism will check supplier's legal status where practically possible at the time of finalizing itineraries.

Freedom Tourism will continue reviewing suppliers for their various accreditation status and Health & Safety policies ensuring guest's safe holiday.

***Must Read:***

<https://www.qualmark.co.nz/en/find-qualmark-businesses/>

<https://www.adventuremark.co.nz/our-operators.html#!directory/map>

However, it is our policy to inform our Guest, Travel Agent to check all the Services provided in their route plan is safe & suitable for their requirement. We encourage to check supplier's website or any publicly available information to clearly understand their Risk Disclosures, Terms & Conditions, and Privacy Policy.

With written request, Freedom Tourism is committed to make necessary changes to route plan if Guest/Travel Agent feel unsafe.

We recommend Guest to have Travel Insurance covering full period from start of the tour till back home safely.

## CUSTOMER SATISFACTION

Keeping our guest happy and safe is what Freedom Tourism aims every time.

We take great pride in our ability to combine NEW ZEALAND, AUSTRALIA, FIJI, BORA BORA & RAROTONGA with all our local expertise and outreach through an exclusive access to the best in tourism and hospitality industry.

We ensure that our valued guests unwind in the lap of luxury and soak in the pleasure of well-crafted Holiday.

It gives us immense pleasure in inviting you all to embark on an enchanting voyage of discovery and expeditions which have never been experienced before.

With FREEDOM TOURISM, Feel Real Holiday Experience of Lifetime.

We have strong guidelines when it comes to our work and we partner with our suppliers who are the best and trusted players in their own domain. This relationship helps us in creating the best holiday experience for our customers.

We know as Indians, what our people mean by holiday. Your Holiday, Your Way, exactly the way you want it to be.

Any Feedback / Enquiry can be sent via [inquiry@freedomtourism.com](mailto:inquiry@freedomtourism.com) management with top most priority and confidentiality.

Feedback can be given via our social media platforms too or ask our team for manual feedback form.

## ON-ROUTE PROBLEM SOLVING

In event of emergency or serious health situation  
Please dial 111 and Inform Freedom Team ASAP.

Every on-route guest issue(s) can be solved with co-  
operation with Guest & Suppliers

- We Listen Carefully what the issue is
- Stay calm in any missed service issues no matter what the cause is.
- First of all - Call Supplier from the number given on voucher/invoice/google search if network available
- Give booking reference number and explain why issue happen and understand resolution process given by supplier
- Call Freedom Team ASAP and explain situation.
- Freedom Team will call back once service is rescheduled and experienced by guest.



## HOW TO CARE FOR NEW ZEALAND

New Zealand's nature is precious and many of our native species are endangered or at risk. Remember to care for land, sea, and nature when you travel.



## PROTECT NATURE

### *Useful Links*

- [www.thisisus.nz/](http://www.thisisus.nz/)
- [www.doc.govt.nz/nature/native-animals/how-to-behave-around-wildlife/](http://www.doc.govt.nz/nature/native-animals/how-to-behave-around-wildlife/)
- [www.doc.govt.nz/nature/native-animals/marine-mammals/sharing-our-coasts-with-marine-mammals](http://www.doc.govt.nz/nature/native-animals/marine-mammals/sharing-our-coasts-with-marine-mammals)



## GIVE WILDLIFE SPACE



## LEAVE YOUR DRONE AT HOME



## CLEAN YOUR GEAR



## CHECK IT'S ALRIGHT BEFORE YOU LIGHT



## DON'T FEED THE WILDLIFE

## HOW TO CARE FOR NEW ZEALAND

Kiwis are proud of this beautiful country and expect visitors to dispose of their litter and waste responsibly, even in remote areas.



**KEEP NZ  
CLEAN**

### **Useful Links**

- <https://beatidykiwi.nz/recycling-facilities>
- [www.doc.govt.nz/parks-and-recreation/know-before-you-go/disposing-of-human-waste](http://www.doc.govt.nz/parks-and-recreation/know-before-you-go/disposing-of-human-waste)
- [www.doc.govt.nz/parks-and-recreation/know-before-you-go/disposing-of-human-waste/menstruation-in-the-backcountry](http://www.doc.govt.nz/parks-and-recreation/know-before-you-go/disposing-of-human-waste/menstruation-in-the-backcountry)
- <https://refillnz.org.nz/where-to-refill>



**USE A RUBBISH OR  
RECYCLING BIN**



**PACK IN, PACK OUT**



**USE A TOILET**



**PACK A BAG AND BOTTLE**



**CAMP WITH CARE**

## HOW TO CARE FOR NEW ZEALAND

New Zealand has some of the most amazing scenic drives in the world, but our roads can be challenging at times. Drive carefully to keep yourself and others safe on the road.



**DRIVE  
CAREFULLY**



**ALWAYS CARRY  
YOUR LICENCE**



**STAY LEFT**



**TAKE YOUR TIME**



**LEARN THE ROAD RULE  
WATCH YOUR SPEED**



**DON'T DRINK AND DRIVE**

### **Useful Links**

- [www.nzta.govt.nz/resources/driving-in-nz](http://www.nzta.govt.nz/resources/driving-in-nz)
- [www.nzta.govt.nz/roadcode](http://www.nzta.govt.nz/roadcode)
- [www.drivesafe.org.nz](http://www.drivesafe.org.nz)
- [www.aa.co.nz/travel/time-and-distance-calculator](http://www.aa.co.nz/travel/time-and-distance-calculator)
- [www.drivingtests.co.nz/roadcode/tourist](http://www.drivingtests.co.nz/roadcode/tourist)

## HOW TO CARE FOR NEW ZEALAND

Exploring New Zealand's great outdoors can be very different to what you might have experienced in other places. If you are leaving urban areas, some preparation can help you get the most out of your trip and keep yourself safe.



**BE  
PREPARED**

### *Useful Links*

- [www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide](http://www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide)
- [www.metservice.com](http://www.metservice.com)
- [www.doc.govt.nz/parks-and-recreation/know-before-you-go](http://www.doc.govt.nz/parks-and-recreation/know-before-you-go)
- <https://getready.govt.nz>



**DIAL 111 IN AN EMERGENCY**



**CHECK THE  
WEATHER FORECAST**



**SHARE YOUR PLANS**



**KNOW YOUR  
NATURAL HAZARDS**



**CHECK OUT A  
VISITOR CENTRE**



**FOLLOW THE LAND  
SAFETY CODE**



**SWIM BETWEEN THE FLAGS**

## HOW TO CARE FOR NEW ZEALAND

Travel with an open heart and mind. By taking the opportunity to understand our culture and respect our customs, you'll have a positive impact on the communities you visit. In return, the people of Aotearoa New Zealand will leave a lasting impact on you.



**SHOW  
RESPECT**



**RESPECT OUR MARAE**



**STICK TO THE CAMPSITES**



**FOLLOW PUBLIC  
HEALTH GUIDANCE**



**ASK A LOCAL**



**RESPECT WĀHI TAPU**

### **Useful Links**

- [www.newzealand.com/int/feature/marae-maori-meeting-grounds](http://www.newzealand.com/int/feature/marae-maori-meeting-grounds)
- <https://teara.govt.nz/en/marae-protocol-te-kawa-o-te-marae>
- <https://campermate.com>
- <https://www.freedomcamping.org>
- <https://covid19.govt.nz>

# GUEST BOARDING CHECK LIST



Passports, Vaccinated Pass Pre departure Covid Test if required by any country's law you are visiting on route



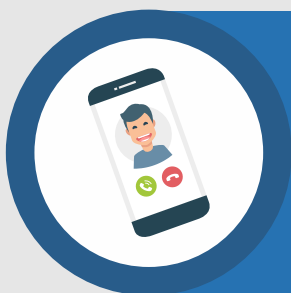
Vouchers, Detailed Route Plan & Freedom E-fighter



Own name Credit Card \$3500-\$4500\*  
\*Self Drive Car & Hotel hold



Own Name Driving Licence\*  
\*SELF DRIVE ONLY



Local or International Mobile Number



**TIME IS THE KEY.**

IF YOU ARE LATE then You may miss your booked services without any refund in most circumstances.

**SMOKING & DRINKING.**

Designated Places Only. **Limitations to Alcohol Vary at places.**

**Courteous, Friendly**

**Behaviour** as well as Honest Communications will win many hearts to offer you best of the best from them



Call **"PHONE NUMBER"** given on **Voucher/ Document** if you are **RUNNING LATE** from scheduled time and **CONFIRM** alternative available options yourself, it's quicker and easier.



**International and Domestic** both Airlines have different luggage allowances so **PACK LIGHT. Walking is required** to pick your car or coach. **Read Voucher Notes Accurately.**



On the go with additional bookings, if any booked services are cancelled due to weather, any emergency caused by you, nature or supplier itself, payments shall be **REFUNDED and processed within two weeks after the tour is complete.**



**Activity** - We encourage guest to check their all included services through publically available information & make sure it's suitable to their needs. Freedom Tourism is willing to change any services where practically possible at an additional cost.



Every Hotel's bedding configuration are different and as per international standard. Freedom tourism will only book agent/guest specified rooms and we don't guarantee any specific bed size or configuration. **A/C is not Guaranteed in your booked Hotel and/or Room.**



Hotel **Holds/Charges** money on CC for **in-Room Mini Bar, Snacks Usage, Damages to any items or more guests than booked.** **All the HOTELS are smoke free. Have designated place to smoke.**



**Hotel Porterage is not guaranteed (24 Hours). Pack light and be ready to carry your own luggage to your designated rooms.**



Rental car Companies Holds or Charges money for options of **Fuel- filling, Damage to the car, Fines, Insurance and any Extra Services which are not booked.**



Your Vehicle Driver may act as **GUIDE for City Tour** if required. **Generous Tip to Driver is recommended. Drivers are not responsible for luggage handling.**



Some Locations may be missed if it has **emergency access restrictions, weather permitted** or if you are **running late** for any reasons.



Vehicle must be **kept clean, rubbish free, smoke free** at all times. **Cleaning fees maybe charged by Driver/Transport Company** if cleanliness is not maintained. **Self-Drive Tour if any Parking / Police fine needs to be paid.**



Your Vehicle may have **Recliner Seat** which is never guaranteed until it's booked with extra payments in advance.



**Restaurant change/cancellation** is not possible in most circumstances and **no refund can be guaranteed.** For Groups >8 Pax minimum 48-72 hour's notice required for any menu amendments and subject to confirmation from restaurant only. **Restaurant may charge any additional persons, services and meal/drinks.**

**WE RECOMMEND TRAVEL INSURANCE AS SOON AS PRACTICALLY POSSIBLE TO GET.**

Mobile Application for On-the-GO Route Assistance

# Freedom e-FIGHTER

Get it on Google play

Download on the App Store



STATE OF THE ART DETAILED DOCUMENTATION FOR THE GUEST

- ✓ PICTORIAL QUOTATION
- ✓ PICTORIAL DETAILED ROUTE PLAN
- ✓ PICTORIAL HOTEL CONFIRMATION
- ✓ PICTORIAL CONTACT SHEET
- ✓ PICTORIAL VOUCHER



Do you have any query about Booking? Call The Rees Hotel on 006434501100

15

Freedom66530 Ref. No. : 1196065

Mr. Dhimant Madhukant Mehta

The Rees Hotel - 2BDA Executive Lane, New

377 Frankton Rd, Queenstown 9300, Queenstown

26/05/2019 21:00 (Day : 15)

Room Only

006434501100

4 0

Travel Agency Name

Freedom e-FIGHTER

GREEN TRAVEL

Your Manager may be joining as per FOC policy of your organization.  
For further information or query contact Freedom team on +64 212788915 / +64 96230144

## GOLDEN RULES FOR GREAT HOLIDAY DO'S & DON'T FOR YOUR FLEET & TOUR MANAGER / DRIVER

- Generous Tip to Driver is recommended.
- Vehicle must be kept clean, rubbish free, smoke free at all times. Up to \$300 cleaning fees may be charge by if professional cleaning required.
- Driver DO NOT CARRY any cash so any purchases must be done by Guest Only.
- Driver are not responsible for luggage handling unless they participate by wish.
- Driver only assigned for your set itinerary plus any minor on-route change up to 5 KM from set Rout Plan locations.
- TIME is very important to maintain. Driver will meet you at your pickup location as per itinerary. Driver & Guest to liase time on daily basis. Any delay caused by Guest may result in missing upcoming event/location and Driver is not responsible in any circumstance and cannot break driving rules to reach on time if running late.
- Any Additional Location/Activity will be charged \$150/hour in Cash and it's subject to Driver's discretion.
- Driver cannot have more than 12 hour's working day in any circumstances.
- All Dinner Transfers are strictly limited to time planed. Guest may need to find suitable transport back to their accommodation if time exceeds.
- Leisure day – Driver and Vehicle are not available in any circumstances. However depending on Driver's legal work hour requirement we can offer Vehicle & Driver at an additional cost only.
- Driver can be supportive to guest in small tasks but that's by wish only and cannot be considered as included service.
- Self-Drive Tour – Driver has to pay all Parking / Police fine.

# PROCESS & EXPERTISE



NEW ZEALAND'S BEST IBO for

Indian Friends &  
Family Tour



## FREEDOM TOURISM LIMITED

**NEW ZEALAND** +64 212 788 915

**AUCKLAND**  
5, McGowan Street  
Mt. Roskill, Auckland 1041.

**CHRISTCHURCH**  
520 Cranford Street,  
Papanui, Christchurch 8051

**DUNEDIN**  
63-B, Royal Crescent  
Saint Kilda, Dunedin 9012

**AUSTRALIA** +61 487 783 445

**SYDNEY**  
Llyod Steet  
Werrington  
NSW 2747

**INDIA** +91 79 4032 7371 / 7318

**AHMEDABAD**  
601, Abhishree Avenue,  
Opp. Hanumanji Temple,  
Nr. Nehru Nagar Circle, Ambawadi  
Ahmedabad - 15, Gujarat, India



Enquiry/Feedback: [inquiry@freedomtourism.com](mailto:inquiry@freedomtourism.com)

[www.freedomtourism.com](http://www.freedomtourism.com)