

AUIP

Osher Lifelong Learning Institute (OLLI) Program Handbook

New Zealand

Updated: October 2026

American Universities International Programs Limited (AUIP)

Osher Lifelong Learning Institute (OLLI)

Please note: All participants, leaders, staff, and any other accompanying individuals on OLLI programs provided by AUIP must familiarize themselves with and abide by the policies contained herein. This handbook can be found on AUIP OLLI websites: www.auip.com/universities/asuollinz

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Welcome from the AUIP team

AUIP (American Universities International Programs Limited) is pleased to welcome you to your trip this year! We have been working closely with the Osher Lifelong Learning Institute (OLLI) to create an educational and enriching travel experience.

AUIP has provided clients with experiential and academically rigorous short-term programs in the South Pacific since 2006. Based in Christchurch, New Zealand, we possess regional expertise for both travel and academics. We develop and execute programs in New Zealand, Australia, Fiji and Antarctica, and we have relationships with hundreds of local suppliers across these destinations. Our mission is to provide high quality academic and logistics support for leader-led programs in the South Pacific.



Hiking in New Zealand

To be eligible for our programs you must be affiliated with an OLLI institution that has contracted our services. To finalize trip arrangements, we require some information from you and your institution. Your acceptance into the trip is also conditional on your agreement to AUIP's OLLI Participant Travel Terms and Conditions. Please note that on the waiver form, you will acknowledge that you have read this handbook.

It is important that you read the handbook because it contains information that will be helpful in planning for your program. We aim to provide you with the most up-to-date information available to the best of our knowledge. However, as information may have changed since the handbook was produced, and there may be relevant topics not covered, it is essential that you do your own research on travel information, such as learning about your trip destination and checking visa requirements. We also find that the more time you spend on planning and preparing for the experience, the more you get out of it!

If you have any questions, please contact your AUIP Co-ordinator or OLLI office contact.

We wish you an amazing experience in New Zealand.

AUIP contact details

Address:	P.O. Box 3771, Christchurch 8140, New Zealand
Telephone (NZ)	+64.3.377.4644
E-mail:	olli@auip.com
Website:	www.auip.com https://auip.com/universities/asuollinz/

Before Your Trip Starts

You are about to embark on an active journey! To help prepare you for your adventure, we've put together a timeline that summarizes key pre-departure steps. Remember to also complete any pre-departure tasks requested.

Immediately

Inform your AUIP Coordinator in writing if:

- You need special accommodations because of a documented disability
- You have special dietary requirements or allergies
- You have a medical condition that will affect your participation in some parts of the trip

Check your passport and entry requirements

Your passport should be valid for six months after the end date of your program. Begin the process immediately if you need to renew or apply for a passport for the first time. Information for US citizens:
https://travel.state.gov/content/travel/en/passports.html/

Visas for US citizens:

- Check if you need a visa or whether there are other entry requirements for all countries you will be visiting
- Consult the US Department of the State Country Information Pages for requirement details (https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html OR visit our website https://auip.com/participants/pre-departure/ for links to your specific country)
- Get an Electronic Travel Authority (NZeTA) visa if you are traveling to New Zealand
- See section 'Entry Requirements for U.S. Citizens' below for more information.

Visas for non-US citizens:

- Check if you need a visa or whether there are other entry requirements for all countries you will be visiting
- Consult with your local consulate to confirm visa and entry requirements
- Check if you are eligible for an Electronic Travel Authority (ETA) visa if you are visiting New Zealand (or another country e.g. Australia).

- This handbook does not contain specific details on entry requirements for non-US citizens. As with all participants, meeting any required entry requirements is your responsibility.

Approximately Ten to Twelve Months Before Departure

Book your flights: Please always make sure that you have received AUIP's email confirmation that the program is guaranteed to run before booking any airfares!

Flights to/from New Zealand are not included in the ASU OLLI in New Zealand program fee and are your own responsibility to book and pay for.

If you have a travel agent you can contact them for guidance on flights or should you wish to use AUIP's recommended flight partner, please contact ScholarTrip. Benefits include:

- Access to a 24/7 assistance line with ScholarTrip
- ScholarTrip's assistance with any additional flights you might need for arriving early or departing later from other locations.
- Their team knows of the flight windows and details for the program.

OLLI ScholarTrip Travel Agent contact
Mr Alan Hoyt, Alan.Hoyt@ScholarTrip.com
Sales and Operations Manager | ScholarTrip
Hours: M-F 9AM-6PM EST call +1-855-452-0376, ask for Alan

Please have the following in hand when you are booking your flights:

- Your confirmation email that the trip is proceeding and your spot is confirmed, the TripCreator itinerary, and notes for your trip plans and dates, including any other locations, or early arrival/late departure plans you have to add on to your trip.
- Arrival and departure dates
- Arrival and departure airports
- Names exactly as they appear on your passport
- Any frequent flyer membership numbers
- Any special diets required for your flights
- Any need for Special Flight and Airport Assistance requirements for travel

Eight Weeks Before Departure

Get a medical and dental check-up. If you are on any prescription medication, obtain a supply to last you the entire program.

Book your flights, if you haven't already. See above.

Four Weeks Before Departure

Register online with the US Department of State Smart Traveler Enrollment Program (STEP) at https://step.state.gov/step/. This service records information about your trip so that the Department of State can assist you in case of an emergency. They will ask you for the name of a contact in the South Pacific, so use AUIP's name and contact details (see page 5).

Read the US Department of State Country Information Pages:
https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html OR visit our website https://auip.com/participants/pre-departure/ for links to your specific country.

Check out our packing lists and ensure you have everything you will need. Find the lists for your destinations on your program website:

https://auip.com/universities/asuollinz/



Hiking in Westcoast, New Zealand

One Week Before Departure

Itinerary: AUIP uses the software TripCreator. Download the TripCreator app to your phone and type in the reference code provided to you (usually within a week of departure for the program). You can download the itinerary to view it when you don't have access to Wi-Fi or data. Navigate through the overview, stays, contacts and, most importantly, the itinerary page. Please ensure you read your trip itinerary very closely and pay attention to any notes. These notes will provide more information and list what you need to bring with you for activities.

In addition to the US Department of the State Country Information Pages, the **Lonely Planet** travel guide series can help prepare you for your travels.

What to Expect

Trip Structure and Pace

AUIP's programs blend experiential learning and travel. You will spend around 75% of your time in the field and traveling.

Alongside activities, voluntary outdoor activities are built into the trip as part of AUIP's experiential learning model. If you have concerns about any of the outdoor activities, contact your AUIP Coordinator as soon as possible before the activity. If you choose not to participate in any activity, you won't get a discount on the trip fee, but you may be

able to arrange ways to take part even if you aren't comfortable taking on the whole thing.

Expect to be busy: we have paced this program with you in mind, ensuring there is time for rest and recovery, however since you will want to explore and experience as much as possible during your short time in country, you can expect a reasonably full itinerary. Go to bed at an appropriate time so you have sufficient rest and plenty of energy.

Expect to travel a lot: to fit in the best travel and field experiences this sometimes means moving locations every day or two. See your trip itinerary for more details. You will need to be flexible, work with other participants to help things move smoothly, and be accommodating to your fellow participants.

Expect things to be different: a huge part of the experience travelling overseas are the differences you encounter, starting with the spelling and language on your trip itinerary and continuing with variations in currency, power plugs, store opening hours, cuisine choices, public health protocols, language and much more. Remain flexible; avoid the temptation to become frustrated by differences and instead talk to locals to learn about the reasons behind the differences and how to adapt. Supermarkets, ATM machines, appliances, restaurants, cell phone reception and Wi-Ffi access may not be what you are used to.

Expect some jetlag: generally, it takes one day for every hour of time difference between your home and destination. Given the distance between the US and the South Pacific, this means it may take you over a week to get fully adjusted.

Expect to get to know your fellow participants well: you will spend most of your time together.

Roles and Responsibilities

The following people may play a role in your program. Here is a synopsis of what they are responsible for:

OLLI Program Leader will be on the trip throughout the program. Your leader is one of your first ports-of-call for all questions and matters of concern.

AUIP Program Coordinator is responsible for the overall logistics for running the program. Your AUIP Coordinator will be with you before, and throughout the trip, they are your first port-of-call for all logistics questions and matters of concern. They are responsible for logistics, smoothing operations and for health and safety.

Field guide (if applicable): responsible for cultural and academic interpretation in the field. Provides local expertise and may, in conjunction with your Leader and Program Coordinator, act as a resource to you.

Coach driver: responsible for transport.

Program assistant (if applicable): assists leader as needed with day-to-day logistic support.

AUIP administrative staff (based in Christchurch, New Zealand): responsible for remote logistical support of the trip and assisting on call in case of emergency. Not generally present in person.

Climate

The climate of your destination(s) will vary depending on the time of year you are visiting, but it is best to be prepared for both sun and rain, cold and hot, and city and rural environments. Check the climate conditions for the country and locations that you will be visiting and the typical temperatures for the time of year that you will be there. Remember that temperatures can change very quickly depending on how exposed you are to the elements. Refer to the handy Packing List in the Resources section on your program website for advice on what to bring with you:

https://auip.com/universities/asuollinz/

New Zealand

Famously New Zealand can experience four seasons in one day! It can be wet and cold in summer (December - February) and when the sun comes out in winter (May – August) it can be quite warm. It can be very windy all year round. The climate is very different in a North Island summer and Southern Alps winter.

On New Zealand's North Island, Auckland ranges from 50 - 60°F in May – June and 3 - 4 inches per month of rainfall. In December – January, expect temperatures from 60 - 73°F and 2 - 3 inches of rain per month.

During May – June the temperature in Christchurch, on the drier East coast of the South Island, ranges from 36 - 59°F with an average of about 2 inches of precipitation per month. During December – January the temperature in Christchurch ranges from 52° - 73°F with an average of about 1.8 inches of precipitation. Note that on the wetter West coast in Fox Glacier, monthly rainfall can be 10 - 15 inches.

Accommodation

AUIP coordinates programs that stay at a range of accommodations, including holiday parks, hotels, lodges, and apartments. Most hotels do not have cooking facilities but are conveniently located near restaurants and grocery stores and will have Wi-Fi. Most hostel and holiday park accommodations will have some cooking and laundry facilities, and most (but not all) will have internet access. When Wi-Fi is available note that it may be slower than you expect, data usage may be limited, and/or there may be a fee.

Practical Travel Matters

Insurance

AUIP requires that all OLLI program participants purchase overseas medical insurance to cover the entire trip dates with coverage to a minimum of US $50,000. We will require evidence of this prior to the program commencing.

Review your medical insurance policy coverage and exclusions so that you know exactly what is and is not covered by your insurance plan. You should especially take note of policies' coverage of pre-existing conditions.

For international travel AUIP also strongly recommends purchasing a comprehensive travel insurance policy as soon as you commit to the trip and before you leave the US. Consider the full range of scenarios you would like the policy to cover, including but not limited to:

Medical and hospitalization coverage
Emergency evacuation
Repatriation of remains
Delay or loss of baggage coverage
24-hour emergency helpline
Legal assistance and liability insurance
Missed/cancelled flight insurance
Financial insolvency of travel supplier
Accidental death and dismemberment/life insurance
Kidnapping and terrorism insurance
Trip delay/cancellation coverage
Cancel For Any Reason (CFAR) insurance

We strongly recommend that you use a provider that you are familiar with or do thorough research. Some options are as follows:

ScholarTrip uses Travel Guard for their travel insurance

Faye Insurance

CISI

In the event you need to file a claim, you may need to pay for services upfront and then file for a reimbursement from the insurer, so be sure to keep all receipts and documentation. Always carry your insurance card with you.

Entry Requirements for U.S. Citizens

The following information pertains to U.S. citizens and is based on the latest information we have available. However, as requirements may change at any time, it is your responsibility to inquire with the relevant government authorities and meet any entry requirements for your nationality and destination(s). We recommend you look into the requirements immediately upon being accepted into your program.

Passport

If you are a U.S. citizen, you require a valid passport to certify your identity and citizenship. If you need to apply for one, do so early as the process can take several months. If you have a passport, make sure that it is valid for at least six months *after* your trip ends, as this may be a requirement of entry for your destination country. It is essential that you bring your passport with you in your carry-on bag and keep it safe throughout the program. A lost passport during the trip can result in a disruption of your experience and you will be responsible for any cost in traveling to a U.S. consulate and obtaining an emergency replacement. In case of a lost or stolen passport, pack a photocopy and/or digital picture of the photo page of your passport, and share a copy with your emergency contact at home.

See https://travel.state.gov/content/travel/en/passports.html for further information on U.S. passports.



Tekapo, South Island

New Zealand

New Zealand requires visitors from visa waiver countries such as the U.S. to obtain an Electronic Travel Authority (NZeTA) prior to departing for New Zealand. At the time of applying for the NZeTA, you will also be charged an International Visitor Conservation Tourism Levy. The NZeTA is electronically associated with the registrant's passport, so it is essential that all details submitted match the passport exactly. While processing times are generally quick, we recommend applying as soon as you have been accepted, and your trip is confirmed. Print and bring with you any confirmations received. To apply for an NZeTA and for up-to-date information on costs, please visit this link: https://nzeta.immigration.govt.nz/. Please note that a visa is required even if only transiting through New Zealand. Also beware that there are a lot of third-party websites that charge appreciably more than the above site. Please use the official website, as outlined above.

Non-U.S. Citizens

You are responsible for checking the entry and visa requirements for your trip destination(s) and obtaining all required documentation. If you have any questions, your local consulate is the best contact. Most importantly, start early! Visa application timeframes can vary widely, and it is best to look into the requirements before confirming your participation.

Packing

The best thing you can do to set yourself up for an enjoyable travel experience is to pack light! You must be able to carry your luggage between destinations (through airports, on and off coaches, and to and from accommodations). Former participants recommend a duffle-type bag with wheels and good straps or a large backpack or medium-sized suitcase. Plan for one bag/case weighing no more than 20kg/44lbs (maximum) and one daypack (for day activities). Airlines in the South Pacific typically limit checked luggage to 20kg (about 44lbs) and carry-on bags to 7kg (about 15 lbs); anything more may incur a charge at the check-in counter. Avoid the largest suitcase sizes as they can be problematic: they are often overweight, overfill bus trailers, take up valuable space in shared accommodation and may not fit into homestay family vehicles.

Follow the packing list for your trip location(s) on your program website:

https://auip.com/universities/asuollinz/

Keep in mind that there will be opportunities for you to do laundry along the way on most AUIP programs so look into the facilities available at the properties in your itinerary to make a laundry plan.

Carry your passport, visas, prescription medicine, glasses, money, and any trip documentation in your carry-on luggage, and review the TSA requirements for what items must be checked in (www.tsa.gov) and what items are prohibited altogether. Note especially the rules for batteries (e.g. spare batteries, lithium batteries, power banks and Air pods) and liquids, aerosols, gels, creams, and pastes (limited to 3.4oz/100ml or smaller containers fitting into one single, quart-sized, clear, zippered plastic bag). Some airlines also restrict some small appliances including cordless/battery operated hair styling devices.

In case of delayed or lost luggage, it is recommended that you bring the following items in your carry-on luggage: two sets of clothes (e.g. 2 x pair of socks, 2 x underwear, 2 x t-shirts, 1 x pair of shorts and/or long pants, 1 x warm layer), your hiking/walking boots/shoes (or wear these, as they are expensive and more difficult to buy), and any 'must have' toiletry and personal items.

When traveling, under no circumstances should you take or carry anything from or hold anything for anyone who asks you to do so. Always keep a close eye on your bags.

Biosecurity

Note that countries in the South Pacific have strict biosecurity laws that require you to declare any food, outdoor equipment, plant, and animal products, etc. you are carrying. There is an instant fine for goods found that have not been properly declared. Ensure all your outdoor equipment, including hiking/walking boots/shoes, is clean to help avoid delays and potentially missing connecting flights. For further details, each country has helpful guidance online:

New Zealand: https://www.mpi.govt.nz/biosecurity/

Getting money while traveling

ATM or debit cards are generally the best way to get cash overseas. ATMs are widely available in New Zealand. An ATM or debit card is excellent for international travel because it allows you to withdraw money from your bank account in the currency of the host country. The transaction will automatically debit the money from your checking account at that day's exchange rate. Your bank probably charges a small transaction fee for using ATMs abroad. Be sure to call your bank before you travel to check on the fees charged per transaction and to confirm that you can use your cards in your destination country. Some banks may also have partner banks abroad where this fee is waived. Cards with Visa, MasterCard, Cirrus or Plus signs are the most widely accepted; check the back of your card to know which system it belongs to. Make sure you know your PIN number(s)!

Credit cards are also very useful, especially for larger purchases, emergencies, and cash advances, (although there are usually high interest charges for cash advances). Visa and Mastercard are widely accepted. American Express and Discover cards are less common and are accepted in fewer places. You will be billed in U.S. dollars on your statement, and sometimes you will see the foreign exchange conversion listed as well.

Again, check with your bank for details on their currency conversion and international transaction fees. Make a note of the phone numbers on the back of your card so that you can call for assistance if needed or if it is lost or stolen. Toll-free numbers (1-800, 1-866, etc.) cannot be dialled from abroad, so make sure you note the number with a real area code listed for calls from abroad.

For all ATM, debit, and credit cards, set up a travel alert on your account before departing to reduce the chance that the bank will suspect fraudulent activity and put a hold on the card. This can be done through online banking portals or by calling the customer service number on the back of the cards.

Most importantly, ensure that you have more than one means of accessing funds, so that you have a backup (e.g. in case of loss or theft or if a hold is placed on an account).

Budgeting

Managing your finances is one of the most important and challenging aspects of a successful and enjoyable experience abroad. You will need to learn to deal with a new currency, fluctuating exchange rates, and a different cost of living from what you are used to. Before you depart the U.S., become aware of the current exchange rates and recent fluctuations.

All activities, transport, group meals and accommodations are pre-booked and pre-paid by AUIP, unless explicitly stated on your itinerary. All meals listed as 'on your own' are your responsibility so please ensure you have sufficient funds for this. You may also have some free time during your program; any activities and meals you undertake during this time are at your own cost (unless explicitly stated on your itinerary).

It is also recommended that you carry additional funds for incidentals, such as laundry, Wi-Fi, phone calls etc., and gifts/souvenirs.

It is difficult to estimate how much money to budget for these things, as it depends on the exchange rate at the time and your personal spending habits. Past participants tell us that you will spend as much money as you take! Check also that you have emergency funds available – just in case.

Tipping

Tipping is not customary in New Zealand, nor is it expected. Staff (including servers at restaurants, hotel porters, drivers and tour guides) are all paid at least a minimum wage or, in some cases, a living wage. If you wish to tip, it is appreciated, but it is definitely not necessary.

Health and Safety

Pre-departure Medical Notes

Before your program, think about the factors that contribute to your physical and emotional wellbeing. Traveling abroad may affect your health because so many factors of your daily health are related to your lifestyle and environment. The state of your health will have a significant impact on the success and enjoyment of your trip! Here are a few important tips:

Have a medical and dental check-up before departure. This can help ensure that you are in good health and might prevent emergencies abroad.

If you take prescription medication, carry enough to last the entire trip as well as a potential delayed return, but not more than 3 months' supply.

If you self-inject prescribed medication, you should carry needles and syringes (or EpiPen) with you.

Pack medications in their original containers.

Have a prescription or letter from your doctor (noting the generic names) in your carry-on, in case it is requested by customs officials.

Check if the medications you are bringing are controlled in your destination country and subject to more stringent requirements or prohibitions. Some medicinal products available in the U.S. cannot be brought with you to the South Pacific.

If you have a spare pair of prescription glasses or extra contact lenses, do pack them.

If you expect to need regular medical care abroad, talk with your OLLI leader or AUIP Program Coordinator immediately. AUIP can advise what medical facilities you might have access to during your program. Note that some AUIP programs visit remote locations and demanding environments and may not be suitable.

If you have a medical condition with specific needs, bring a letter of introduction from your physician at home providing details of your care.

Store your physician's telephone number and contact details in a safe place and carry the number/details with you.

Not all over-the-counter medications are readily available in the South Pacific (e.g. Benadryl) and brand names differ, so pack a personal First Aid kit.



Swing Bridge, New Zealand

A visit to a local **Travel Medicine Clinic** will provide more specific information on the general health risks of travel, risks of contracting infectious diseases related to international travel, and methods of prevention. In addition, they will be able to provide you with any vaccinations or booster shots you may need for the countries you intend to visit. Appointments are generally necessary, and trip participants are advised to schedule an initial consultation at least six weeks prior to departure to allow enough time to receive any necessary vaccinations and/or boosters.

The U.S. **Centers for Disease Control and Prevention** (CDC) maintains up-to-date information on health and vaccination requirements for all countries. Visit

www.cdc.gov/travel for additional information on specific infectious diseases and for more detailed country-specific information on vaccinations you are likely to need. For information about outbreaks of infectious diseases abroad, you may also consult the World Health Organization's website at www.who.int.

We recommend every participant **pack and carry a personal medical kit.** Useful items to pack include but are not limited to; band-aids, antihistamine (Benadryl), anti-diarrhoea medication, antibacterial ointment, disinfectant, tweezers, insect repellent, sunscreen lotion, pain reliever, Dramamine (for motion sickness), safety pins, blister pads, and a compression (ACE) bandage. The Red Cross (www.redcross.org) is a good resource for First Aid supplies and training courses.

Health and Safety Guidelines

The following health and safety guidelines are adapted from the NAFSA Association of International Educators' 2003 "Good Practices for Health and Safety". As in other settings, participants can have a major impact on their own health and safety through the decisions they make before and during the program, and by their day-to-day choices and behaviours.

We expect that all participants will:

Read and carefully consider all materials issued by AUIP that relate to safety, health, legal, environmental, political, cultural, and religious conditions in host countries.

Consider their health and other personal circumstances when accepting a place in a program.

Make available to the institution and to AUIP accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy travel experience.

Assume responsibility for all the elements necessary for their personal preparation for the trip and participate fully in orientations and activity briefings.

Understand your overseas health insurance coverage, and how to use the policy. Carry proof of insurance at all times.

Inform families, and any others who may need to know, about their participation in the program, provide them with emergency contact information, and keep them informed on an ongoing basis where relevant.

Understand and comply with the terms of participation, codes of conduct, and emergency procedures of the trip, and obey host-country laws.

Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the trip leader or other appropriate individuals such as your AUIP Coordinator.

Behave in a manner that is respectful of the rights and well-being of others.

Accept responsibility for their own decisions and actions.

Carry their AUIP-provided Emergency Card throughout the program, which contains information on local emergency health and law enforcement services.

Communicate to their leader of their well-being while on the program.

Health and Safety Travel Tips

This section contains some tips for staying healthy and safe while abroad. It is important to implement these practices as illness or incidents can have a serious

impact on the quality of your travel experience. You have a limited number of days and will want to get the most out of the experience as possible.

Eating healthy foods, drinking purified water, sleeping properly, and wearing sunscreen and insect repellent will be the best course of action to keep you healthy. You can expect some jetlag so please look after yourself during that time. In most cases, health and safety conditions in New Zealand.

Always be aware of the dangers and responsibilities of travel. Traveling may give you a new sense of freedom and a false sense of how secure your new environment really is. It is therefore important to be aware of your environment and take necessary measures to ensure your safety at all times. Use the buddy system and never go out alone at night. You will also be using a variety of public modes of transportation, and you may not be aware of local rules (e.g. where it is safe to walk, swim, hike, etc.). Risks associated with areas of high crime, night travel, swimming in oceans, rivers and other waterways, driving motorized vehicles, overindulgence in alcohol and drugs, etc. exist everywhere. Consider storing passports and other essential items in hotel safe boxes, taking care to not forget them when checking out. Carry some form of ID with you at all times, along with your insurance information and AUIP Emergency Card. Be aware that the programs may travel to some remote locations, where there is no immediate emergency medical facility available, so take advantage of medical facilities if needed while in urban areas.

During your program, adopt personal hygiene practices that will inhibit the spread of colds and flus, as well as more serious illnesses such as H1N1 (swine flu) and Covid-19. These practices include, regular handwashing (for 20 seconds with soap and warm water), covering your mouth and nose when coughing or sneezing, wearing a mask, and practicing physical distancing.

Exercise the same precautions you would as a tourist in any U.S. city or town but also be aware that the cues you may typically exercise in places that you are familiar with will likely be very different in unfamiliar places. Be aware of local laws; always remember that you are in a foreign country and that the rules and regulations that exist in the U.S. may not apply. Most incidents resulting in injury or death while abroad involve:

Travel/traffic accidents (vehicles travel on the left-hand side of the road in New Zealand). **Look both ways (twice) before crossing the street and cross only at designated crosswalks.**

Influence of alcohol. **Drinking impairs your awareness and decision-making even at low levels and overconsumption can lead to dangerous blood alcohol levels.**

Use of drugs. **Drug laws may differ from your home state, and penalties abroad may be severe and harsh and often there is very little that the U.S. consulate can do to get you out of jail.**

Sexual harassment and assault.

Crime/petty theft.

Mental health issues/stress.

Diseases and illnesses that exist in the host country.



Coastline, North Island

Common Ailments

Sunburn

Burn times in the Southern hemisphere are far, far shorter than in the U.S. due to higher UV radiation levels and can occur even on cloudy days. It is highly recommended you apply sunscreen with minimum SPF30 20 minutes before going outside and reapply every two hours. Cover up with clothing layers when possible. Wear a hat and sunglasses at all times while in the sun. As with all hot climates, remember to also keep hydrated.

Stomach Trouble

As you travel from place to place, you will be eating new foods, enjoying meals in many different places, and will often be using public toilets. The health problem you are most likely to encounter is an upset stomach. To reduce this, we recommend the following:

Wash hands thoroughly and regularly with soap and water.

Use a hand sanitizer as well as (not instead of) washing with soap and water.

Common symptoms of food-borne illness include nausea, vomiting, abdominal cramps, and diarrhea. Usually, the best first response is to limit food intake and focus on oral rehydration with clean water, clear liquids, and especially oral rehydration salts, which are often beneficial to replace lost fluids and electrolytes. Most food-borne illnesses do not require antibiotics, but in all cases rehydration is necessary. Seek medical care if needed.

Insect Bites

To avoid bites, wear long sleeves, long pants, hats, and shoes (rather than sandals). Apply insect repellents containing at least 25-35% DEET to clothing and exposed skin (but not to the eyes, mouth, or open wounds). Don't sleep with the window open unless there is a screen. If sleeping outdoors or in accommodations that allow entry of mosquitoes, use a net, preferably treated with insect repellent, edges tucked in under the mattress.

Animal Bites

New Zealand is rabies free. If an animal bites or scratches you, clean the wound with lots of soap and water, and get to a clinic as soon as possible.

There are no known snakes in New Zealand.

Spider Bites

If you have been bitten by another type of spider and are in pain or the bite doesn't settle down within a few hours or the swelling or itching increases after 24-28 hours or if you are worried, seek medical attention.

Spider bites in New Zealand are not usually harmful to humans. If you have been bitten are in pain or the bite doesn't settle down within a few hours or the swelling or itching increases after 24-28 hours or if you are worried, seek medical attention.

Jetlag

If your flight lands in the morning try not to nap during the day. Staying awake as long as possible and then an early night will help you settle into a new rhythm more quickly. Some other helpful ways to counteract jet lag include getting plenty of rest, eating healthy food, drinking plenty of water during travel, avoiding caffeine and alcohol, getting some moderate exercise and wearing loose, comfortable clothing.

Culture Shock

Culture shock is a typical phenomenon that happens to all travelers who venture to a new culture and country for an extended period of time. You may experience confusing emotional highs and lows, feel anxious, impatient, bewildered, and depressed at times; some amount of anxiety and stress is a natural part of intercultural transitions and being in unfamiliar surroundings. Remember to keep a positive attitude, support and encourage each other, and take good care of yourself, both emotionally and physically.

Here are some resources that you also might find helpful:

Women

- US State Department information for women travelers

LGBTQ+

- US State Department LGBTI information
- The International Lesbian, Gay, Bisexual, Trans and Intersex Association with country-specific information

People with disabilities

- **Mobility International**

Physical and Outdoor Activities

Physical Activities

AUIP programs can involve activities that may be physically challenging for some participants (e.g. kayaking, and hiking). Even city-based programs involve moderate

exercise, with walking times of up to 20 to 30 minutes to and from trip activities and walking tours of 2 hours (you will not be walking for the entire time but will be on your feet). Past participants have recommended building up walking fitness in advance of programs.

If you have any doubts about your abilities, or if you feel uncomfortable about participating in any trip activity, please consult your leader at the earliest possible convenience. Participants must take responsibility for their own actions and for preparing themselves adequately for all outdoor activities.

Safety Outdoors

Many AUIP programs provide opportunities for hiking and water-based activities such as kayaking, trail hiking. The water and the bush can both be dangerous places. In New Zealand, the main dangers in the water are cold causing hypothermia, and drowning. Numerous other hazards exist, so it is essential that you listen carefully to activity safety briefings, read all itinerary notes, and follow all provided risk management guidance for your program.

In your free time, you are responsible for your own safety and well-being. We strongly discourage you from engaging in any activities that may be potentially dangerous to individual or group safety. These include but are not limited to bungy jumping, skiing, sky diving, mountain climbing, contact sports, paragliding, parachuting, mountain biking, scuba diving, driving a motorized vehicle, hitchhiking, hang gliding, riding in private airplanes, ice climbing, technical climbing, white-water sports, and swimming where there are strong currents. Check with your insurance provider to determine your level of coverage for such activities. Health insurance provided through your institution will typically not cover high-risk activities**. If you participate in such high-risk activities, you do so at your own risk.**

While not a comprehensive list, here are a few safety guidelines to begin familiarizing yourself with some of the potential hazards that exist in the South Pacific:

At the beach and in the ocean

If you are not a competent swimmer, we highly recommend you do not swim in the ocean or other bodies of water during the program.

Swim only on patrolled beaches, between the red and yellow flags. Swim with at least one buddy.

Read and obey safety signs. If you are unsure of conditions, ask a lifeguard or someone in charge of beach activities.

Don’t swim under the influence of alcohol or other drugs. Don’t run and dive in the water.

Check before you enter the water as conditions change regularly.

If you get into trouble, stay calm, signal for help by raising your arm, float, and wait for assistance.

Float with a rip tide while signalling for help. Don’t swim against it.

Never swim against a current, swim diagonally across it.

Swim along the coast, not away from it.

At the beach use a high protective factor sunscreen, wear a long-sleeve shirt and wide-brimmed hat.

Never turn your back on the ocean where there are waves.

Do not touch anything washed up n a beach unless you know it is safe!

When snorkeling or in the open water

Do not touch or stand or walk or rest on any sea creature (e.g. dolphin)

Wear a life jacket if you are not a confident swimmer.

Discuss your needs with suppliers and ask as many questions as you need!

Snorkeling or swimming in the open water is a buddy sport. You help your buddy; they help you. Stick together.

Always observe surf, current, wave sets, and surge on reefs/rocks.

Enter and exit from a sandy beach area or from the area of the boat as instructed

Wear a wet suit when the water is cold.

At inland waterholes, springs, or rivers

Don't run and dive into water; it may be deeper or shallower than it looks, or there may be submerged objects.

Be aware of river current; do not swim if the current is too strong or find somewhere with a weaker current.

In hot springs, and geothermal water NEVER put your head underwater or splash others due to the risk of amoebic meningitis.

Take note of water safety signs, including those that may warn of toxic algae.

On-board boats

Know the location of survival rafts, life vests, and life preservers.

Wear appropriate footwear.

Do not consume alcohol before a boat-based activity, even the night before.

Pay close attention to all safety instruction.

If you go for an unexpected swim, remember don't panic. Conserve your energy. If possible, use a current to your advantage: angle yourself toward safety and let the water do the work.

Take measures if you are prone to seasickness.



Seal colony, New Zealand

When hiking
Stay on trails.

Wear sturdy, closed-toe shoes and take a hat, sunglasses, sunscreen, flashlight, whistle, food, and plenty of water. A personal locator beacon is essential for hikes of more than four hours.

Wear layers of wicking, non-cotton fabrics that dry quickly.

Do not wear jeans

Carry a first aid kit.

Be prepared with rain gear, warm layers, and a hat and gloves for dramatic and sudden weather changes. Hypothermia is the main danger in the New Zealand bush.

If hiking on your own, take a map and compass, always be with a buddy, and leave information about where you are going and your expected return time with a trusted person.

Staying Safe Abroad

Harassment and Assault

Trip participants are encouraged to review and practice safety measures designed to reduce the risk of harassment or prevent assault. This includes the following 4-pronged approach to prevent unwanted advances:

Alertness (be aware of the facts about rape and other sexual assaults).

Prevention (making your surroundings more secure against an attack or unwanted advances and use bystander intervention techniques to consider the safety of others in your group).

Precaution (avoiding an attack or unwanted advances by placing yourself in a less vulnerable circumstance, especially by avoiding alcohol consumption).

Preparation (how to defend yourself against an attack and what to do if you are attacked).

Please be aware that cultural norms surrounding gender, sexuality, and expectations related to this can differ greatly from the U.S., and behaviors that might be appropriate in one culture may be inappropriate in another. Take time to educate yourself about gender norms, appropriate dress, local laws that relate to sexual harassment and sexual violence, and ways that your behavior might be interpreted differently. Make informed decisions about where you choose to go and with whom you interact, being sure to observe the customs of local people and how they handle themselves. Modify your behavior where necessary to demonstrate respect and observance of local custom and culture. It is also important to know your personal boundaries before traveling abroad.

In instances of sexual harassment or assault be clear and direct in your communication (both verbal and non-verbal). If you or another participant experience sexual harassment or assault of any kind, do not hesitate to seek local assistance immediately and other sources of support. Use the contacts provided on your Emergency Card to reach emergency services (if necessary), as well as confidential counseling, speak with your leader, call the emergency contact at your home institution, or reach out to AUIP staff at the earliest possible convenience. The U.S. Consular Services team can also assist American citizens in this type of event.

Mental Health

Being abroad will not give you a break from existing mental (or physical) concerns. Indeed, traveling abroad can add more stress and exacerbate issues resulting from feelings of loneliness (separation from friends and family), culture shock, travel, long distance relationships, new relationships, and adjusting to a new culture/environment. It is important that you continue taking your regular medications consistently while abroad as directed by your doctor and speak with your leader if you have concerns during the program.

Foreign Laws

Laws in countries outside of the United States may be very different to what you are used to. You must obey all the laws of your destination country and that of any other countries to which you travel/visit and this requires you to familiarize yourself with those laws before traveling. The U.S. Consular Information Sheets (see https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html) are a good starting point for information on the legal systems of the trip countries.

If you have a disability, health condition, or mobility need that requires accommodation or other assistance, notify your leader as early as possible and no later than one month before the closing date of applications for the program. AUIP will make every effort to arrange reasonable accommodations but cannot guarantee that all needs can be accommodated.

During Your Program

Contacting Home While Abroad

Occasionally, you may be out of touch with friends and family because some programs travel to isolated places. Usually, though, you will be able to phone or email your family, and friends regularly.

Cell phones

Cell phones are the most convenient way of staying in touch, but texts, calls and using data can also be expensive. Check roaming fees and international plan options with your service provider prior to your program. Alternatively, you may wish to purchase an eSIM or SIM card for the country you'll be visiting on arrival. However, be aware that many American cell phones are "locked" to your phone company, meaning that you cannot simply remove the SIM card and replace it with another one. If you plan to switch SIM cards, you'll need a phone that is unlocked.

Internet

Emailing and/or messaging via apps like WhatsApp are a good way to keep in touch with family and friends at home, but you may not have Wi-Fi or cell service at remote locations. Many accommodations provide Wi-Fi access, but there is often a fee, slow speed, or a data limit.

Making Calls

To dial the U.S. from a mobile phone in the South Pacific, you'll need to hold down the "0" key to insert the "+" symbol. Follow the + with the country code for the United States (1), followed by the area code and 7-digit number you wish to reach**.**

Country Codes

New Zealand – 64
United States - 1

Remember to check the time difference before you start calling overseas!

Also, if calling a local South Pacific number that begins with "0", you will usually need to drop this 0 when adding the Country Code. For example, AUIP's Emergency Number is locally listed as 022 465 8857, but when calling from a U.S. mobile, you will need to drop the 0 and type "+64 22 465 8857".

Post/Mail

Postal services are available, but delivery will be slow (as much as a few weeks). Post Offices/Post Shops are located conveniently in all major towns.



Geothermal spring, Rotorua

Academic Expectations

Attendance

Punctual attendance at all scheduled, program–related activities is required. Participation in field activities (such as hiking, swimming, kayaking, etc.) is voluntary; speak with your leader in advance if you are uncomfortable with an activity on the itinerary or are planning to not attend the scheduled events.

Conduct Expectations

Please refer to your OLLI's guidelines and policies on appropriate conduct during programs.

Behavioral Policy

- During activities, no participant is to leave the group without the informing the leader.
- It is your responsibility to be on time for all activities as per your itinerary or as advised by your leader.
- Participants will not engage in behavior that disrupts the learning of or infringes upon the rights of another person.
- Abuse, harassment or conduct that endangers the health or safety of another person will not be tolerated and may be grounds for dismissal from the program.
- Participants who fail to comply with directions of OLLI leader, AUIP staff or law enforcement officers, or who fail to identify themselves when requested to do so may be grounds for dismissal from the program.
- No guests or visitors outside of the program are permitted in accommodations or on chartered transportation.
- No participant shall take the property of any suppliers or items belonging to other participants. Participants are financially responsible for any loss or damage of others' property, including the cost of damage to or replacement of accommodation facilities and amenities.
- Smoking and vaping are prohibited during program activities. Please adhere to local smoking regulations and policies of suppliers.



City, Wellington

Alcohol and Drug Policies

AUIP prohibits possession or consumption of alcoholic beverages by those under the legal drinking age and prohibits making alcoholic beverages available to persons under the legal drinking age. AUIP expects those who choose to consume alcohol to do so responsibly. Participants must be aware that alcohol can impair judgment and can make one more vulnerable to crime and accidents while in unfamiliar surroundings. All participants are prohibited from illegal possession and misuse of drugs. Please note, marijuana is illegal in New Zealand. Non-compliance with any of these conduct regulations shall result in the dismissal of the participant from the program.

AUIP policy prohibits:

- Use, possession, distribution, sale or purchase of alcoholic beverages except as permitted by law.
- Provision of alcohol to any person in a state of noticeable intoxication.
- Disruptive or disorderly conduct under the influence of alcohol and/or other drugs.
- Use, possession, or distribution of illegal drugs or misuse of controlled drugs.
- Carriage of alcohol or illegal drugs on any form of group transport (e.g. bus, train, ferry, boat, or airplane), either in the seating area or in the luggage compartment.

In addition to understanding and following the alcohol policy of the home OLLI institution, AUIP policy strongly recommends:

No alcohol be consumed until after the last event of the day, when the leader announces that participants are on free time.

Note: Wine and beer tasting as part of an event is permissible if the participant is of legal drinking age, drinks responsibly, and chooses to do so voluntarily.

Smoking and Vaping

Smoking and vaping are prohibited during program activities and meals. It is also prohibited indoors, at parks or bus stops, or close to buildings. Please pay attention to and comply with any signs regarding smoking and vaping regulation.

Discrimination and Harassment Policies

AUIP believes in creating a fair and respectful environment on all its programs. Every participant (leader, participants and staff) has the right to be free from discrimination, harassment, unwanted physical contact and sexual misconduct while on a program. Discrimination is not tolerated, including harassment, on the basis of race, color, religion, national or ethnic origin, sex, sexual orientation, age, disability, or veteran's status in all its educational programs and activities, and with regard to employment.

Unwelcome sexual advances, requests for sexual favors, or other unwanted verbal or physical conduct of a sexual nature may constitute sexual misconduct. Forms of sexual misconduct include but are not limited to physical assault with sexual intent or sexual contact without consent.

Any participant who is concerned about discrimination or harassment should contact an OLLI leader, AUIP staff or an appropriate contact on your emergency card. Any report will be investigated fully and confidentially in partnership with your home institution. Appropriate disciplinary actions may be taken, up to and including dismissal.

Housing Policies

Participants will remain in program-sponsored accommodations throughout the trip and are not permitted to switch rooms without prior approval of leader, or to upgrade/purchase other rooms either in the same accommodations or at a different accommodation. Refer to program-specific itineraries for accommodation details.

No guests or visitors outside of the program are permitted in accommodations, especially where rooms are shared with other participants previously unknown to each other.

Social Media Policy

AUIP recognizes the centrality that social media has in enabling communication with participants, guides, staff, family and the wider general public. We actively encourage the use of social media to make connections and assist in creating an online community that reflects your experiences while on your trip with AUIP. Please like us on Facebook, Instagram and LinkedIn, and use the following tags and/or hashtags: @AUIPStudyAbroad, #AUIPStudyAbroad. Please also use your OLLI-specific office hashtags also. Your leader and/or OLLI office staff will make you aware of these.

However, there are also risks and responsibilities associated with the use of social media. You are personally responsible for your social media communications. Please apply care and be aware of your social media platform's privacy policy.

AUIP requires that all individuals traveling on an AUIP trip comply with the following guidelines. These guidelines apply to members of AUIP's and partners' social media community, including, but not limited to, participants, leader, staff, accompanying individuals and dependents of leader, staff, AUIP staff, and members of the wider community when directly or indirectly referencing AUIP and/or any AUIP program.

AUIP Guidelines for social media use:

- Be aware of your privacy settings but know that even if a post is deleted it may still be visible. Once you have shared something publicly, it is more difficult to retain control over who sees it.
- Consider who may see your post. Do not in any way bully or intimidate other people with content shared on social media. Please don't use hateful, discriminatory, abusive, or prejudiced language towards any individual, group, community or culture. Similarly, please don't use ethnic or racial slurs, illegal content, or nudity/pornography in any of your social media.
- Any social media content should refrain from portraying drinking or partying in a glorified manner.
- If there is a health or safety emergency/event of any kind (regardless of the severity) remember that social media platforms are not appropriate places to convey this information. If you require assistance or the event requires reporting, please follow the emergency action plans and contact procedures provided by OLLI and AUIP.
- Be sure to seek consent from the trip participants in your photographs or video prior to uploading their images to social media. If someone does not give their consent, please respect their decision.
- Do not take any photos of children.
- Do not use AUIP's name (or that of its employees and representatives), brand or logo in a manner that may cause damage or injury to AUIP, including without limitation, damage to AUIP's reputation or the reputation of AUIP's employees and representatives.

Final Thoughts

Thank you for taking the time to read this Program Handbook.

If you want to tell everyone about your trip through your social media networks, please remember to use our hashtags (@AUIPStudyAbroad, #AUIPStudyAbroad).

Finally, we hope you have a wonderful trip. Have a marvellous time as you learn, make new friends and experience this beautiful part of the one world we all share.



Tui bird, New Zealand