FREQUENTLY ASKED QUESTIONS for ASU OLLI Corps in New Zealand

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What is and is not included?

Please read the Program Fee Inclusions document to see what is and is not included in the program fee.

What is the cancellation policy for this program?

Cancellation Date	Refund Amount
Within 1 month of deposit payment	100% refund of all payments, including deposit
After 1 month from registration and before 1 March 2027	All payments refunded less the $300 deposit
1 March 2027 to 30 April 2027	75% of program fee (excluding $300 deposit) refunded
1 May 2027 to 30 June 2027	50% of program fee (excluding $300 deposit) refunded
1 July 2027 to 31 August 2027	25% of program fee (excluding $300 deposit) refunded
From 1 September 2027 onward	No refund

Can I invite my friends and family to join the program?

This program is open to OLLI members only. An active OLLI membership is required at the time of reservation. Please contact Tracy Grewe at tmgrewe@asu.edu if you need to purchase a membership.

How can I book flights?

Flights to/from New Zealand are not included in the ASU OLLI 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.

Their team knows of the flight windows and details for each of the destinations that they work in. Please always make sure that you have received confirmation that the program is guaranteed to run before booking any airfares.

To get a quote from ScholarTrip:

Email the ScholarTrip Flight Agent (preferred method of communication to ensure accuracy on the request):
Alan Hoyt
Sales and Operations Manager
Hours: M-F 9AM-6PM EST
Email: Alan.Hoyt@ScholarTrip.com

Phone 1-855-452-0376. ScholarTrip's team is ready to assist 24/7/365.

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

If you wish to make your own arrangements (including using air miles or points), the program's official start and end details are:

START:

10:00 a.m. on Saturday, December 4, 2027, in the lobby of Auckland City Hotel, 157 Hobson Street, Auckland CBD. The closest international airport is Auckland International Airport (AKL).

END:

10:00 a.m. on Friday, December 17, 2027, in the lobby of Ibis Wellington, 153 Featherston Street, Wellington Central. The closest international airport is Wellington International Airport (WLG).

What travel insurance do you recommend?

For this program, you will be required to provide evidence of medical insurance coverage of a minimum of US $50,000 prior to departure.

We also recommend purchasing trip interruption/cancellation (IFAR/CFAR) insurance to ensure you are covered in the event of unexpected events that may mean you cannot travel.

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

What type of accommodations can I expect to stay in?

The mid-scale hotels in this itinerary have been carefully selected to provide value for money, comfort and convenience. They include modern amenities, reasonable room sizes, and quality customer service. Being centrally located in each city, they are walkable to local eateries, shopping districts and attractions.

Both queen and twin room options are available at each property. Couples may request a queen room, participants travelling together may request a twin room, and participants travelling on their own in a shared room will be assigned a twin room with another participant of the same gender.

There are also a small number of accessible rooms available. These room types typically have wide doorways, lowered fixtures, and step-free bathrooms. Accessible rooms will be allocated based on need so please advise your requirements during the booking process.

I'm travelling solo, can I have a room to myself?

Yes. If you are travelling on your own and prefer to have your own room, you may book a private queen room for an additional single supplement fee of US $1,100, however there are a limited number available. If the Single supplement fee is not showing as an option on the booking site, then we have sold out of this option.

What if I need medical assistance while I'm in New Zealand?

During the program AUIP will provide you with contact and address information for local medical centers. You may also contact your travel insurance agent to see if they have preferred medical centers. An OLLI leader, AUIP staff member and local guide will be travelling with the group and can assist.

We recommend that you bring a small personal medical kit and check with your doctor in advance of travel to ensure you have any prescription medication that you might need.

Also of note, the sun in New Zealand is very strong. We recommend that you purchase a sunscreen of at least SPF50 and do not bring aerosol sunscreens.

Are vaccines required for travel?

New Zealand does not typically require visitors to have vaccinations; however, we recommend you visit the website of the U.S. Center for Disease Control and Prevention (CDC) which maintains up-to-date information on health and vaccination requirements for all countries, as well as additional information on specific infectious diseases.

What is AUIP's policy in terms of health and safety?

It is important that you understand that travel carries inherent risks that cannot be entirely eliminated. Please refer to the Participant Travel Terms and Conditions of Travel for this program. By booking on the program, you agree that you have read, understand and accept these Terms and Conditions of Travel.

While on an AUIP program, AUIP provides:

- A field guide who will hold a basic first-aid certificate and be knowledgeable about the locations, culture and local laws and environment that you visit.
- An AUIP Coordinator who will carry a first aid kit and hold a basic first-aid certificate. The coordinator will provide general support for program logistics, and when required accompany participants to appointments.
- An onsite orientation: An in-country health and safety orientation will be presented by the AUIP Coordinator on arrival day.
- A 24-hour AUIP emergency contact during the program.
- An emergency wallet card for all participants that includes contact details of all accommodations, health services, and police stations in each city you will visit and some key phone contacts.
- Surety that during an activity where a provider is responsible, a sufficient briefing will take place.
- Health and safety audits and reviews of our suppliers to our best endeavors.

Are there options for mobility restricted participants?

The level of physical fitness that is recommended for this program, accounting for the range of activities that are included in the program (e.g. walking tours, hiking, fieldwork, outdoor activities and walking between activities), we would generally describe as:

Level 2: Moderate Activity

Participants should be prepared for a moderate amount of walking (up to 30 minutes at a time between meetings, site visits and group meal locations) and navigating uneven surfaces, trails, or stairs.

The itinerary includes frequent cultural excursions, tours, and/or outdoor field trips. Basic swimming skills (e.g. being able to swim 50m) are required to participate in the waka/canoe activity. Some of the more active program activities include service learning/volunteering duties which may require standing, lifting boxes, digging, and walking around uneven tracks on conservation land for up to 3-hours etc. There are also some guided hikes with some uphill sections and/or stairs to navigate, such as on the Tiritiri Matangi daytrip.

If you are concerned about your ability to participate in a particular activity, please discuss this with your on-program guide and AUIP coordinator in advance. Where possible, suitable adjustments or

alternatives can be made for you to join the group, without the same amount of exertion. For example, on Tiritiri Matangi Island, there is an option for you to have some transport provided by your guide or you can opt for a shorter or more challenging hike on the day.

Are all diets accommodated?

All meal providers will be advised of the dietary requirements and food allergies you disclosed during the booking process. Please confirm your dietary requirements and food allergies again with meal providers upon arrival, and again when your dish arrives, especially where severe allergies and strict dietary requirements are concerned. Despite our best efforts, AUIP cannot guarantee that meals will be 100% free of an individual participant's allergens. For this reason, participants must always carry their allergy medications with them.

In New Zealand almost all diets can be catered for in the main cities, (vegetarian, vegan, pescetarian, gluten-free, dairy-free, halal), however a Kosher diet is not commonly able to be catered for in New Zealand and you may need to opt for vegetarian meals. Note that some restaurants can't guarantee an allergen-free kitchen and environment in the case of severe food allergies.

Please note that throughout the program you will need to purchase or arrange your own meals, unless stated as provided in the itinerary. There will be days where you will need to purchase/prepare a packed lunch. We recommend bringing a reusable water bottle. Local supermarket stops will be made along the way for you to purchase personal snacks and drinks.

As you will be staying at hotels, each room typically has a small fridge and tea and coffee making facilities but won't have any cooking/kitchen facilities available for your use.

All hotels are walking distance to restaurants and eateries to purchase meals. Your local guide and AUIP coordinator will be happy to provide some recommendations.

What will the weather be like?

New Zealand's summer runs from December through February, so temperatures will be warmer, however since it is a narrow mountainous country surrounded by ocean, the weather can be changeable and sometimes unseasonably warm or cold. Daily average maximum temperatures range between **65°F and 77°F**. Overnight lows average between **54°F and 60°F**. You will likely see all weather patterns throughout your trip, including calm and clear sunny days, with some rain and wind (often in Wellington). The sun rises at approximately 6:00 AM and sets around 8:30 PM.

What should I pack?

We have prepared a handy suggested packing list specifically for this program to ensure you have what you need, but don't bring more than you can carry. You'll need to be prepared for all weather types and will be most comfortable bringing several layers that you can take on/off as needed.