

## Guest Essentials



## Australia & New Zealand

### THE EVOKE | INSPIRE EXPERIENCE

Welcome to EVOKE | INSPIRE. Every remarkable journey begins with a moment, sometimes small, sometimes unexpected, that quietly shifts the way we see the world. At EVOKE | INSPIRE, we believe those moments are what transform travel into something far more meaningful. To that end, we ensure your entire journey is memorable and seamless. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your journey. Enjoy fine travel made easy – enjoy the EVOKE | INSPIRE experience.

### PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared. That's why we created a list of tips and reminders to help:

- Ensure your passport is signed, valid at least six months past your return date and your name matches your boarding pass. If you need a new passport, you may choose expedited service. Call 877.487.2778 or visit [travel.state.gov/passport](http://travel.state.gov/passport) for more information
- Review and prepare required travel protocol documents and forms – ask your travel advisor for guidance on what is required
- Check your flight seating and contact your travel advisor if you need to request changes
- Talk with your travel advisor to add destination experiences
- Leave a copy of your ID and itinerary with family
- Prepare small bottles for carry-on – the TSA only allows 3.4 oz. bottles, fitting in a quart-size bag

### 24 HOURS UNTIL DEPARTURE

- Confirm your flight's time with your airline, and if possible, check in online, paying any baggage fees
- Call your travel advisor or airline if you have questions about check-in times (generally three hours before flight), baggage limits or other regulations
- Check against your packing list to include:
  - › Valid passport (details above)
  - › Valid driver's license (if renting a car)
  - › Confirm required travel documents or forms (including online forms) are prepared
  - › Power adapter, cell phone and charger
  - › Wallet, credit cards and cash (spread among multiple locations)
  - › Toothbrush, toothpaste, make-up, toiletries
  - › Layered clothing for diverse weather
  - › Swimsuits, sandals, sunglasses and sunscreen
  - › Paper and pens, magazines or reading material
  - › Medications and doctor information

### TRAVEL DOCUMENTS

American citizens need a passport, valid at least six months after their return for Australia or three months for New Zealand. An ETA (Electronic Travel Authority) is required for travelers entering Australia, which you can obtain through Mobile apps on the Apple and Android platforms. For more information, visit [usa.embassy.gov.au/visas-and-migration](http://usa.embassy.gov.au/visas-and-migration). The ETA is also required for transit passengers. An NZeTA (New Zealand Electronic Travel Authority) is required for travelers entering New Zealand (including transit passengers). Travelers can request their NZeTA via the NZeTA mobile app or the Immigration New Zealand website at [nzeta.immigration.govt.nz](http://nzeta.immigration.govt.nz). Travelers will pay their International Visitor Conservation and Tourism Levy (IVL) at the same time they request their NZeTA. Fees apply to receive NZeTA and IVL. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws regarding minors traveling without both parents, if applicable.

### CUSTOMS

Your bags will go through customs upon entry and return. Each country has its own customs laws, but generally travelers may not bring plants or produce. Upon return to the U.S. you'll declare the goods you acquired; the duty-free exemption per traveler is usually \$800, plus there are limits on importing alcohol and tobacco products. For details, visit [cbp.gov/travel](http://cbp.gov/travel), call 877.227.5511, or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

### SEAT ASSIGNMENTS

Whenever possible, our system will assign your airline seats in advance. Please contact the air carrier directly if you wish to change your seat assignments. Airline seats are subject to change and may not be available in advance.

### TRANSFERS

If you confirmed a private transfer, please refer to your itinerary for details. For airport pickups, a driver will generally greet you outside the airport's main exit with an EVOKE | INSPIRE or supplier sign with your

name on it. If your hotel provides a transfer, look for your hotel representative or resort kiosk in the arrival terminal.

### CAR RENTALS

Present your itinerary, valid driver's license and a major credit card to the rental desk. The driver must be 21 or older. Adding navigation and car rental insurance is recommended. Please allow sufficient time to return your car.

### HOTELS

Simply show your itinerary and photo ID to the front desk. Your room and taxes are prepaid, though hotels require a credit card for incidentals. The standard check-in time is 3:00 P.M. and check-out time is 11:00 A.M. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

### EXPERIENCES

Don't just visit Australia and New Zealand – fully experience it. We offer everything from wine experiences and bungy jumping to cultural sightseeing and sunset cruises. Plan your activities with your travel advisor before you travel, so you can enjoy your vacation to the fullest once you arrive.

### CELL PHONES

Please contact your mobile phone carrier to determine whether your cell phone service extends to the country of your destination. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card or rent a pocket Wi-Fi for use abroad.

### CURRENCY & EXCHANGE RATES

Australia and New Zealand's official currencies are the Australian dollar and New Zealand dollar. Major credit cards are widely accepted. You can obtain local currency through an ATM or exchange dollars at the airport currency exchange facility, bank or most hotels. Find the latest exchange rates at [xe.com](http://xe.com).

### ATMS & CREDIT CARDS

Contact your bank before departure for information on using your ATM and credit cards while abroad. Notify your bank of your travel dates so your cards will not be suspended due to "suspicious" charges. You may want to leave a photocopy of your cards with someone at home.

### TRAIN JOURNEYS

If you confirmed a train journey, please refer to your itinerary or voucher for details. Call your travel advisor if you have questions about check-in times (generally one hour before departure), baggage limits or other regulations.

### ELECTRICITY

Electrical outlets in Australia and New Zealand fit V-shaped prongs and output 220–240 volts. To use American electrical appliances, you will need a converter and adapter, which we suggest you purchase prior to your vacation.

### CUSTOMER SERVICE

From start to finish, we want to make your vacation seamless and memorable. If there are questions before your vacation, your travel advisor will assist you.

We are available any time at **866.602.8650** or email [last.minute@evokeinspire.com](mailto:last.minute@evokeinspire.com), or our local representatives below can assist you.

### AUSTRALIA

Toll-free 800.638.040

### NEW ZEALAND

Toll-free 800.442.979

Please have your booking number available.

### TERMS & CONDITIONS

Please visit [evokeinspire.com](http://evokeinspire.com) or reference your itinerary for full terms and conditions.

### ABOUT EVOKE | INSPIRE

At EVOKE | INSPIRE, we craft journeys shaped by memorable moments, tailored experiences designed with intention, sophistication, and a deep understanding of what moves today's discerning traveler. Because luxury isn't found in extravagance alone; it's found in meaning, in authenticity, and in the details that elevate every step of your journey. Thank you for choosing EVOKE | INSPIRE.