



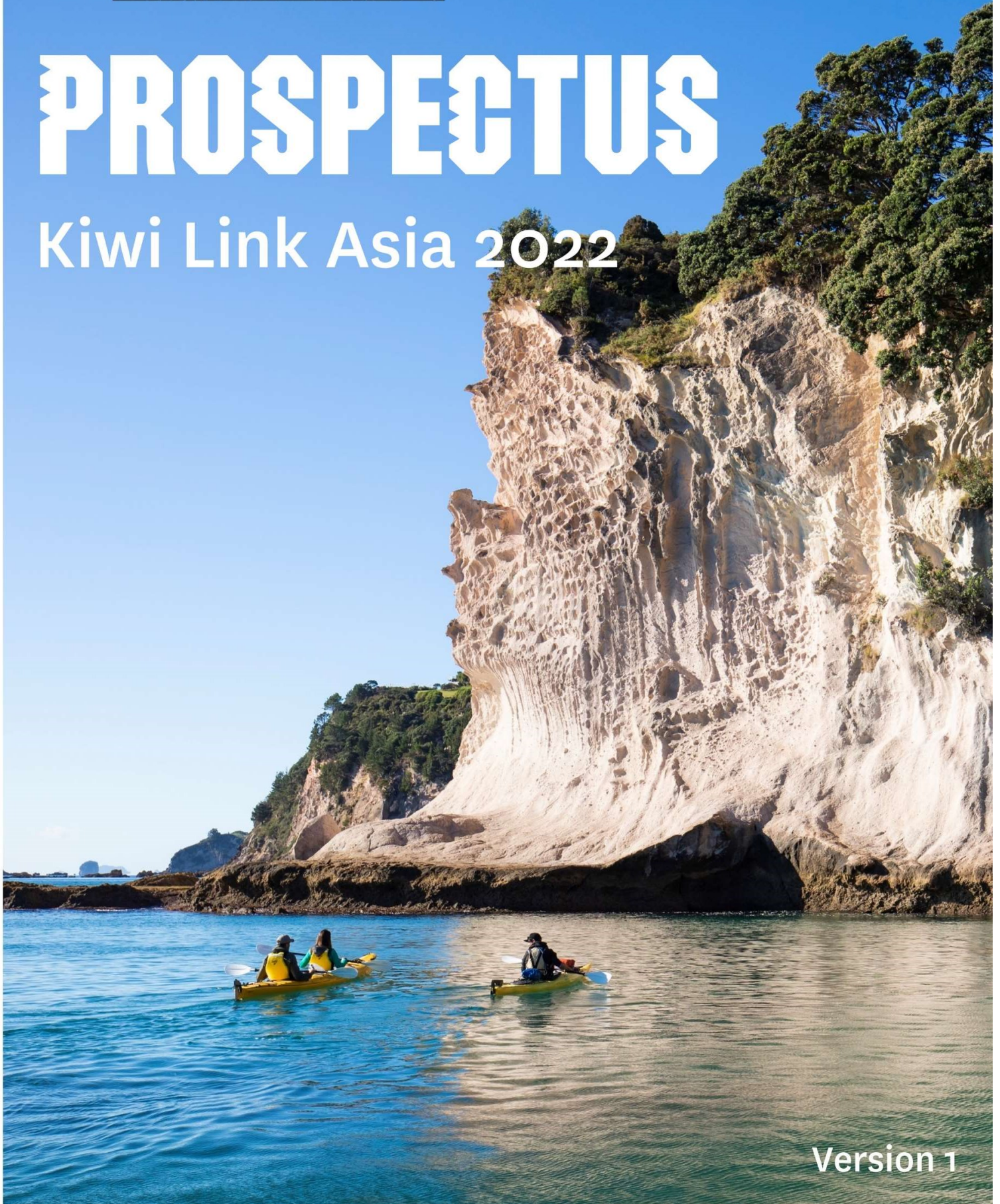
Cathedral Cove, Coromandel

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NEW ZEALAND**

[newzealand.com](http://newzealand.com)

# PROSPECTUS

## Kiwi Link Asia 2022



Version 1





11 April 2022

Kia ora,

Tourism New Zealand (TNZ) is pleased to invite representatives of the New Zealand tourism industry to participate in Kiwi Link Asia 2022. Kiwi Link Asia 2022 will take place in Singapore from the 29<sup>th</sup> to the 31<sup>st</sup> of August 2022.

Kiwi Link Asia 2022 is one of the first events that supports Tourism New Zealand's integrated strategy in Asia on trade events. Kiwi Link Asia 2022 provides a unique opportunity for representatives of the New Zealand tourism industry to participate to educate and establish business relationships with key travel partners from Singapore, Malaysia, India, Japan and South Korea. Kiwi Link Asia 2022 includes one-on-one appointments with product managers and networking opportunities at official event functions.

We are looking forward to reconnecting the New Zealand industry with the travel trade in Asia to deliver the message of a warm kiwi welcome to our partners.

Due to the impact of the Covid pandemic and border closure, Tourism New Zealand is significantly discounting the standard participation fee for qualifying sellers. The discounted registration fee will include three nights' accommodation, all meals during the event, one-on-one business meetings, and an assortment of networking opportunities.

In an effort to respect our world's limited natural resources and improve our own carbon footprint, we'll be instituting a number of practices throughout the event that aligns with the Tiaki promise. This includes reducing single-use plastics and printed materials. Only digital collateral will be accepted at this event, to minimise printing and touch points between participants.

We encourage you to join us this August in Singapore, as this timing falls within a critical period to impact 2022/23 peak season travel from most of our Asian markets. Preference and demand for New Zealand has held firm across Asia over the past two years, and as we move closer to a full reopening, we want to lay the groundwork to ignite that demand. This event offers New Zealand industry an opportunity to connect, strengthen and establish business relationships with our market's leading travel partners.

The following prospectus outlines key information on Kiwi Link Asia 2022. Please read this prospectus carefully and take note of the event dates and deadlines. Please note that final participation is at Tourism New Zealand's discretion and is subject to the guidelines outlined in the event terms and conditions.

We look forward to your registration, should you have any questions please contact [Takahide Nakazawa](mailto:Takahide.nakazawa@tnz.govt.nz) ([Takahide.nakazawa@tnz.govt.nz](mailto:Takahide.nakazawa@tnz.govt.nz)).

Yours sincerely,

Karem Basulto  
Regional Trade Manager - Asia

# Event checklist

## KEY DATES

Registration opens	02-May-2022
Registration closes	13-May-2022
New Zealand delegation confirmed and invoiced	27-May-2022
Participation fee payment due	24-June-2022
50% cancellation period begins	1-July-2022
100% cancellation period begins	29-July-2022

## WHAT NZ SELLERS NEED TO BOOK

You can find more details on what NZ sellers need to book on page 15.

## WHAT INFORMATION NZ SELLERS NEED TO PROVIDE

You can find more details on what information NZ sellers need to provide on page 16.

# Kiwi Link Asia 2022

## EVENT DETAILS

Event type	TNZ offshore trade event
Event format	Kiwi Link event
Target markets	<ul style="list-style-type: none"><li>• India</li><li>• Japan</li><li>• South Korea</li><li>• Singapore</li><li>• Malaysia</li></ul>
First day of the official event programme	29-Aug-2022
Last day of the official event programme	31-Aug-2022
Event location	Singapore
TNZ event listing	<a href="http://www.tourismnewzealand.com/events/kiwilink-asia-2022/">www.tourismnewzealand.com/events/kiwilink-asia-2022/</a>
Event objectives	<ul style="list-style-type: none"><li>• Re-connect with existing and updated network of travel sellers post COVID to enable a fast start to bookings</li><li>• Build strong selling capability of travel sellers</li><li>• Engage with existing network of travel sellers and build on general business relationships</li><li>• Facilitate new business relationships and expand the network of engaged travel sellers</li><li>• Increase general destination and product knowledge of travel sellers</li><li>• Promote TNZ campaign(s) and increase brand awareness among trade</li><li>• Provide a platform for negotiating new and existing contracts with travel sellers</li><li>• Showcase new products to the market</li><li>• Showcase new regions to the market</li><li>• Stimulate product development</li></ul>

## Event benefits

This event provides New Zealand organisations with an opportunity to:

- Connect with travel distributors who play a large role in the development, promotion and purchasing process of New Zealand tourism experiences
- Broaden their customer base far beyond the reach of their marketing budget
- Build new relationships and foster existing relationships with distributors
- Set themselves apart from their competition and encourage distributors to promote and sell their regions and/or product(s)
- Raise distributors' awareness of their regions and/or product(s) and what they have to offer to the distributors' clients so that they are in a better position to sell the region
- Gain market intelligence, insights and advice on international markets
- Meet with a larger base of travel distributors than they would have access to at New Zealand trade shows
- Benefit from economies of scale and TNZ investment – TNZ organised or facilitated events require a fraction of the investment and time required for individual sales calls. In addition, these events create more value for the travel distributors and therefore enable organisations to meet with more high-quality distributors

## Market overview

### Singapore

Prior to COVID-19, Singaporeans came to New Zealand to enjoy the open space, scenery and fresh air, with holiday arrivals reaching 42,382 in the year ending November 2019. Traditional peak travel seasons in Singapore are Chinese New Year; from late May to late June (around school holidays); around Deepavali in late October and mid-November to the end of December. Singapore's luxury travel market offers considerable opportunity for New Zealand, with local demand of high-end travel matching the Asian-wide upswing.

### Key insights:

- Travel agents are the primary mode of booking for travel packages.
- Pre-COVID Singaporean travellers prefer FIT over groups tours, however, the trend has shifted to smaller private group tours.
- Needing a break from everyday stresses, along with the desire to explore new things and have fun are key factors driving Active Considerers.

- Direct flights to New Zealand from Singapore through Air New Zealand and Singapore Airlines.
- Passenger volume through Changi is forecasted to reach 50% by end of 2022.

Adapting to Covid-endemic, Singapore has a high vaccination rate at 87.4% of the population fully vaccinated. Since 1 April 2022, under the new Vaccinated Travel Framework, fully vaccinated travellers from any country can enter Singapore quarantine-free, as long as they have not visited any countries on the MOH's Restricted Category in the past seven days.

After this announcement, travel companies saw a surge in enquiries and bookings – bookings for flights out of Singapore, as well as overseas accommodation, more than doubled. The Singapore economy is expected to grow by 4% this year, in line with the official forecast of 3% – 5% and the reopening of international borders were most frequently cited as a factor that will drive economic growth.

### **India**

Prior to COVID-19 India was TNZ's largest emerging market with close to 69k visitors to New Zealand (YE Feb 2020 - 69141 total visitors from India). The market demonstrated strong growth, with holiday arrivals doubling in five years (FY14-FY19).

The Indian market's preference to travel in New Zealand's autumn and spring shoulder seasons makes it an important market to help spread tourist visitation across the year, and the Indian visitors' propensity to engage in a high number of activities makes it very valuable.

#### **Key insights:**

- Tourism New Zealand's key target segment in India is independent professionals.
- Long haul travel planning, and booking was dominated by travel agents prior to COVID-19 (approximately 85% of transactions), this is likely to increase further.
- New Zealand is a popular destination for those seeking self-drive itineraries and for honeymooners.
- FIT makes up around 60% of New Zealand's Indian visitors.
- With no nonstop air services from India to New Zealand most visitors arrive via Australia or South-East Asian ports.

- Most Indian holiday arrivals are first-time visitors to New Zealand and around three-quarters will combine their trip to New Zealand with another destination.

The current landscape in India is quite positive with the country treating COVID-19 as endemic with all restrictions being lifted including the wearing of face masks - 83% of the eligible adult population has been fully vaccinated.

The Indian economy is rebounding with GDP projected to reach 7.9% in FY 2021-22 with consumer sentiment having recovered sharply by 40% between June 2021 and March 2022. The domestic aviation sector is expected to recover fully to pre-Covid levels by mid-2022 and a spike is being witnessed in queries for international destinations.

India is now connected to 82 countries offering quarantine free travel and as many as 60 airlines have resumed international flights operations from 27<sup>th</sup> March. Travel agents are currently operating at 70% staffing but are on a hiring spree to be summer-ready (Apr-Jun).

### Japan

Prior to COVID, Japan was New Zealand's second-largest Asian visitor market, with 100,000 arrivals and contributing around \$266 million to New Zealand's economy each year.

#### Key insights:

- The tradition peak period for Japanese visitors is from November to March.
- Japanese visitors are attracted to New Zealand for our nature and scenery and relaxed pace of life (friendly and welcoming). Star gazing, wildlife (penguins, whales and dolphins), hiking and food and wine.
- Rugby is also a strong hook, especially after RWC 2019.
- 70% of visitor arrivals go through travel trade.
- Pre COVID – Air NZ flew daily (plus three over summer) from Narita to Auckland.
- 75% of arrivals were via Air NZ's direct service, followed by 10% via Qantas.
- Air NZ currently flies once a week for passenger service, increasing to three times a week from July.

Covid has peaked out and restrictions (quasi- SoE) have been lifted since March 21. High vaccination rate with 81% of all eligible population being fully vaccinated and 44% having received a booster shot. Japan is still not open to

international leisure travellers and all returning Japanese citizens require to undergo a mandatory 3-day self-isolation, this is expected to be removed by the end of May (no self-isolation for booster vaccinated adults).

Economic growth remains volatile in the short term but is expected to recover to the pre-COVID level by the end of 2022. Russia's invasion of Ukraine has heightened geopolitical risks and built inflation pressure in energy and food prices at a high pace however with the start of a new year in April, positive sentiment is being observed.

### **South Korea**

Prior to COVID, Korea was New Zealand's third-largest Asian visitor market that 88k visitors travelled to NZ. Economy forecasted to slow to 3% from 4% in 2021 and despite strong exports and constantly improving job data, there are concerns that the rapidly spreading omicron variant could undermine domestic demand recovery. However, the pent-up demand for overseas travel is strong and it's rapidly recovering since April.

#### **Key insights:**

- Korea has one of the most-travelled populations in the world, about 29 million travelled overseas in 2019.
- Korea has 5.3 million Active Considerers and pent-up demand for New Zealand is relatively strong as 70% of Active Considerers cited willingness to travel NZ within 6 months after border reopens.
- A large majority of Korean holiday visitors travel to New Zealand on pre-arranged group or semi-structured tour packages, with online bookings through OTA's increasing.
- Koreans are interested in New Zealand for our landscapes, scenery, clean environment, and local food and wine.
- Hiking, self-drive and campervan trips are high interests in theme travellers.
- Air New Zealand and Korean Air have direct flights to Auckland.

The current landscape in Korea is generally moving toward the end of Covid. 87% of the eligible population has been fully vaccinated and 64% has inoculated booster shot.

The current overseas travel sentiment is quite positive after Korea lifted the 7 days of self-isolation for overseas entrants in March.



The number of actual and forward bookings is sharply increasing around European countries and US. Travel agents operating at 50% pre-Covid staffing but this will be filled before the summer holiday peak (Jul-Aug).

### **Malaysia**

Prior to COVID-19, Malaysians enjoy the self-drive opportunities offered by New Zealand as a holiday destination.

Over 27,876 Malaysians visited New Zealand for a holiday in the year ending November 2019. Malaysia's traditional peak travel seasons are the last week of May to the first week of June around school holidays (currently in June but moves two weeks every year); Deepavali in late October; mid-November to the end of December; and around Chinese New Year.

#### **Key insights:**

- Our target market segment in Malaysia is independent professionals.
- Travel agents remain the primary mode of booking for travel packages in Malaysia.
- Malaysia's passenger traffic volumes to regain 53% and 93% of pre-pandemic levels in 2022 and 2023, respectively.

Adapting to Covid-endemic, Malaysia also has a high vaccination rate with 80% of the population fully vaccinated. Since 1 April 2022, Malaysia will reopen its international borders and there will be no requirement for travellers to quarantine if they are fully vaccinated. The Ministry of Finance's gross domestic product (GDP) forecasted growth is between 5.5% to 6.5%. The travel trade are cautiously optimistic, but manpower is still a problem as many former tourism professionals have found other employment.

#### **NZ TNZ contact**

Takahide Nakazawa  
Events and Project Specialist  
[Takahide.Nakazawa@tnz.govt.nz](mailto:Takahide.Nakazawa@tnz.govt.nz)

#### **In-market TNZ contact s**

Karmun Lin  
Senior Trade Development Manager – Singapore  
[Karmun.Lin@tnz.govt.nz](mailto:Karmun.Lin@tnz.govt.nz)

## EVENT PARTICIPATION

### Types of NZ sellers suited to this event

- Accommodation providers
- Activity providers
- Airlines
- Inbound tour operators (ITOs)
- International marketing alliances (IMAs)
- Marketing clusters (see note below)
- National tourism operators
- Tourism products with in-market representation
- Transport providers

Note: Marketing clusters must be official companies contracted to represent operators. They must have formal agreements in place, a payment structure and a website. The represented products must be Qualmark endorsed. Priority will be given to marketing clusters representing a majority number of Qualmark products.

In line with the Kiwi Link concept, TNZ strives to offer a balanced portfolio of exhibitors, however, the specific post-COVID context determines who preference will be given to in the event of oversubscription.

#### Preference will be given in the following order:

- As per in-market Buyer survey results:
  - Activity providers
  - International marketing alliances (IMAs)
  - Accommodation providers
  - Inbound Tour Operators (ITOs)
  - Transport providers
- All companies confirmed for the cancelled Kiwi Link Japan and Korea 2020.
- All IMA's that can provide the commercial state of place in each region as well as present smaller products that won't be able to attend.
- All companies that have supported TNZ events and activities in the region in previous years.
- Representation agencies or official marketing clusters that are representing a majority number of Qualmark products.  
Note: individual products applying that are affiliated with a representation agency or official marketing cluster (that will be confirmed) will not get preference.
- Smaller operators maybe asked to be represented by their IMA.

- Operators from regions where IMAs won't be able to attend.

<b>Minimum number of applications required</b>	45
<b>Maximum number of applications available</b>	58
<b>Maximum number of delegates per application</b>	1 – IMAs may have a second delegate sharing an appointment stream with delegate one
<b>Event participation fees</b>	<ul style="list-style-type: none"> <li>• Delegate one participation fee \$1,000.00 NZD</li> <li>• IMA delegates one participation fee \$1,000.00 NZD</li> <li>• IMA delegate two participation fee \$1,000.00 NZD (sharing an appointment stream with the delegate one)</li> </ul> <p>Note: the participation fee for this event has been heavily subsidised and covers delegates' core night accommodation.</p>
<b>Items included in participation fee</b>	<ul style="list-style-type: none"> <li>• Event participation</li> <li>• Accommodation (3 x core nights)</li> <li>• Ground transfers (day before and evening of event)</li> <li>• Appointment scheduling software</li> <li>• Food and beverage during the event</li> <li>• Network functions</li> </ul>
<b>Can delegates bring pull up banners with them?</b>	No
<b>Preferred collateral type</b>	Digital – Due to Covid-19 no paper collateral will be permitted. This is to help reduce touchpoints.

## EVENT ATTENDEES

Primary types of in-market attendees attending the event

Product managers

Will an attendee contact list be made available to NZ sellers following the event?

Yes

## EVENT FORMAT

Appointment schedule

Pre-scheduled appointments

Appointment format

One-on-one meetings

Appointment duration (mins)

12-15 (TBC)

Appointment rotation

In-market attendees rotate

Appointment comments

Appointment duration might be adjusted based on the final number of participants and without prior notice

Layout

Table layout

Layout comments

The exact layout to be confirmed

## EVENT PROGRAMME

Item	Date	Time	
Pre-departure webinar	w/c 8-Aug-2022	NZ time: TBC Local time: TBC	
Latest that NZ sellers can arrive in-market	28-Aug-2022	AM	
In-market briefing	28-Aug-2022	TBC PM	
Welcome drinks for NZ industry	28-Aug-2022	6:30 PM - 8:30 PM	
Kiwi Link Asia 2022 - Day 1			
Breakfast at accommodation	29-Aug-2022	8:00 AM - 8:30 AM	
Set up desk for NZ industry		8:30 AM - 9:00 AM	
Welcome Presentations		9:30 AM - 10:00 AM	
Appointment Sessions		10:00 AM - 11:30 AM	
Tea/Coffee Break		11:30 AM - 11:45 AM	
Appointment Sessions		11:45 AM - 1:00 PM	
Lunch		1:00 PM - 2:00 PM	
Appointment Sessions		2:00 PM - 3:30 PM	
Take Ten		3:30 PM - 3:45 PM	
Tea/Coffee Break		3:45 PM - 4:00 PM	
Appointment Sessions		4:00 PM - 5:30 PM	
Transfer to the function venue		7:00 PM - 7:30 PM	
Welcome Cocktails and Dinner (BE agents to join)		7:30 PM - 10:00 PM	
Transfer to Hotel		10:00 PM - 10:30 PM	
Kiwi Link Asia 2022 - Day 2			
Breakfast at accommodation	30-Aug-2022	8:30 AM - 9:00 AM	
Insights Session		9:00 AM - 9:30 AM	
Appointment Sessions		9:30 AM - 11:30 AM	
Tea/Coffee Break		11:30 AM - 11:45 AM	
Appointment Sessions		11:45 AM - 1:00 PM	
Lunch		1:00 PM - 2:00 PM	
Appointment Sessions		2:00 PM - 3:30 PM	
Take Ten		3:30 PM - 3:45 PM	
Tea/Coffee Break		3:45 PM - 4:00 PM	
Appointment Sessions		4:00 PM - 5:30 PM	
RT-PCT Test		5:30 PM - 6:30 PM	
Gala Dinner		7:30 PM - 10:00 PM	
Kiwi Link Asia 2022 - Day 3			
Breakfast at accommodation		31-Aug-2022	8:30 AM - 9:00 AM
Insight Sessions	9:00 AM - 9:30 AM		
Appointment Sessions	9:30 AM - 11:30 AM		
Tea/Coffee Break	11:30 AM - 11:45 AM		
Appointment Sessions	11:45 AM - 1:00 PM		
Lunch	1:00 PM - 2:00 PM		
Check out formalities	2:00 PM		
Earliest that NZ sellers can fly home	31-Aug-2022	PM	



## EVENT VENUES

Venue	Event/Function	Address	Phone number	Website
Orchard Hotel	Kiwi Link Asia	442 Orchard Road, Singapore -238879	+65 6734 7766	<a href="#">Orchard Hotel</a>
Orchard Hotel	Welcome Cocktails and Dinner	442 Orchard Road, Singapore -238879	+65 6734 7766	<a href="#">Orchard Hotel</a>
St Regis Hotel Singapore	Gala Dinner	29 Tanglin Rd., Singapore 247911	+65 6506 6888	<a href="#">St Regis Hotel Singapore</a>

## EVENT ACCOMMODATION

### Hotel details

Orchard Hotel  
442 Orchard Road, Singapore  
Phone: +65 6734 7766  
Website: [Orchard Hotel](#)

### Core nights at hotel

28<sup>th</sup>, 29<sup>th</sup> & 30<sup>th</sup> August 2022 (3 nights)

### Is it mandatory to stay at the hotel?

Yes

### Core nights booked by

Tourism New Zealand

### Core nights paid by

Tourism New Zealand

### Additional nights booked by

NZ sellers

### Additional nights paid by

NZ Sellers

### Additional night booking instructions

A special rate of S\$210 + 10% + 7% per room per night with 1 breakfast (Single), S\$230 + 10% + 7% per room per night with 2 breakfasts (Twin) have been provided to TNZ for your additional nights.

After we confirm the registration, we will send the hotel booking link.

### Wi-Fi included in rates

Yes

### Breakfast included in rates

Yes



## EVENT FLIGHTS

### Air New Zealand flight support

Air New Zealand is pleased to support this event by offering delegates access to industry fares on Air New Zealand, subject to availability.

Detail of the fares and the Terms & Conditions will be provided by Air New Zealand to all participants once applications are confirmed.

## GROUND TRANSPORT

### Ground transfers booked and paid for by TNZ

TNZ will arrange group ground transportation for those arriving in the market on Sunday 28<sup>th</sup> August and departing on the evening of Wednesday 31<sup>st</sup> August.

If NZ Sellers are arriving outside of these times, they are required to make their own ground transport requirements. We will reassess this once we receive NZ Sellers' flight details.

## EVENT TRANSLATORS

### Will TNZ arrange translators for the event ?

Yes, TNZ will provide Japanese and Korean translators for buyers who cannot speak English.

## WHAT NZ SELLERS NEED TO BOOK

### Accommodation

NZ Sellers are required to book any additional nights required. Core nights of 28, 29 & 30 August are included in the participation fee.

### Flights

NZ Sellers are required to make their own flight arrangements.

### Ground transfers

TNZ will arrange group ground transportation for those arriving in the market on Sunday 28<sup>th</sup> August and departing on the evening of Wednesday 31<sup>st</sup> August.

If NZ Sellers are arriving outside of these times, they are required to make their own ground transport requirements. We will reassess this once we receive NZ Sellers' flight details.

## WHAT INFORMATION NZ SELLERS NEED TO PROVIDE

Item	Details	Required/Optional	Due date
<b>Logo, Company/Organisation description and Digital Collateral</b>	Upload to Exhibition Portal. Further information will follow.	Required	30-June-2022
<b>Accommodation Details</b> (outside of core nights)	Upload to Exhibition Portal. Further information will follow.	Required	30-June-2022
<b>Flight details</b>	Upload to Exhibition Portal. Further information will follow.	Required	30-June-2022
<b>Video</b>	One high-resolution video of your product (to be shown on the big screen during the event).  Email to: <a href="mailto:Takahide.nakazawa@tnz.govt.nz">Takahide.nakazawa@tnz.govt.nz</a>	Required	30-June 2022
<b>Hero Images</b>	Two high-resolution landscape hero images (to be shown on the big screen during the event)  Email to: <a href="mailto:Takahide.nakazawa@tnz.govt.nz">Takahide.nakazawa@tnz.govt.nz</a>	Required	30-June 2022
<b>Prizes</b>	If you would like to contribute to a prize pack. Please provide the following details: <ul style="list-style-type: none"> <li>• Company Name</li> <li>• Prize Description</li> <li>• Booking Email Address</li> <li>• Voucher Numbers</li> <li>• Expiry Date</li> <li>• Terms and Conditions</li> </ul> Email to <a href="mailto:Takahide.nakazawa@tnz.govt.nz">Takahide.nakazawa@tnz.govt.nz</a>  Physical vouchers are not required.	Optional	30-June 2022

# Registration information

## EVENT REGISTRATION AND CANCELLATION

First day of registration	02-May-2022
Last day of registration	13-May-2022
How to register	<p>You will be able to register for this event on the event listing once registration opens:</p> <p><a href="http://www.tourismnewzealand.com/events/kiwilink-asia-2022/">www.tourismnewzealand.com/events/kiwilink-asia-2022/</a></p> <p>On submission, delegates should receive an email confirming that the application has been received. If you do not receive an email, please contact <a href="mailto:Takahide.nakazawa@tnz.govt.nz">Takahide.nakazawa@tnz.govt.nz</a>.</p>
Registration confirmation date	27-May-2022
Participation fee payment due	24-June-2022
	TNZ reserves the right to withdraw registrations if payment has not been received by this date
50% cancellation period begins	1-July-2022
100% cancellation period begins	29-July-2022

## Participation and selection criteria

Organisations can only apply for this event if their product/service is Qualmark endorsed or they are an International Marketing Alliance (IMA), other marketing group or national association; or an airline with established routes to New Zealand.

**Consideration and acceptance of applications is at the sole discretion of TNZ. TNZ is not obliged to provide any reasons for their acceptance or rejection of applications.**

Your application to participate in the event will be assessed using one or more of the following criteria:

- NZ Seller participant preferences noted on page 10.
- The consistency of your application and your product/service with the objectives of the event and Tourism New Zealand
- The consistency of your application and product/service with Tourism New Zealand's event objectives and statutory obligations
- The need to have an appropriately diverse selection of products and services promoted at the event
- The order in which your application is received within the application timeframe, for example: "first come first served"
- The availability of information about your product/service over the internet and by email and the quality of such information
- Where relevant, the ability of your product/service to be booked and commission paid in respect of your product/service at the appropriate industry levels and relevant to the distribution system used
- Your involvement with Tourism New Zealand's marketing programmes, including but not limited to the international media programme
- Evidence of international marketing of your product/service in relevant markets by you or via off-shore travel sellers
- The availability of the relevant retail and wholesale rates for your product/service at the start of the event
- Your financial and industry performance; and

Any other criteria that Tourism New Zealand considers relevant to the selection of products and services for promotion at the event



#### Code of professional conduct

All delegates must act in accordance with Tourism New Zealand's code of professional conduct to ensure the safety of all personnel and that high professional standards are met.

A copy of the code of professional conduct can be downloaded here: [www.tourismnewzealand.com/events](http://www.tourismnewzealand.com/events).

#### Cancellation by delegates

Following acceptance of your application you may cancel your participation in the event by providing written notice of such cancellation to [Takahide.Nakazawa@tnz.govt.nz](mailto:Takahide.Nakazawa@tnz.govt.nz). Please take note of the cancellation periods noted above.

#### Cancellation by TNZ

Tourism New Zealand may, in its sole discretion, by notice in writing, withdraw its acceptance of your application and cancel your right to participate in the Event without incurring any liability to you or any third party if:

- Tourism New Zealand considers that you cease to satisfy any of the criteria or have otherwise breached these terms and conditions
- Tourism New Zealand reasonably considers that it is no longer appropriate for you to participate in the Event
- You fail to pay the Participation Fee to Tourism New Zealand by the due date for payment specified by Tourism New Zealand
- Cancellation of your participation will have immediate effect on receipt of such notice.

## PASSPORTS, VISA, VACCINATIONS & INSURANCE

#### NZ delegate passports, visas and vaccinations

Passports, visas and vaccinations are the responsibility of the delegates attending the event. Delegates should confirm their individual visa and vaccination requirements for each country prior to departure.

Tourism NZ strongly recommends that you make sure your vaccinations are up to date before you travel, this includes vaccination for measles and Covid-19 (if this is available to you). Please contact a general practitioner or travel medical practitioner well in advance of your travel.

## Travel and medical insurance

Please ensure that you arrange your own travel and medical insurance to provide appropriate insurance cover in attending the event. We recommend that you purchase a comprehensive medical and travel policy prior to departure. Tourism New Zealand does not provide indemnity for any loss or injury suffered to participants whilst traveling to or attending the event.

It is strongly recommended that you purchase travel insurance that includes cover for Covid-19 related expenses. All participants must understand and accept the circumstances in which you travel under and the associated risks. Tourism New Zealand does not take responsibility or assume any liability for Covid-19 related disruptions or expenses.

## Covid-19 vaccinations

Tourism New Zealand is committed to keeping our staff safe and stopping the spread of Covid-19. We have a vaccine policy that requires all NZ sellers at Tourism New Zealand events to be vaccinated. On arrival at this event, you will be required to show proof of vaccine so please have this with you. Please note that Tourism New Zealand will not keep a record of your proof of vaccine.

## Covid-19 Travel Terms and Conditions

### **Be prepared for COVID -19 to disrupt your travel.**

It is important you understand and accept the circumstances in which you travel and the associated risks. Tourism New Zealand does not take responsibility and is not liable for any pandemic related travel disruptions.

You should be prepared for the borders and/or safe travel zones status of a state or region to change at short notice.

In the event of a government-imposed restriction that causes disruption to your scheduled travel Tourism New Zealand will work with you to adhere to government guidance and this may mean a change to the planned itinerary.

Tourism New Zealand does not cover any associated costs if you are required to quarantine in your home region, this cost is at the expense of the participant and/or their organisation.

Tourism New Zealand does not cover any medical costs for participants, you should have adequate travel



insurance in place (please see our travel and medical insurance T&Cs above).

## REGISTER YOUR TRAVEL

### SafeTravel

All delegates must register their travel online through SafeTravel ([www.safetravel.govt.nz](http://www.safetravel.govt.nz)). SafeTravel allows the government to contact you if there is an unforeseen crisis, or if you have a family emergency, while you are overseas. If an emergency develops in the country you are in, then the government will do its best to contact you and see if they can provide any assistance. This is essential for travel during covid-19.

We also recommend that you check if any travel advisories are in place before departure ([www.safetravel.govt.nz/travel-advisories](http://www.safetravel.govt.nz/travel-advisories))