

NZLC AUCKLAND

GROUP STUDY TOURS PRE-DEPARTURE MANUAL



KIA ORA! Welcome to New Zealand!

NZLC Auckland would like to welcome you to New Zealand. We look forward to your arrival and making your stay enjoyable and successful.

To help you prepare for your trip we have compiled the following information, which will help you adapt more quickly to a new country, climate, school, customs and lifestyle.

NZLC Auckland

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NZLC AUCKLAND CAMPUS DETAILS

Auckland 'The City of Sails'

With over 1.6 million people, Auckland is New Zealand's largest city. It's located in the North Island and surrounded by two harbours. Also known as "the City of Sails", the locals are big fans of sailing and water sports. The city is diverse, multi-cultural and cosmopolitan with great shopping, entertainment, and a vibrant café culture. It has all the facilities you would expect of an international city, with the bonus of New Zealand's beautiful nature at your doorstep.

Average Student Number

350 - 400 students (2025)

NZLC Campus features

- Free Wi-Fi
- Computer Room
- Student Kitchens & Lounges
- Vending machines
- Game room



Campus Location

Shopping and Dining: Vibrant retail scene with diverse shops and a variety of restaurants and cafes.

Cultural Attractions: Home to the Auckland Art Gallery and Aotea Centre, offering enriching cultural experiences.

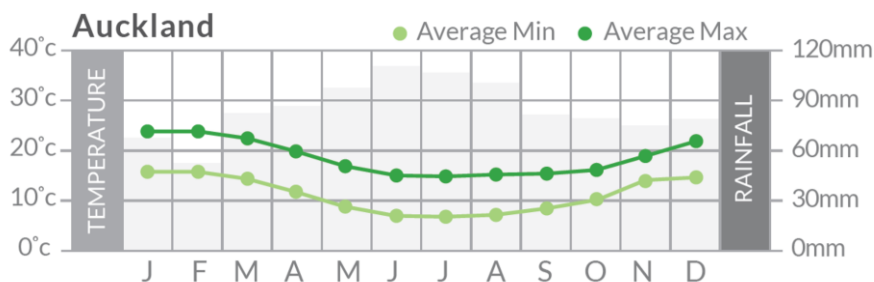
Entertainment Hub: Features cinemas, theatres, and live performance venues for entertainment seekers.

Central Location with Accessibility: Situated in the heart of Auckland's central business district, easily accessible by public transportation, making it a convenient and lively place to explore.

NZLC Auckland City Campus Map



Auckland Weather and Climate



Arrival at Auckland International Airport NZLC Auckland Airport Transfer Service

Flight delay	Your driver is monitoring your actual arrival time, so do not worry!
Arrival flight to Auckland changed	If your arrival flight to Auckland changes, please contact the driver with new flight details at least 3 hours before the original arrival time. Contact number: +64 (0)27 676 8703
Cannot find your driver	Contact number: +64 (0)27 676 8703
Delay at Auckland customs	Your driver will wait maximum 2 hours from your flight landing time. If it is going to take longer, please contact your driver. Contact number: +64 (0)27 676 8703
Excess luggage	Please inform NZLC of excess luggage in advance to ensure your driver can accommodate your extra luggage. Extra luggage: \$15 each (e.g. more than 3 suitcases, bike in a box, surfboard, or golf bag)
Contact	Driver: +64 (0)27 676 8703 or NZLC Auckland: +64 (0)9 303 1962 on weekdays between 8:00am - 5:30pm or after-hours contacts for urgent matters: +64 (0)21 180 6300

Auckland Airport Arrivals Map



For more details: www.ifly.com/airports/auckland-international-airport/terminal-map

Coping with a New Language

Many new students find their first week a bit difficult. When you talk to your host family, teachers and friends, ask them to speak clearly, slow down or repeat themselves. They will be happy to support you. If you become tired or frustrated when you do not learn as quickly as you would like - relax and slow down. Be patient! It takes time and practice! By the end of the week, you will start to feel “at home” in your new class.

Useful Expressions

- “I’m sorry, I don’t understand. Can you say that again, please?”
- “What does -- mean?”
- “Can you help me please?”
- “I would like some help with homework / English”

Packing for New Zealand

Clothing

New Zealand is known for having ‘four seasons in one day’ meaning the weather can change from hot to cold, rainy to sunny, throughout the day. We recommend layering clothing to adjust for changes in weather. New Zealand buildings and houses can be colder than in other countries so please bring warm clothes for inside too. All types of clothing can be purchased in New Zealand.

- Essentials (all year round): Sweaters, raincoat, strong umbrella, comfortable shoes.
- Warmer months (December - February): Light, comfortable clothing (t-shirt, light jacket, light sweater, sunhat, shorts, sandals, bathing suit, sunglasses, etc.)
- Colder months (June - August): Warm jacket, woollen jersey, jeans, shoes, warm hat.

Medication

Please ensure you pack any required medication for the duration of your stay. It's also important to make sure you have declared any medical conditions to ensure your wellbeing and safety.

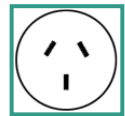
Toiletries

It's easy to find a range of toiletry products while in New Zealand, but it's recommended to bring at least one weeks' worth of toiletries (shampoo, shower gel, etc.) for your arrival.

Electrical Appliances

In New Zealand, electrical appliances operate on 240 volts, and you can buy an adapter on arrival. If you are bringing any appliances (phone/camera charger, laptop, hairdryer etc.) please check their voltage compatibility. New Zealand power plugs are Type I (two or three flat pins).

Remember to bring your camera so you can take pictures of your experiences in New Zealand. **Before you leave, check that your phone is unlocked** so you can use it overseas.



New Zealand plug

Food

Most Asian products and most European food products are available in NZ, and you do not need to bring these with you. New Zealand has **VERY** strict quarantine laws:

DO NOT bring any plant or animal material (eggs, mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.), or you may risk an instant fine of \$400 and possible fine up to \$100,000 or a prison term. Please see the New Zealand Customs website for more details: www.customs.govt.nz

However, if you must bring any of these, please remember that the following items must be declared on your New Zealand Passenger Arrival Card:

- Food of any kind.
- Plants or parts of plants (alive or dead) / Biological specimens.
- Animals (alive or dead) or their products.
- Equipment used with animals.
- Equipment such as camping gear, golf clubs, and used bicycles.

Money

We recommend exchanging some cash into New Zealand dollars before you arrive. Auckland has numerous banks and currency exchange retailers if you require more cash. Most items in New Zealand are GST (goods and services tax) inclusive.

FIRST-LANGUAGE SUPPORT

If you really need to talk to someone in your own language, we can arrange this. Please ask Student Services, and we will contact one of our First Language Advisors. We also have multi-lingual staff on campus who speak Spanish, Portuguese, Korean, Japanese, Turkish, Thai, and Tagalog.

General Information

Phone Calls and Sim Cards

Buying a SIM Card at Auckland Airport

You can purchase a SIM card from Spark or One NZ before going through security in the arrivals area of the international terminal. The Auckland Airport offers free unlimited Wi-Fi to all visitors however it is a good idea to purchase a SIM Card on arrival so you can have internet access when you leave the airport. Prices range from \$30 to \$99 for 1 to 2 months depending on how much data you need. Please make sure your cell phone is unlocked and able to work in NZ first!



Public Transport

You will be catching public transport to and from school. Auckland's public transport is made easy with the AT HOP card, a smart card that grants access to buses, trains, and ferries. Make the most of your journey by utilising the AT Mobile APP for real-time timetables and efficient journey planning.

The card can be purchase at AT Customer Service Centre's and some convenience stores. Child fares apply for under 15-year-old if the AT HOP Card is registered. You must 'tag on' at the start of your journey and 'tag off' at the end of your journey.

Cost of Living

Here are some examples of typical items in Auckland (please note that this is just a guideline):

Item	Cost (NZD)	Item	Cost (NZD)
Meal (dine in, inexpensive restaurant)	\$20 - \$50	Local Cheese (1kg)	\$12
Lunch (take away, inexpensive restaurant)	\$15.00	Apples (1kg)	\$5.00
Cappuccino	\$5.00	Banana (1kg)	\$3.50
Water (small bottle)	\$3.10	Water (1.5 litre bottle)	\$2.5
Milk (regular), (1 litre)	\$4	1 Pair of Jeans (mid-range)	\$120.00
Loaf of Fresh White Bread (500g)	\$4	1 Pair of Running Shoes (mid-range)	\$150.00
Eggs, free-range (12)	\$10.00	Cinema ticket	\$22.00

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz

Accident Insurance (ACC)

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. If you go to the doctor for an accident-related injury, you must let the doctor or reception know and this way, it may cost less. Please note that coverage is not guaranteed and if you have an accident, you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

Hitchhiking

Hitchhiking can be dangerous and NZLC does not recommend it.

NZLC

NZLC Friendly Staff

Our Multi-lingual NZLC Student Services staff are always willing to help you with any questions regarding your studies, accommodation, visa, further studies, travel in New Zealand or personal matters.

SCHOOL RULES

At NZLC we want you, your classmates and your teachers to have an enjoyable and productive learning experience. This is why we have a few simple rules for you to follow in the classroom and around the school:

1. **Attend** all your classes
2. Speak **English** as much as possible
3. Come to your classes **on time**.
4. Do not leave any **valuable items** around the school
5. Put your **rubbish** in the bins provided and help keep the school **clean**
6. Be **polite** and respectful at all times to your classmates, teacher and other NZLC students and staff
7. Do not **sleep** during your lesson
8. Do not use **your phone** in class, unless it relates to the lesson
9. Do not eat near **computer areas** or during class and keep caps on bottles

In your classroom, you will also find a copy of the above class rules that we expect you to follow in the class and around the school. If you have any doubts, or the behaviour of a classmate is upsetting you, please talk to your teacher.

Young Learners Rules (under 18 years)

If you are under 18 years of age, we have a few additional rules for Young Learners to follow to make sure you are safe and happy during your time in New Zealand.

1. I will attend all my classes, and I will come to school on time every day.
2. If I am not feeling well, I will inform my host family and ask them to inform NZLC by calling reception.
3. I will return to my homestay or caregiver by 6.00pm every day. Unless you have a school-organised activity that will finish after 6.00pm.
4. If I wish to stay out later than 6.00pm, I will get permission from NZLC and inform my accompanying teacher or coordinator and fill out the necessary form.
5. If I want to stay overnight with a relative or friend, my parents or group coordinator need to email their permission to NZLC, and I need to get permission from NZLC **3 working days in advance**. I need to sign the NZLC overnight form, and I can only stay overnight with a friend who is also a student at NZLC.
6. I will not smoke, drink alcohol, use foul language or vulgar sign language.
7. I will respect school property, listen to my teach and follow their class rules.

Young learners are expected to follow these rules as well as the general school rules. If they can't follow these rules, warning letters may be given for unacceptable behaviour and in extreme cases, they may be sent back to their country so to avoid problems, please follow them carefully!

Internet / WIFI

We have free internet available during school opening hours, but please do not use it for downloading. Only use the internet during class time if it relates to your lesson. Remember, internet in New Zealand can be slow, so please be patient! Please do not eat or drink around the computers, and do not turn the computers off. You'll be given the WIFI password on arrival.

Feeling unwell / visiting doctors

If you are feeling unwell during your studies, visit the Student Services team who can help you book an appointment at the doctor. We know good doctors who can help, and some of them can speak your language. This website can also help you to find a doctors' clinic close to where you will live: www.healthpoint.co.nz

Mental Wellbeing and Student Support

Sometimes students may feel homesick, stressed or sad when they are away from home. If you are feeling unwell in anyway, talk to Student Services and we will help you find the support you need.

HEALTH AND SAFETY PROCEDURES AT NZLC

Due to New Zealand's location and environment, earthquakes and other natural disasters are possible. This website has Some good tips on how to prepare and react during the unfortunate event of a natural disaster: www.getthru.govt.nz

The school always tries to guarantee your safety while in school. Here are some practical guidelines:

If you feel unwell: Speak to reception or one of the Student Service's staff. We have a First Aid kit that can be used for small medical incidences. For more serious injuries or illnesses, we can contact a doctor for you.

If you feel harassed: In New Zealand it is illegal to harass other people. If anyone harasses you, please speak to Student Services or contact any member of NZLC staff immediately.

If there is a fire / natural disaster: There is a staff member assigned to each floor who will direct evacuation in the unlikely event of a fire, earthquake, or other natural disaster.

To ensure quick evacuations, the school holds "practice" evacuations. During these evacuations, please follow the staff member's instructions quickly and calmly.

In your classroom, you can find a copy of the school map with the fire exits mapped out. When you hear the alarm siren, make your way to the nearest emergency exit.

1. Do not use the elevators in an evacuation. Use the internal stairwell.
2. Do not bring your belongings with you.
3. Do not stand in front of the entrance- move onto the footpaths in front of the buildings.
4. Do not carry drinks and large items with you down the stairs.

School Hazards:

If you notice any kind of hazard around the school, (e.g. a broken window, loose door etc.), please let your teacher or another staff member know immediately.

HOMESTAY

If you live with a host family during your stay, we hope that it will be a very enjoyable time for you. During your stay, there will probably be times when living in a foreign country and using a different language will be a little difficult. Please try to understand that your host family might have difficulty in understanding you, just as you have difficulty understanding them. Try to be patient and find other ways to communicate. It may be a nice idea to offer to cook your host family a traditional meal from your country.

Your homestay family was chosen for you in the hopes that you will have a long lasting and great relationship. It is important that you think of your homestay house as your home – but remember that there are other people in the house, so if you're on the phone or using the bathroom, don't take too long.

New Zealanders say "please" and "thank you" a lot and your host family will like it if you do too. They will also like it if you talk to them as much as you can and if you offer to help with chores around the house.

Please remember that weekday lunches may not be included in your homestay fee. You can purchase your own lunch food from the supermarket, which you can heat up in the microwaves at school. There are also lots of options to purchase your lunch from the many cafes and restaurants close to the school.

Travel time and transportation

NZLC Auckland host families are located 45 – 75mins away from school by public transport (Bus, train, or both).

Talk to your host family or Student Services about getting a public transport card (AT Hop) for possible discounted rates.

Auckland transport: <https://at.govt.nz/>

If you have any problems or feel uncomfortable talking to your host family, please talk to the Group Tours Coordinator.

Homestay Rules

Your family will probably have 'house rules' which are usually polite things that you should do during your stay. Here are some common 'house rules' to help make your stay more enjoyable.

- If you're going to be home late for dinner, please always text or phone your host family as early as possible to let them know (at least 2 hours before the meal/dinner).
- Please keep your bedroom clean and tidy, make your bed and open your curtains each morning. Turn off the lights and heater before you leave for school.
- Tell your family if you find New Zealand food difficult to get used to. They can help you to buy some additional food items or spices to add to your food.
- If you have a heater/dehumidifier and/or electric blanket in your bedroom, turn it OFF before you go to sleep. Otherwise, it can cause a fire!
- Please offer to help around the house. For example: Take your plate away after eating, help in the kitchen (preparing a meal or washing up) or stack the dishwasher.
- In New Zealand, we try to save water and electricity, so please keep your shower to 5-10 minutes once a day. Ask your host family where to hang your towel after showering.
- Remember to bring your own toiletries, e.g. shampoo, conditioner etc.
- Ask your host family about laundry and how to use the washing machine. During wintertime in New Zealand, clothes take a long time to dry. Only undergarment and t-shirts should be washed frequently. Find out where your host family hangs wet laundry. Don't hang your wet laundry/towels inside your room or wardrobe.
- If you're a smoker, you'll have to smoke outside the house. Please do NOT smoke inside.
- Some host families do not have unlimited internet usage, so please ask your family before using the internet. It is illegal to download movies, songs, and other copyrighted material.
- Ask for permission before using the phone to make overseas calls or calls to mobile phones. Mobile phone calls cost a lot more than landline calls. Make your phone calls short.
- Please, tell your host family if you find anything broken in your room or if you damage anything yourself. Don't keep quiet or try to hide it, or your host family may be unhappy when they find out.
- Please always keep your host family's address and phone number with you and give your phone number to your host family when you arrive so that they can call you in an emergency.

USEFUL CONTACTS

Auckland

NZLC Auckland	Level 3, 242 Queen St, Auckland 1010 Mon-Fri: 8.30am – 5:30pm except public holidays Student Services: studentservices@nzlc.ac.nz	09 303 1962
NZLC After hours (for urgent matters only)	NZLC’s afterhours	021 180 6300
Emergency Service	Police, Ambulance, Fire	111
Police (non-emergency)	To report things that have already happened and do not need urgent Police assistance. E.g., theft from a public space or car, lost property. (To file a report: https://www.police.govt.nz/use-105)	105
Doctors	City Med (Corner of Albert St and Mills Lane, Auckland Central)	09 377 5525
24/7 Accident & Emergency	Auckland Hospital (2 Park Rd, Grafton) Open 24 hours	09 367 0000
	White Cross Ascot (90 Green Lane East, Remuera) Open 24 hours	09 520 9555
Dentist	Lumino Dentist (Level 1, AON Centre, 29 Customs St West, Auckland Central)	09 373 4962
Taxis	Co-op Taxis	09 300 3000
Immigration NZ	www.immigration.govt.nz	09 914 4100

We hope this manual helps you with your trip preparation. Remember our friendly team is always happy to help you. 😊

We look forward to welcoming you to NZLC very soon!