



# Booking New Zealand with ANZCRO

## Frequently Asked Questions

### Is a deposit required when I confirm a booking for my client?

Yes. In most cases, a nonrefundable deposit of \$110 per person is required. Some products or suppliers (e.g. ski, luxury lodges, some activity operators) may require a higher deposit—this will be advised at the time of booking.

### When is final payment due?

Full payment is required 30 days before departure.

For bookings made within this window, full payment is due immediately.

### Are late bookings accepted?

Yes, ANZCRO would be happy to help getting your clients to New Zealand on short notice. However, full payment is required at the time of booking if travel is within 10 days.

### Can I make amendments to a booking?

Of course! Please note that changes made within 30 days of departure may be considered cancellations by some suppliers and may incur additional fees. We will advise you of this at the time of amendment.

### Are quoted prices in Australian Dollars?

Yes. All pricing is in AUD and includes GST. Prices are based on current rates and may change without notice until full payment is received.

### Does my client need a visa for New Zealand?

Australian citizens do not need a visa or an NZeTA to enter New Zealand. They are granted a resident visa on arrival.

However, Australian permanent residents (non-citizens) do require an NZeTA and may also need to pay the International Visitor Conservation and Tourism Levy (IVL).

Always check individual requirements at:  
[immigration.govt.nz](https://immigration.govt.nz)

### What documents does my client need?

Clients must hold a valid passport, with at least three months' validity beyond their return date. Additional entry requirements may apply depending on their nationality and travel route.

**Office hours:** Monday to Friday 8:30am-5:00pm

**For enquiries and reservations:** 1300 366 966 - [reservations@anzcro.com.au](mailto:reservations@anzcro.com.au)

**Chat with us online**