

Working with ANZCRO

Frequently Asked Questions



Who is ANZCRO and what do you do?

ANZCRO (Australia New Zealand Central Reservations Office) is a specialist wholesaler offering a comprehensive range of tailor-made holiday packages, tours, accommodation, sightseeing, and transport options across New Zealand. We cater to both FIT and group travel, delivering customised itineraries at competitive prices.

What types of New Zealand products can I book with ANZCRO?

We offer a huge selection of New Zealand experiences – 40,000 products from 5,000 suppliers. These are:

- Self-drive holidays
- 3/4/5-star accommodation – hotels, apartments, B&Bs, motels
- Rail journeys
- Motorhome and car hire
- Sightseeing tours and activities
- Luxury lodges and boutique hotels
- Ski packages and lift passes
- Cruises and ferry services
- Coach touring

Do you offer after-hours support?

Yes! We provide 24/7 emergency support to passengers during their travel. You and your clients can travel with confidence knowing we're always just a call away.

Is ANZCRO trade-only?

Yes – we work exclusively with travel agents and trade partners. Our pricing, service, and tools are all designed with the trade in mind.

Can I request a custom itinerary?

Absolutely. Customisation is what we do best! Whether it's for a bucket-list New Zealand holiday, an active adventure, a luxury stay, a family getaway, or a group itinerary, our expert team can tailor a trip to your client's exact needs.

Do you have a minimum booking size?

No! You can book part of an itinerary (e.g. car hire) or the whole itinerary with ANZCRO. Please note that our 24/7 on-tour support applies to products booked with ANZCRO.

How do I make a booking with ANZCRO?

We offer flexible ways to book:

- **Email** our reservations team: reservations@anzcro.com.au
- **Call us:** 1300 366 966
- **Chat** with us online: anzcro.com.au
- Use our **self-service booking platform** – **ANZCRO Connect:** <https://connect.anzcro.com.au/>

Our local team is ready to help whether you're booking a ready-made package or building something bespoke.

Where is ANZCRO based?

Our head office is located on the Gold Coast, with additional support offices in Queenstown, New Zealand, and the United Kingdom.

I've got a New Zealand enquiry and don't know where to start. Can you help?

Of course! Chat, call or email us to get started with a quote. Our NZ Book is a great planning tool – it's available to order from TIFs or you can **view online**.

You can also view our most popular self-drive itineraries **here**.

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

For enquiries and reservations: 1300 366 966 - reservations@anzcro.com.au

Chat with us online

 **anzcro**
anzcro.com.au