

WridgWays Global

Guide to Living in New Zealand



Disclaimer: Though WridgWays strives to maintain the materials in this document, keeping them as accurate and current as possible, the information is collected for reference purpose. WridgWays assumes no liability for any inaccurate or incomplete information, nor for any actions taken in reliance thereon.

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1. General Information



Geographic Location

New Zealand or Aotearoa, the Māori name, is an island country in the southwestern Pacific Ocean, with a total land area spanning 268,021 km². It consists of two main landmasses, the North Island (Te Ika-a-Mui) and the South Island (Te Waipounamu), and approximately 600 smaller islands. Aotearoa's literal translation is "land of the long white cloud." The country is long and narrow, 1,600 kilometres north to south, and 400 kilometres at its widest point. The Cook Strait separates the North and South islands.

Its topography varies greatly, given its location on the Pacific and Indo-Australian Plates. The Southern Alps run down the spine of the South Island, stretching over 500 kilometres, there are 18 peaks over 3000 metres, the highest is Aoraki (Mount Cook) at 3,724 metres. While the North Island has fewer mountains, it is in the active Taupo Volcanic Zone. The country's largest lake, Lake Taupo, sits in the caldera of one of the Taupo Volcano.

It lies 2000 kilometres from the east of Australia and 1000 kilometres from the Pacific islands of New Caledonia, Fiji, and Tonga.

Main Locations

Almost three-quarters of the population live on the North Island of New Zealand. Of this, one-third of the population live in the largest city, Auckland.

Auckland is the commercial heart and international hub of New Zealand. It is considered one of the world's most liveable cities, and offers a culturally diverse and cosmopolitan lifestyle.

The other main cities include Wellington, Christchurch, Hamilton, and Tauranga.

Wellington is the capital city of New Zealand and sits at the southern end of the North Island. It is the second-largest in New Zealand. It is known for its thriving arts scene and cafe culture.

Christchurch is the oldest city in New Zealand. Known as the Garden City, it is the largest city on the South Island and New Zealand's third-largest city. It is a city that is innovative, creative, resilient, and always offers something new.

Hamilton is the largest city in the Waikato region, and the fourth largest city in New Zealand. It offers spectacular gardens, and the Waikato River flows directly through the city's heart.

Tauranga is one of New Zealand's fastest-growing cities. It offers a laid-back lifestyle, excellent job opportunities, and a stunning coastline and harbour, that allows the opportunity to spend your spare time on the water.



Climate

The New Zealand climate varies widely. Weather conditions can change quickly so you should be prepared for all seasons.

Most of the country has mild temperatures throughout the year. The far north has subtropical weather during summer, while alpine areas of the South Island can be as little as -10°C in the middle of summer.

Compared to the northern hemisphere the seasons are reversed, winter is in the middle of the year and summertime at the end.

Spring	September to November (16-19°C)
Summer	December to February (20-25°C)
Autumn	March to May (17-21°C)
Winter	June to August (12-16°C)

New Zealand's average rainfall is high, averaging between 640mm to 1500mm, and evenly spread throughout the year.

Most places in New Zealand experience over 2,000 hours of sunshine. It has little pollution and experiences high levels of UV rays. It is important to be SunSmart throughout the year, particularly from September to April. Remember to stay in the shade, wear a shirt, hat, sunglasses, and apply an SPF 30+ sunscreen every two hours.

For current weather reports and conditions, visit: <https://www.metservice.com/>.

Population

The population of New Zealand is close to 4.8 million people as of July 2020, this accounts for 0.6% of the world's total population. The population will continue to rise, although at a slower rate than previous years. By the end of the decade, it is forecast to reach 5 million people.

New Zealand's most populated cities are both on the North Island. Auckland has a population of 1.657 million people, and Wellington is the second-largest city with a population of around 424,000 people. Christchurch is the South Island's largest city, with approximately 385,000 people calling the city home.

Time Zone and Daylight Savings

New Zealand has two standard time, New Zealand Standard Time (NZST), which is 12 hours in front of Greenwich Mean Time (GMT), the North and South Island both lie in this time zone. The Chatham Islands, which lie 860 kilometres off Christchurch use Chatham Standard Time (CST), 12.45 hours in front of GMT.

On the last Sunday of September, people of New Zealand and the Chatham Islands turn their clocks forward an hour for Daylight Saving Time (DST), allowing them to enjoy more of the nicer weather in the afternoons and evenings, where daylight can last until 9.30pm. The time reverts to normal after summer is over, when everyone changes their clocks back on the first Sunday in April.

To see more information on the current time and date for New Zealand, as well as other local information, visit:

<https://www.timeanddate.com/worldclock/new-zealand>.

2. Culture, Lifestyle and Language



New Zealand Lifestyle Overview

New Zealand is a country where life is worth living. It often rates highly in quality of life surveys and is a place where you can achieve a healthy work-life balance. It consistently ranks as one of the safest and least corrupt countries in the world.

It has a relatively small population, so cities are less crowded, and you have ample opportunity to advance your career in your chosen industry. You can live close to work and enjoy a short commute. Auckland is the exception here, as it can get congested during peak times.

With more time to enjoy your interests, outdoor pursuits and adventure are a popular pastime. Enjoy the water, mountains, forests, parklands, and open countryside, New Zealand's natural beauty is never far away. Most people also live within 120 kilometres of the ocean and 15% of New Zealanders own a boat.

With a world-class education system, excellent healthcare, and low crime, New Zealand appeals to families looking to raise children in a relaxed setting, with a strong community feel. Expect to enjoy a warm welcome from the locals.

A Typical New Zealander?

With such a rich cultural background of New Zealanders who have migrated from Europe, the Pacific Islands, and Asia, as well as the Maori population, it is difficult to define a typical New Zealander.

Western culture has influenced its inhabitants, with many similarities between Australian, Canadian, American, and English ways of life.

On the whole, New Zealanders like to view themselves as accepting and welcoming of all, seeing loyalty and mateship as fundamental to their social values. They perceive themselves as encompassing the pioneering spirit of the original inhabitants, and have a connection to the great outdoors.

The link to the indigenous culture forms a core part of all aspects of New Zealand life and the national identity.

People of New Zealand

According to the 2018 Census, the top five ethnicities are New Zealand European (64.1%), Māori (16.5%), Chinese (4.9%), Indian (4.7%), and Samoan (3.9%). Of the people that usually reside in New Zealand, 72.6% of them were born in New Zealand.

You will often hear the term "Kiwi" as a nickname used internationally for a New Zealander, and it is also a relatively common form of self-reference. The kiwi is a flightless bird, and has a long history and significance for the indigenous Māori people, who used the skin to make feather cloaks for the chiefs. Today it is seen as a symbol of pride and endearment for the New Zealand people.

Languages

New Zealand has three official languages, English, Māori, and New Zealand Sign Language.

English is the de facto national language of New Zealand, and the most prominent in the 2018 Census, with nearly 95.4% of the population using English as their spoken language. Since 1987, Māori has been the de jure national language, meaning it is the legally recognised national language, with 4% of the population speak it.

Other commonly spoken languages after English and Māori are Samoan (2.2%), Hindi (1.7%), Mandarin (1.3%), and French (1.2%). New Zealand Sign Language (NZSL) is the language used by the deaf community in New Zealand.

New Zealand English

While English is New Zealand's national language, there are certain words and expressions that have become regarded as uniquely New Zealand through common usage.

The use of these colloquial or slang words can sometimes cause confusion for international visitors. There are several books on New Zealand colloquialisms and slang, including **The Beaut Little Book of New Zealand Slang**.

Religious worship

New Zealand is a predominantly Christian country, with around 37% of all New Zealanders identifying as Christians. New Zealand has no official state religion, and people are free to practise any religion they choose, as long as they obey the law.

There is a wide variety of groups and beliefs followed, with Hinduism the second-most popular religion (2.6%), and Sikhism the fastest-growing faith. According to the 2018 Census, 3,699 respondents follow the Māori religion.

New Zealanders are also free not to have a religion with nearly half of them identifying as not following any in the 2018 Census.

A Diverse Arts Scene

New Zealand has a vibrant arts scene that reflects the nations contemporary and distinctive Māori and Pacific influences. All forms of the visual and performing arts have large followings, including film, art, theatre, comedy, dance, and music.

There is a strong sense and respect for the country's heritage and a mix of traditional cultural arts. Māori and Pacific influence is through the entire arts scene.

New Zealand hosts many international and local arts festivals throughout the year. World of WearableArt (WOW) is one of the world's leading wearable art competitions, and the WOW Awards Show is New Zealand's largest theatrical production.

The music scene is lively, with different regions offering local, national, and international acts, embracing every music genre, from jazz to rock.

The country is known for its local film industry and international blockbuster films. It secured its place as a destination for international movie production following Peter Jackson's *The Lord of the Rings* trilogy and *The Hobbit*. You can visit the filming locations.

New Zealand has produced many world-class writers, whose stories have a particularly New Zealand flavour. Notable writers include Katherine Mansfield, Keri Hulme, Lloyd Jones, and 2014 Man Booker Prize winner Eleanor Catton.

A Sporting Culture

New Zealanders have a love of outdoors, and enjoy participating in a wide range of sporting activities for both recreation and fitness. Much of New Zealand's sports culture reflects its British colonial heritage. There is a strong support base for spectator sports, and many New Zealanders have a fierce passion for rugby, particularly the national team, the All Blacks.

The most played sport in New Zealand is football. The men's team are the All Whites, and the women's team are the Football Ferns.

Other popular sporting activities include football, touch rugby, tennis, hockey, netball, cricket, cycling, swimming, horse racing and equestrian, boating, fishing, diving, kayaking, wind surfing, and kite boarding.

The most-watched sports in New Zealand include rugby, basketball, and cricket.

Celebrations and Holidays

New Zealand has a range of public (bank) holidays throughout the year, some of which are unique to cities, while others exist across all of New Zealand and many other Western countries. Some of these holidays include:

Date	Holiday
1 January	New Year's Day
2 January	Day after New Year's Day
March or April	Good Friday
March or April	Easter Monday
April	Anzac Day
June	Queen's Birthday
October	Labour Day
25 December	Christmas Day
December	Boxing Day

For further information on public holidays, visit:

<https://www.govt.nz/browse/work/public-holidays-and-work/public-holidays-and-anniversary-dates/>.

3. Visa and Migration



General Visa Information

Obtaining the correct visa for your pending relocation can often be time-consuming and confusing. Let us assist you with your visa and immigration requirements. We can guide you through the application process, from initial application to form submissions.

If you are planning a holiday in New Zealand, and you are an Australian citizen or permanent resident, UK citizen and/or passport holder, or citizen of a country that has a visa waiver agreement with New Zealand you don't need to apply for a visa. A holiday visa will be issued upon arrival in New Zealand.

If you do not meet the criteria above, you will need to apply for a visitor visa before you travel to New Zealand.

If you do plan to settle or stay in New Zealand to work, and you are an Australian or permanent resident, you will need to organise a work or resident visa. Speak to your WridgWays consultant to find out more.

You can also find out more information on visa requirements from the New Zealand Now [website](#).

4. Housing



Housing Options

Temporary Accommodation

Typically, fully furnished serviced apartments, or similar styles of accommodation, ranging from 1 to 3 bedrooms are available in both city and rural locations depending on requirements. Higher prices are found in the main centres.

Long Term Accommodation/Rental/Tenancy

Housing is varied, with many housing styles to choose from. Options include suburban homes, rural living and lifestyle blocks, apartments, flats and townhouses.

External looks can sometimes be deceiving as many of the older style homes may be fully renovated and refurbished with modern fittings and fixtures. The rental price is a good indicator of what the condition of the property will be, and whether the property has been recently updated/renovated.

There are no 'expat' specific areas in New Zealand, although new arrivals preference is to settle in large cities like Auckland, Christchurch and Wellington. Smaller towns like Dunedin, Napier, and Tauranga are also attractive options.

Inspecting a property

Before you apply to rent a property, you will need to inspect it.

Inspections are arranged with the letting agent, real estate agent or landlord. These can be arranged directly with them or the property may be open for inspection – where anyone can attend at a set time and date. You can check websites like [Trade Me Property](#) for a list of available properties.

If you are entitled to Home Search assistance with WridgWays, your Relocation Consultant will assist you to liaise with the agent or landlord to arrange an inspection.

You should check the Land Information Memorandum (LIM) before purchase. This document provides comprehensive information about the land and buildings on a property. This can be purchased from the local council.

Applying for a rental property

If you like a property, you will need to fill in an pre-tenancy application form and provide the documents Real Estate Agent/Landlord ask for.

These could include:

- + your name and contact details
- + where you're living now and your renting history
- + ID details
- + references they can contact to find out more information.

This application form also gives permission to do a credit check.

You will have to give the agent or landlord permission to contact anyone listed for references. Before you submit applications, tell the people you have listed as your references that agents may contact them.

When you are successful in obtaining a property, you will need to agree to a date to move in. This date will be when your tenancy starts and you begin paying rent.

The landlord or agent will then ask you to sign a residential tenancy agreement – this is also known as a lease. There are two main types of tenancy. They are a fixed-term tenancy or periodic tenancy.

The lease describes the rights and responsibilities you have as a tenant, as well as the rights of your landlord.

The Government provides advice to tenants and landlord/agents of residential properties in New Zealand.

Details in the lease include:

- + The rental property address
- + The amount to be paid as bond
- + How much rent is to be paid and its frequency of payment
- + The commencement and duration of the agreement
- + The name and address of the landlord
- + Date you both signed the tenancy agreement

It is a good idea to request a copy of the lease for review prior to signing the document. Please ensure you carefully review all the conditions in the agreement, prior to signing.

Remember that a lease is legally binding once signed by you and your landlord/agent, therefore make sure you understand and agree with every word on the lease. Ensure you retain a signed copy of the lease.

For more information about your rights and responsibilities as a tenant or landlord visit: <https://www.tenancy.govt.nz/>

Rental Bond

In addition to paying rent, at the commencement of the tenancy you need to pay a 'Bond.'

A bond is a payment made in advance by you (as the tenant) to cover any costs for which you may be liable at the end of the tenancy, such as damage to the property, any claims relating to the tenancy or unpaid rent. A bond may also be referred to as a security deposit.

The maximum amount of bond that a landlord can charge is the equivalent of four weeks' rent. Some may choose to charge less than four weeks at their discretion. A bond is held in trust until the end of the tenancy. There is no interest earned on these funds.

Landlords/Agents are required to lodge the bond, with the completed bond form to the Tenancy Services within 23 working days of them receiving it, and they must provide the tenant a receipt.

When a tenancy ends, you should complete a final inspection of the property with the landlord to check everything is in order. At the end of the tenancy agreement, the landlord may claim the following from the bond:

- + Unpaid rent
- + Damage to the premises or ancillary property
- + Cleaning of premises left unreasonably dirty
- + Replacing lost ancillary property
- + Other amounts owed to the landlord under the agreement such as electricity, gas and water use
- + Losses incurred by the landlord relating to a lease break by the tenant.

The agreed division of the bond should be outlined on the completed Bond Refund form, which is sent to Tenancy Services. If a resolution can't be reached, you will need to apply to the Tenancy Tribunal.

For further information, visit: <https://www.tenancy.govt.nz/>

Furniture and Electrical Appliance Rental

Rental of furniture and electrical appliances is available on both a short and long term basis. Clients may request full kits including all furniture, linen, appliances and cooking utensils or select individual items.

There are several companies in New Zealand, some operators include:

- + Rentronics - <https://www.rentronics.co.nz/category/furniture>
- + Living Edge Interiors - <https://www.livingedge.co.nz/>
- + Mr Rental - <https://www.mrrental.co.nz/>

5. Banking Services

New Zealand has an advanced banking system, comprising several operators covering the whole of New Zealand, plus credit unions and building societies.

Each bank will offer their own mix of accounts and facilities, and associated fees, and you will be able to access their facilities wherever you are in New Zealand.

Currency

New Zealand currency is known as the New Zealand dollar. There are two sets in circulation and both are legal tender, Series 6 and the new Series 7. They are made from plastic (polymer) to provide much greater security against counterfeiting. They also last four times as long as conventional paper (fibrous) notes.

The innovative technology with which New Zealand bank notes are produced offers artists brilliant scope for the creation of images that reflect the history of New Zealand. At the same time, the polymer notes are cleaner than paper notes and easier to recycle than a paper note.

New Zealand's currency comprises coins of 10, 20 and 50 cents and one and two dollar denominations; and notes of 5, 10, 20, 50 and 100 dollar denominations.

ATMs (automatic teller machines) are located outside banks, and at most shopping centres. There may be a fee involved.

EFTPOS (electronic funds transfer at point of sale) i.e. paying for goods using your bankcard. Most banks and retail outlets offer this facility and the funds may be taken from your account. Almost all EFTPOS machines now allow you to use Pay Wave or Tap and Go functionality for purchases under \$80, meaning that you do not need to provide a PIN or signature, and speeding up transactions.

Credit/Debit Cards American Express, MasterCard, Visa and Diners Club are widely accepted, however American Express cards are accepted in fewer places than Visa and MasterCard.

Internet banking is now offered by most banks, enabling you to check balances, transfer money between accounts, pay bills and so on.

Opening a Bank Account

When you arrive in New Zealand, opening your bank account is straight-forward. Different banks require different types of ID, but you will always need at least one form of photo ID like a passport and resident's visa. You will sometimes have to provide an IRD number, this designates you in the tax system.

The New Zealand Banking sector is dominated by the following five major banks: ANZ, ASB Bank, Bank of New Zealand, Kiwibank and Westpac.

It is possible to open a New Zealand bank account before leaving your home country. The following New Zealand banks have Migrant Banking Services available:

- + ANZ Bank - <https://www.anz.co.nz/personal/accounts/everyday-banking/migrant-banking-package/>
- + ASB Bank - <https://www.asb.co.nz/moving-to-new-zealand>
- + BNZ - <https://www.bnz.co.nz/personal-banking/international/moving-to-new-zealand>
- + Westpac - <https://www.westpac.co.nz/fx-travel-migrant/>
- + Kiwibank - <https://www.kiwibank.co.nz/personal-banking/accounts/international/>

Taxes

New Zealand has a Goods and Service Tax (GST) and you are required to pay income tax through the PAYE system (the amount varies dependent on your income). You will need to register through the Inland Revenue Department for an IRD number. The process is straightforward and will mean you are paying the correct amount of tax.

For more information or to register for an IRD visit: <https://www.ird.govt.nz/managing-my-tax/ird-numbers>

6. Medical Services



Medical Emergency Checklist

Prepare a medical emergency checklist based on the following (as a guide):

- + Emergency services numbers
- + Emergency contact person information
- + Doctor's name and contact details
- + Dentist's name and contact details
- + Health Insurance Information (plan/policy number etc.)
- + Medical history (allergies, medicines, medical problem etc.)
- + Special instructions (diet restrictions etc.)
- + Other emergency info (including home address/ phone number)

What do I do in case of a Medical Emergency?

DIAL 111 for Ambulance, Fire or Police

For further information in what to do in an emergency, visit:

<https://www.newzealandnow.govt.nz/living-in-nz/safety/emergency-services>

Health Line provides free trusted health information and advice, 24 hours a day, 7 days a week. Registered nurses are available to provide information and advice when you're not sure what to do – whether you should see a local GP, manage the condition at home, or go to an emergency department.

Free call: 0800 611 116 or visit <https://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline> for more information.

Major public hospitals around New Zealand and provide 24-hour emergency care. A list of public hospitals that provide emergency and accident care can be found in the front of the telephone book, or by visiting <https://www.health.govt.nz/our-work/hospitals-and-specialist-care/public-hospitals/contact-details-public-hospitals-0>

Ambulances should only be called in case of an emergency, and the ambulance will transport you to the nearest available emergency hospital appropriate to your circumstances.

New Zealand's Health System

The Ministry of Health oversees and funds District Health Boards (DHBs). Each DHB plan and provide healthcare to meet standards set by the Ministry of Health, so services are effective and efficiently delivered.

Many services in New Zealand are free or subsidised. Treatment in the public hospital system is free if you are eligible. To be eligible, you must be a New Zealand citizen, permanent resident, or a holder of a two-year working visa. Non-residents may have to pay for some hospital services, but emergency care will not be refused if you can't pay. If you are not eligible it is strongly recommended that you take out health insurance to cover your stay.

There are two parts to the health care system, primary and secondary care. Primary health care includes the family doctor, dentists, pharmacists, aged care, physiotherapy, podiatrists, counselling and other related services. Secondary health care relates to the hospital system, public or private.

For more information visit: <https://www.health.govt.nz/new-zealand-health-system/overview-health-system>

Which countries have a Reciprocal Health Care Agreement (RHCA)? How Do I Enrol?

New Zealand has a reciprocal health agreement with Australia and the United Kingdom. If you come from one of these countries, you are entitled to limited subsidised health services for immediate necessary medical treatment while in New Zealand.

For more information on the enrolment process, entitlements, coverage and other related information, go to <https://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/reciprocal-health-agreements>

Private Health Insurance

Private health insurance is offered by several companies to cover the costs in the private system. New Zealand residents can choose to take out private health insurance, although many choose not to.

Being a private health insurance member means that you may be able to choose the doctor that treats you, the hospital you are treated in, and a time for treatment that suits you. There are two main types of cover, comprehensive cover, this type of policy will cover you for all your medical costs (including GP visits and prescriptions). Policies that cover a combination of specialist care and elective surgery are also available. To be eligible to purchase private health insurance you will need to be eligible to receive publicly funded healthcare.

For further details, please refer to: <https://www.lifedirect.co.nz/article/what-is-health-insurance>

Private Health Insurance Options for Overseas Visitors

A number of private health insurers provide health cover for overseas visitors. Benefits available, membership costs and eligibility can vary between insurers.

Non-residents can also use healthcare services at a cost, but should get medical insurance from their home country. Most overseas visitors' health cover products have limited cover for pharmaceuticals. Overseas visitors may face significant out of pocket costs if they need treatment with pharmaceuticals, particularly oncology (cancer treatment).

Child Immunisation

Childhood immunisation is highly recommended but not compulsory and is carried out at various stages of childhood development.

The New Zealand Immunisation Schedule is a free immunisation program that provides inoculation against hepatitis B, diphtheria, tetanus, pertussis, rotavirus, chickenpox, polio, pneumococcal, mumps, measles, and rubella. All vaccinations are also available for adults.

Vaccines are administered by health professionals, such as doctors and nurses, with a note of the procedure recorded in your public record.

The National Immunisation Register (NIR) is a computerised system that holds the immunisation details of New Zealand children. The NIR enables health professionals to quickly check which vaccines a child has received, and ensures that vaccines are provided at the appropriate times.

Early childhood services and primary schools are required to keep an immunisation register of children attending their service as stipulated under Health Regulations 1995. The regulations cover all early childhood services and primary schools, including independent schools and kura kaupapa Māori.

Find out further details regarding the New Zealand Immunisation Schedule at: <https://www.health.govt.nz/our-work/preventative-health-wellness/immunisation/new-zealand-immunisation-schedule>

Ambulance Cover

If you do have a medical emergency call 111. Do not hesitate for a moment.

St Johns Ambulance provides emergency and non-emergency ambulance services to people in New Zealand. Services are not fully funded, and you may need to pay a part charge to meet the shortfall.

If you are not eligible for New Zealand publicly funded ambulance services, you will need to a higher charge for treatment and transport.

Wellington Free Ambulance is the exception. It is the only ambulance service in the Greater Wellington and Wairarapa region and is free to residents.

Visit the St John Ambulance and the Wellington Free Ambulance websites for more information:

<https://www.stjohn.org.nz/>

<https://www.wfa.org.nz/>

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<https://www.stjohn.org.nz/>

<https://www.wfa.org.nz/>

Hospitals and Medical Practitioners

Public Hospitals	
Public Hospitals	There are over 40 public hospitals across New Zealand. For a full list visit: https://www.health.govt.nz/your-health/certified-providers/public-hospital

Private Hospitals	
Private Hospitals	For a full list of private hospitals across New Zealand visit: https://www.health.govt.nz/your-health/certified-providers/ngo-hospital

Chiropractor	
New Zealand Chiropractors Association	https://www.chiropractic.org.nz/ Ph: 0800 006922 or international +6427 246 0114
Dentist	
New Zealand Dental Association	https://www.nzda.org.nz/ Ph: +64 9 579 8001
Doctor	
New Zealand Medical Association	https://www.nzma.org.nz/ Ph: + 64 4 472 4741
Massage and Natural Medicine Therapists	
Massage New Zealand	https://www.massagenewzealand.org.nz/ Ph: 0800 367 669
National Therapists Association	https://www.naturaltherapypages.co.nz/associations
Optometrists	
New Zealand Association of Optometrists	Ph: 08004 EYECARE/0800 439 322, Ph: +64 4 473 2322

7. Schooling



New Zealand's education system has a strong international reputation for excellence and has been ranked among the world's best. Your child will receive a quality education that will form a strong foundation for their future success.

Schooling in New Zealand is made up of 13 Year levels. Primary education starts in Year 1 and goes to Year 8. Secondary education is from Year 9 to Year 13.

Your child will be assessed during their last 3 years at school (Year 11-13) the final year of secondary school. The National Certificate of Educational Achievement (NCEA) is the national senior secondary school qualification. This is used as a benchmark for selection by universities and polytechnics. The NCEA is also recognised by many international universities.

Children between the age of six to 16 must attend school, although your child can start school on the day they turn 5 years old.

New Zealand is well served by good schools throughout all communities. Schools belong in one of three main sectors:

- + State (Public) Schools
- + State Integrated Schools
- + Private Schools

Further information is available at <https://www.govt.nz/browse/education/school-and-college/school-zones-reviews-and-decile-ratings/>

State schools (also commonly referred to as public schools)

State schools make up the largest sector, with a majority of enrolments across New Zealand. State schools are funded by the government, and education is free for domestic students up to the age of 19.

The great achievement of state schools throughout New Zealand is to provide high-quality education for everyone in the local region, irrespective of their means or background. While education is free, parents usually need to pay for school uniforms, stationery, exam fees, and some additional course-related costs. You may also be asked to pay for learning experiences outside the classroom, like excursions and other activities that do not make up the course curriculum. The majority of state schools are co-educational (both boys and girls).

State Integrated Schools

State Integrated schools make up over 10% of enrolments. These schools that are made up of 'special character,' and may include Catholic, Montessori or Steiner schools.

While funded by the government, they usually charge compulsory fees – know as 'attendance dues' – to help maintain their facilities. Costs are typically around NZ\$1,500 per year.

Private Schools

Private Schools are non-government schools, and do not receive government funding. Just under 5% of students in New Zealand attend private schools. There are a range of fees that can be quite high, and these are charged either per school term or year. Financial assistance may be available.

Schools may be co-educational (both boys and girls) or single sex schools. Some of these schools offer boarding facilities, enabling students to reside there during the term.

International Baccalaureate

The International Baccalaureate Programme is the premier course for internationally mobile students throughout the world. It is valued everywhere for its portability. Successful students are sought by every major New Zealand and overseas University.

Based in Switzerland, the organisation has almost 1000 schools worldwide offering the two-year Diploma Course. There are a number of schools offering the course throughout New Zealand.

For those International Baccalaureate students wishing to do Tertiary studies in New Zealand, Universities have made special provisions within their selection procedures to incorporate requirements specifically related to the International Baccalaureate Diploma Course.

There are 27 government and private schools in New Zealand offering one or more of the four IB programmes. Only schools officially approved by the International Baccalaureate Organisation (IBO) are authorised to offer the Diploma Programme. There are currently 13 schools that offer this in New Zealand.

Many students within and outside of New Zealand take the IB Diploma for admission to leading universities in the Asia-Pacific region. However, students considering a vocational career path should discuss their options with the school.

Further information is available at: www.ibo.org

8. Utilities



Electricity and Gas Suppliers

In New Zealand, consumers can select which electricity and gas supplier they would like to obtain their energy from. You can either use the same company for both, or separate companies for gas and electricity. Some suppliers require consumers to sign a contract, whereas others do not lock you into any contractual arrangements, but you may find that their energy costs are slightly higher. We recommend you shop around to find a suitable product for your requirements.

The supply of electricity throughout New Zealand is 230/240 volts (50 hertz). You will likely need an adaptor/converter for your devices, chargers, and other electronic equipment.

Most electrical stores in New Zealand will be able to help you out with these requirements once you arrive, if you have not acquired the necessary adaptors already.

Water and Sewage

Local government territorial authorities, including city councils in urban areas and district councils in rural areas, manage the water supply catchments, sewage, rivers and major drainage systems.

Pay TV

There are options available for subscription based television in New Zealand, with Disney+ and Netflix being a few of the most popular or Neon TV for a local offering. For further details see:

- + Netflix - <https://www.netflix.com/nz/>
- + Disney+ - <https://www.disneyplus.com/en-nz/>
- + Prime Video - <https://www.primevideo.com/>
- + Neon TV - <https://www.neontv.co.nz/>
- + Acorn TV - <https://signup.acorn.tv/>
- + CuriosityStream - <https://curiositystream.com/>
- + iwonder - <https://iwonder.com/>

9. Telecommunications



Phoning in/out of New Zealand

The New Zealand country code is +64 and each city has an area code. For a full list of area codes visit:

<https://countrycode.org/newzealand>

When calling a New Zealand number from overseas, you will need to prefix your telephone number with a +64.

When you call an overseas number from New Zealand, you will need to use the outgoing IDD access code '00', followed by the corresponding country code.

For example:

A fixed line example calling New Zealand (Auckland) from Australia: country calling code + 64 + area code + local eight digit number.

E.g. 0011 64 9 1234 5678

A fixed line example calling Australia (Melbourne) from New Zealand: IDD + country calling code + area code + local eight digit number.

E.g. 00 61 3 1234 5678

Example calling a mobile from outside New Zealand: +64 4 (following eight to ten digits of the mobile number)

E.g. 0011 64 4123 4567

Telephone and Internet

Some of the major telephone and internet providers include:

- + Spark New Zealand - <https://www.spark.co.nz/>
- + Vodafone - <https://www.vodafone.co.nz/>
- + 2degrees - <https://www.2degreesmobile.co.nz/>
- + Slingshot - <https://www.slingshot.co.nz/>
- + Stuff fibre - <https://stuff-fibre.co.nz/>

Mobile Phone Providers

There are hundreds of choices of mobile phone plans and packages, and you will need to assess what is the best package to suit your personal usage and requirements. Some of the major mobile phone providers include:

- + 2degrees - <https://www.2degreesmobile.co.nz/>
- + Vodafone - <https://www.vodafone.co.nz/>
- + Spark - <https://www.spark.co.nz/>

Many operators provide bundle discounts if you put all your services with them i.e. internet, home phone and mobile phone services.

10. Public Transport



Public transport overview

There are many ways to get around New Zealand using public transport. Options include:

- + Intercity rail
- + Buses
- + Ferries

The intercity rail is mostly limited to the larger cities, including Auckland, Wellington, Christchurch and Greymouth. These services are operated by KiwiRail.

An extensive bus network exists and you can travel the country quite easily. InterCity and Skip are the two main providers.

Ferries are a popular option to travel between the North and South Islands. InterIslander and Bluebridge are the main ferry operators. Bus services often link with ferry services. Ferry travel is also used to go between the mainland and the smaller islands, including Waiheke, Great Barrier and Stewart Island.

For more information on public transportation options visit:

<https://www.intercity.co.nz/>

<https://skip.travel/>

<https://www.bluebridge.co.nz/>

<https://www.greatjourneysfnz.co.nz/interislander/>

Purchasing Tickets

There are a range of public transport tickets available in each city location and wider regions. Auckland uses the [AT HOP](#) smart card, which can be recharged or money to pay for a paper tickets. [Metlink](#) is available in Wellington, Dunedin use [GoCard](#), and [Bee Card](#) are available for purchase in Hamilton.

For more information on intercity bus fares visit:

<https://www.intercity.co.nz/travel-info/standard-vs-flexi-fares>

<https://skip.travel/faqs>

For more information on train fares visit:

<https://www.railnewzealand.com/>

For more information on ferry prices, visit:

<https://www.sealink.co.nz/timetables-fares>

Air Travel

Air New Zealand and Jetstar are the main domestic airline providers. Flights throughout New Zealand are frequent and easy to organise. Flight times are short, and it is a popular and fast option to travel between cities. Regional airlines, charters companies, and scenic flight operators provide several options to reach rural areas of New Zealand.

Air New Zealand Limited operates an extensive network which serves New Zealand domestic markets and 32 international destinations. It has been a member of the Star Alliance since 1999.

Jetstar is one of Australia's low fares airline with the aim to provide consistent low fares to Australian and New Zealand leisure travellers. Jetstar is wholly owned by Qantas but is managed separately and operates independently.

International airlines operate in and out of various airports across New Zealand, for a full list of providers see, <https://www.transport.govt.nz/air/internationalairservices/internationalairlinelicensing/internationalairlinesservingnewzealand/>.

Main Airport Locations

New Zealand has many smaller regional airports to make it easy to travel around the country. The major domestic and international airports include:

- + Auckland Airport
- + Christchurch Airport
- + Dunedin Airport
- + Queenstown Airport
- + Wellington Airport

Smaller domestic airports include:

- + Blenheim Airport
- + Hamilton Airport
- + Invercargill Airport
- + Napier Airport
- + Nelson Airport
- + Picton Airport
- + Rotorua Airport
- + Taupo Airport
- + Whitianga Airport

For a full list of airports, visit:

<https://www.newzealand.com/int/domestic-flights/>

What transport options are available to and from the airport?

Depending on the airport you are travelling to, there are a number of options available. Most major domestic airports can be reached by:

- + Taxi
- + Airport shuttle bus
- + Public transport
- + Car Rental
- + Ride-Sharing

For smaller airports, please visit individual websites to find out options for travel to and from the airport.

How do I catch a Taxi (cab)?

Catching a taxi in New Zealand is easy. Different companies operate throughout the country. It is best to do an internet search to find your local taxi services. You can phone for a cab or catch a cab from a designated passenger stand.

Drivers should always take the best route. If you are in doubt, speak to your driver. Drivers should also have their identity cards on display, and the vehicle and driver should always be neat and tidy. Prices are set by individual companies, although you will find most are in a similar range.

Hailing a cab

Cabs often wait in designated ranks, or central locations like hotels, and around transport hubs. You can also hail a taxi in the street – when the rooftop light is illuminated, this means the taxi is available for hire – or you can book online or by telephone.

Fares and surcharges

Taxi meters are usually clearly visible so you can keep check of your fare. Late-night taxi trips are to be paid for in advance. Between 10 pm and 6 am, a surcharge applies and the driver may ask you for an up-front deposit, based on a table of point to point estimates. You can use the fare estimator to work out what your up-front costs are likely to be. Cabs attract additional charges like a late-night surcharge, a fee for phone bookings and credit card surcharges.

Ridesharing

Ridesharing is another option for transportation. The market has grown over the last few years, and currently, several companies operate in the rideshare space. Operators include Uber, Ola, and Zoomy. Whether you're heading to work, the airport, or out on the town, ridesharing connects you with a reliable ride in minutes. You often have to download an app and create an account before you can use this, then you can book a car that comes directly to you. Your driver will know exactly where to go, and the cost of the ride is available before it even begins, with the fee deducted from your account once your journey is complete. For more information visit:

<https://zoomy.co.nz/>

<https://ola.co.nz/>

<https://www.uber.com/nz/en/>

11. Driving



Driving Overview

The most important rule for those new to New Zealand is that you drive on the left-hand side of the road. If you are used to driving on the right-hand side of the road, this may be a little challenging at first, so remember to be cautious and drive to conditions. You must wear a seatbelt and have your licence with you when you're driving (you will receive a fine if you don't).

In New Zealand, due to the terrain, you need to be aware that the roads can be narrow, hilly, and windy. Outside of main cities, roads are often single lane in each direction. If you are driving between cities, it is worth leaving plenty of time, as you can often underestimate drive times, and it can often take longer than anticipated. If you are driving through mountainous areas, drive with care, and during winter months carry snow chains.

Should I purchase a map?

Many visitors choose to use GPS and mapping apps on their phones or smart devices to navigate cities and their surroundings, which is often the most efficient way to get around. You may want to pick up physical maps which are regularly provided for free from visitor centres before adventures in more remote areas, or if you would prefer street directories are available for some of the larger cities.

I am an International Driver, do I need a local New Zealand licence?

You can drive on your overseas licence in New Zealand for up to 12 months.

Under New Zealand law, you must carry your licence with you at all times. If you are an overseas licence holder and you drive in New Zealand you can drive if you meet the criteria below:

- + you have a current and valid overseas licence or driver permit, and
- + you haven't been given a disqualification or suspension in New Zealand, and
- + you came into New Zealand less than 12 months ago, and
- + your overseas licence is in English, or you have an accurate translation, and
- + you haven't been granted a New Zealand driver licence since you last entered New Zealand.

If you do not meet the above criteria, you must apply for a New Zealand licence.

An international driving permit is only valid if it is accompanied by a foreign licence. You must also drive the class of vehicle that corresponds with the class on your overseas driving licence, check the [New Zealand class definitions](#) to work out which vehicle you can drive.

If you have been in New Zealand for more than a year, you will need to convert your licence to a New Zealand licence. For further information visit:

<https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/converting-to-nz-driver-licence/>

What are the speed limits and road rules?

Be sure to familiarise yourself with the rules of the road before driving. In New Zealand, you must drive on the left-hand side of the road. Some key rules to note are:

- + Vehicles travel on the left-hand side of the road
- + Wearing of seatbelts is compulsory for all passengers
- + When approaching roundabouts you must give way to all vehicles that will cross your path from your right as you enter the roundabout.
- + It is illegal to create, read or send a text message, or make or receive a phone call on your hand-held cellphone if you are driving.
- + Drivers under 20 must maintain a zero alcohol limit. If over 20, you must maintain a blood/alcohol level below 0.05 percent, to drive within the legal limit.

New Zealand has severe penalties for anyone caught driving under the influence of alcohol or other drug stimulants.

Speed zones range from 10km/hr to a maximum of 100km/hr. Unless otherwise signposted, the default speed limit is 50km/hr in urban or built-up areas and 100km/hr outside of built-up areas. Heavy vehicles are limited to 90km/hr. If you are caught breaking the speed limit fines are enforceable – even for visitors.

Further information is available at:

<https://www.nzta.govt.nz/resources/roadcode>

Long distance driving

New Zealand is not a big country, but if you are travelling between cities, drive with care if you are not used to long-distance driving. It is easy to underestimate the distance between cities when you look at a map. While the distances may appear short, the terrain and windy roads can mean a drive that is 200 kilometres can take more hours than expected. Allow more time than what you think you'll need. There are rest stops throughout the country, and it is recommended regular breaks are taken for anyone undertaking long distances, to refresh the driver and provide passengers with an opportunity to stretch their legs and have a look around.

What is the law regarding seat belts and child restraints?

It is the driver's legal responsibility to ensure all children travelling in the vehicle are correctly restrained in a suitable approved child restraint which is properly fastened and adjusted, or occupy a seating position fitted with a suitable seatbelt and wear the seatbelt properly adjusted and fastened, even for short trips.

Under New Zealand law, all children under seven years old must use an approved child restraint appropriate for their size and age.

- + Children up to the age of seven must be secured in an approved child restraint
- + From age seven to eight children must be correctly secured in an approved child restraint if one is available in the vehicle (if not, in any child restraint or safety belt that is available)
- + From age eight to 14 years old a safety belt must be used

If you're bringing a child restraint with you into New Zealand it must comply with one of the following approved standards:

- + the joint Australia/New Zealand standard AS/NZS 1754
- + the American standard FMVSS 213. The restraint must also show the New Zealand Standard 'S' mark.
- + the European standard shown by E3 (or another number depicting the European country. If your child is too small for the child restraint specified for their age, they should be kept in their current child restraint until it is safe for them to move to the next level.

If your child is too large for the child restraint specified for their age, they may move to the next level of child restraint.

For more information visit: <https://www.nzta.govt.nz/safety/vehicle-safety/safety-belts-and-restraints/child-restraints/>

Do we need a child restraint in a Taxi?

Taxi companies may provide child restraints if you give them 24-hours notice.

Note that the driver of a passenger service vehicle, such as a bus or taxi, is not legally responsible for ensuring safety belts are used (if fitted). However if an appropriate child restraint is available in the vehicle then that taxi driver is responsible for ensuring that a child under seven is restrained in it (the same as any other driver).

Tollways in New Zealand

There are currently three toll roads in New Zealand: the Northern Gateway Toll Road north of Auckland, and the Tauranga Eastern Link Toll Road and the Takitimu Drive Toll Road, both in Tauranga.

For more information and pricing for toll roads, visit:

<https://www.nzta.govt.nz/roads-and-rail/toll-roads/toll-road-information/where-the-toll-roads-are/>

Parking

Parking signs throughout New Zealand are usually blue with white writing. Parking limits are in increments from 10 minutes up to 60 minutes. Then 60-minute intervals up to 240 minutes. Each parking area will have a sign indicating the time and an arrow pointing in the direction of parking.

If a P parking sign has no time limit specified, it is valid from 8am to 6pm every day except public holidays.

Mobility parking areas are provided to mobility cardholders and are found at supermarkets, libraries, community centres, and other public amenities.

Parking lots and metered car parks in some locations require payment. Local Councils are usually responsible for parking machines on streets, while private operators often charge an hourly rate. Some cities have parking apps that can be downloaded, enabling easy and convenient payment options.

For more information, visit <https://www.drivingtests.co.nz/resources/where-can-you-park-and-for-how-long/>

Car Rental Options

New Zealand has plenty of local and international car rental firms, offering a variety of vehicles and deals. Drivers must be at least 18 years old to hire a rental car in New Zealand. Drivers under the age of 25 may incur a young drivers' surcharge, and restrictions may apply.

The main rental companies are Avis Budget, Europcar, Hertz, and Thrifty.

12. Moving your Pet



Pet transport

You can bring your cat or dog into New Zealand, but they must meet certain health requirements. These can vary depending on which country your pet is coming from.

WridgWays can arrange our trusted pet relocation partner to carefully plan your pet's relocation anywhere worldwide. If you require this assistance let your Wridgways Consultant know and they will arrange for our pet relocation specialist to contact you to provide advice, guidance and reassurance every step of the way.

Information on importing pets into New Zealand can be found at: <https://www.govt.nz/browse/immigration-and-visas/bringing-things-into-new-zealand/bringing-pets-into-new-zealand/>

<https://www.mpi.govt.nz/importing/live-animals/pets/>

Do I need to register my Pet?

New Zealand requires every dog to be registered with their local council. A range of fees apply. Dogs must wear the registration disc or strap provided at the time of registration. All dogs must be microchipped by the age of three months.

Cats do not need to be registered but it is recommended that they are microchipped.

What is Pet Micro-chipping?

Microchipping is a permanent form of identification for your pet. Inserting a microchip is like a vaccination, it only takes a few seconds. The procedure is very safe and your pet will feel little pain. Once done, your pet's details, your contact address and phone numbers are entered on a national animal register.

Collars can fall off or be removed and details on pet tags can fade or become outdated. Inserting a microchip means your pet can be easily identified by a ranger, animal shelter or veterinarian regardless of the situation. Once identified, you can be contacted immediately and informed of the location of your pet.

If your pet has been stolen and then later recovered, ownership of your pet can be challenged. Microchipping is the only way you can prove ownership of your pet (and yes this does happen).

Do I need to have my pet vaccinated?

It is not compulsory to vaccinate your pet, however, to safeguard your pet from potentially serious diseases, vaccinations are recommended. Dogs are typically vaccinated against: Distemper, Infectious Canine Hepatitis, Adenovirus, Parvovirus and the serious respiratory infection, Canine Cough. Your dog may require two vaccinations so that they are fully protected. Adult dogs often require an annual vaccination booster.

Cats are vaccinated against: Calici, Feline Infectious Enteritis and Feline AIDS. Adults cats will need an annual vaccination booster.

13. Household Goods Shipment and Customs Information



Quarantine - Prohibited and restricted items into New Zealand

There are various items that are prohibited or restricted from entering New Zealand. Should you have any specific questions relating to any items into New Zealand, please ask your WridgWays consultant. If you do not declare items that are deemed risky, you could be subject to fines or prosecution.

You can't bring any of these items into NZ:

- + Objectionable material contained on items like videotapes, films, records, CD-ROMs and in publications
- + Weapons like flick knives, butterfly knives, swordsticks, knuckle-dusters
- + Any weapon which is disguised as something else
- + Equipment for using cannabis or methamphetamine
- + Anything which you're planning to use in a crime.

You need a permit to import these items:

- + Ivory in any form, including jewellery, and carvings
- + Tortoise or sea turtle shell jewellery, and ornaments
- + Meat or food derived from whales, dolphins, rare crane, and pheasants, or sea turtles
- + Medicines containing musk, or rhinoceros or tiger derivatives such as ground horn or bone
- + Carvings or other things made from whalebone or bone from other marine mammals
- + Cat skins
- + Trophies of sea turtles, all big cats, rare reptiles, cranes, pheasants, bears, antelope, and deer
- + Live species, including pet eagles, hawks, owls and parrots, many cacti, orchids, cycads, and cyclamens, carnivorous plants.

To import **plants and plant products, animals and animal products**, and other commodities that may carry organisms, like sea containers and personal effects, these must meet biosecurity requirements in import health standards. If there is no import health standard this usually means that you cannot import an item. For a full list, visit the Ministry for Primary Industries [website](#).

You will need a NZ Police permit to bring **firearms** into New Zealand. A permit must be obtained before you arrive.

You may not be able to bring some medicines into NZ, especially controlled drugs. You might be able to bring in prescription medicines if you can show a valid doctor's certificate.

For more information on specific custom requirements please speak to your WridgWays consultant. You can also visit the [New Zealand Customs website](#) or the Ministry for Primary Industries, <https://www.mpi.govt.nz/travel-and-recreation/arriving-in-new-zealand/items-to-declare/>.

Vehicle transport

If you want to import a vehicle into New Zealand, all vehicles must be checked, registered and licenced before you can use them on the road. The process is known as entry certification. WridgWays can arrange to have our trusted vehicle transportation team organise all aspects of your transportation, making sure all the correct permits and paperwork are completed.

<https://www.nzta.govt.nz/vehicles/importing-a-vehicle/>

14. Shopping



Shopping in New Zealand Overview

Each city and town in New Zealand has shopping areas with a diverse offering. You will find everything you will need, including designer stores, homewares, fashion boutiques, arts and craft galleries, antiques, books, and more.

If markets are more to your taste, a visit to one of the regions farmers markets is a must. You will be able to pick up the freshest local produce and delicacies. Some of the larger farmers also offer arts and crafts. You'll be able to pick up a one-off, directly from the maker.

Visit the regions outside of the city centres, where local artisans work to produce hand-made goods with a uniquely New Zealand feel.

Most outlets accept major credit cards such as MasterCard, Visa.

Usual Opening Hours

Store hours in New Zealand vary so it is worth checking locally. Many retailers are generally open from 9am to 5pm six days a week. Larger shopping centres, offer seven day a week shopping, with varying hours. Smaller towns can sometimes have limited weekend trading hours.

Current laws ban many shops from opening and trading on Good Friday, Easter Sunday, Christmas Day, and until 1pm on ANZAC Day. Although, local councils have the power to allow trading on Easter Sunday within their districts. While many shops will be closed, in areas such as the city and large shopping centres trading will continue.

Furniture Purchase

There are numerous large chain furniture shops across New Zealand as well as many independent furniture retailers. Some of the main furniture retailers include:

- + Harvey Norman - <https://www.harveynorman.co.nz/>
- + Freedom - <https://www.freedomfurniture.co.nz/>
- + Ikea - <http://ikea.co.nz/>
- + Nood - <https://www.nood.co.nz/>
- + Target Furniture - <https://www.targetfurniture.co.nz/>
- + Beds.R.Us (Beds) - <https://www.bedsrus.co.nz/>

Electrical Goods and Appliances

There are several large chain electrical goods and appliance retailers as well as many independent retailers. The major players include:

- + The Warehouse - <https://www.thewarehouse.co.nz/>
- + 100percent - <https://www.100percent.co.nz/>
- + Betta Electrical - <https://www.bettaelectrical.co.nz/>
- + Harvey Norman - <https://www.harveynorman.co.nz/>

Food Shopping

There are two main supermarket chains in New Zealand – New World and Countdown, and a further operators – PAKn'SAVE, Four Square and Fresh Choice.

New World and Countdown are the biggest supermarkets and will typically offer the largest selection of items. You are typically able to purchase all food items at the supermarket and could in effect do all your shopping at these stores.

Many consumers buy fresh produce at local fruit and vegetable shops, butchers, bakers etc, or at farmers markets. Each main shopping strip will typically have a green grocer, butcher, and bakery.

The main supermarkets are:

- + Countdown - <https://www.countdown.co.nz/>
- + New World - <https://www.newworld.co.nz/>
- + PAKn'SAVE - <https://www.countdown.co.nz/>
- + Four Square - <https://www.foursquare.co.nz/>
- + Fresh Choice - <https://www.freshchoice.co.nz/>

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For more details on how WridgWays Global can assist you visit wridgways.com.au

About Us

We manage thousands of removals throughout Australia and across the globe annually for a multitude of domestic, corporate and government organisations.

WridgWays philosophy of complete honesty and integrity is reflected in the number of repeat customers that we service each year and the high rate of referrals received.

The consultative approach of our customer service representatives ensures that they fully understand the dimensions of a project and the needs of customers before recommending the best solutions - after all we have a strong respect for our customers' property and personal circumstances and we know that no two relocations are ever the same.