



GREAT JOURNEYS NEW ZEALAND

AOTEAROA BY TRAIN

Wholesale Trade Manual

CONTENTS

Our Story.....	2
Great Journeys New Zealand.....	3
Northern Explorer Train.....	3
Coastal Pacific Train.....	4
TranzAlpine Train.....	4
Scenic Plus Experience.....	5
Escorted Tours.....	6
Packages.....	7
Onboard Facilities.....	8
Check In and Luggage.....	9
Reservations.....	10
Additional Information.....	11
Contact us.....	12

OUR STORY

There's no better way to experience Aotearoa New Zealand than by train. Great Journeys New Zealand opens up experiences in a way that is truly unique. Revealing sights and sounds, emotions and experiences, places and people and perspectives that our guests would otherwise miss out on. It's about more than just scenery (although the scenery is spellbinding). More than just getting from A to B. It's about a journey of discovery that engages all the senses. We're offering more than train trips. We're creating great

journeys and connected experiences. From single day journeys, to multi-day guided and unguided packages, to completely bespoke tours. From iconic landmarks and new perspectives, to incredible landscapes and deeper connections, Great Journeys New Zealand are a way to enjoy a more immersive and distinctive Aotearoa New Zealand experience, more effortlessly. Where all our guests can feel the true frequency of Aotearoa New Zealand. A journey that moves you in rhythm with this place.



NORTHERN EXPLORER

THREE
TRAINS.
UNLIMITED
VIEWS.



Journey through the heart of New Zealand's North Island on this epic 648km journey between Auckland and Wellington. Whether you start from the north or the south, you'll experience a diverse and ever-changing landscape, from quaint towns and rural farmland to lush forest and mountain ranges.

Along the way, you'll wind up the historic Raurimu Spiral and ascend the Central Plateau with its three iconic volcanoes and mighty viaduct crossings.

For further Northern Explorer information please [click here](#).

Northern Explorer Timetable

Northbound		Southbound	
Wellington	7.55am	Auckland	7.45am
Palmerston North	10.00am	Hamilton	10.15am
National Park	1.15pm	National Park	1.15pm
Hamilton	4.25pm	Palmerston North	4.20pm
Auckland	7.00pm	Wellington	6.25pm

Northern Explorer Auckland to Wellington trains depart southbound on Monday, Thursday and Saturday.

Northern Explorer Wellington to Auckland trains depart northbound on Friday, Sunday, and Wednesday.

Approximate duration of journey: 11 hours / 648kms (400 miles)



Glide along the edge of land and sea on the South Island's East Coast between Picton and Christchurch. This is where two worlds collide, where the surging Pacific Ocean meets rugged coastlines and mighty mountain ranges, where sea life feels so close you could almost touch it, where the scenery is both picturesque and breathtaking.

Combined with the Interislander Ferry, the Coastal Pacific is the perfect way to connect between Wellington, Blenheim, Kaikoura and Christchurch.

For further Coastal Pacific information please [click here](#).

Coastal Pacific Timetable

Northbound		Southbound	
Christchurch	7.00am	Picton	1.40pm
Rangiora	7.30am	Blenheim	2.05pm
Kaikōura	10.00am	Kaikōura	4:15pm
Blenheim	12.10pm	Rangiora	6.45pm
Picton	12.40pm	Christchurch	7.30pm

21 Sep 23 – 28 Apr 24 operating 7 days a week
01 May 23 – 20 Sep 23 / 29 Apr 24 – 30 Jun 24 Not Operating

Approximate duration of journey: 5 hours, 40 minutes / 347kms (217 miles)



Experience one of the world's great train journeys on this epic voyage between Christchurch and Greymouth. Soar from coast to coast through vast plains, mighty mountain ranges, lush native beech forests, and striking western coastlines. You'll experience the true grandeur of the South Island's awe inspiring and diverse landscape, including the

majestic Canterbury Plains, the ice-fed Waimakariri River, the mighty peaks of the Southern Alps and the rugged beauty of the wild West Coast – with endless and unforgettable vistas along the way.

For further TranzAlpine information please [click here](#).

TranzAlpine Timetable

Westbound		Eastbound	
Christchurch	8.15am	Greymouth	2.05pm
Arthur's Pass	10.40am	Arthur's Pass	4:20pm
Greymouth	1:05pm	Christchurch	7.00pm

29 Sep 23 – 06 May 24 operating 7 days a week

28 Apr 23 - 28 Sep 23 / 07 May 24 – 01 Jul 24 operating Friday to Monday

Approximate duration of journey: 5 hours / 223kms (140 miles)

SCENIC PLUS

Great Journey New Zealand's TranzAlpine scenic train journey is also available as an all inclusive Scenic Plus offering. We've kept the breath-taking views, and added unique onboard dining experience to stimulate all senses. The menu incorporates local produce, with all meals accompanied by regional wines and/or craft beers. When travelling from Christchurch to Greymouth, passengers will be treated to a freshly cooked breakfast and a light lunch, and on a return service from Greymouth will be served an afternoon tea and dinner. **Sample menu is available here.**

Notable features of Scenic Plus service:

- ✓ Premium boarding
- ✓ Personalised host service with live commentary to help bring your journey to life
- ✓ Regionally inspired cuisine paired with local wines to bring authentic flavours of the journey
- ✓ Choice of complimentary wine, beer and non-alcoholic beverages throughout your trip
- ✓ Purpose built galley car
- ✓ Private outdoor viewing carriage exclusively for Scenic Plus guests
- ✓ Dedicated premium Scenic Class carriage with spacious seating and large picture windows

Our Scenic Plus experience is now available on TranzAlpine, on the Coastal Pacific from 14 December 2023 and on the Northern Explorer from 15 May 2024.

How to Book and Enquiries

Great Journeys New Zealand contact details for bookings and enquiries please visit the [Contacts Us page](#) (page 11).



ESCORTED TOURS

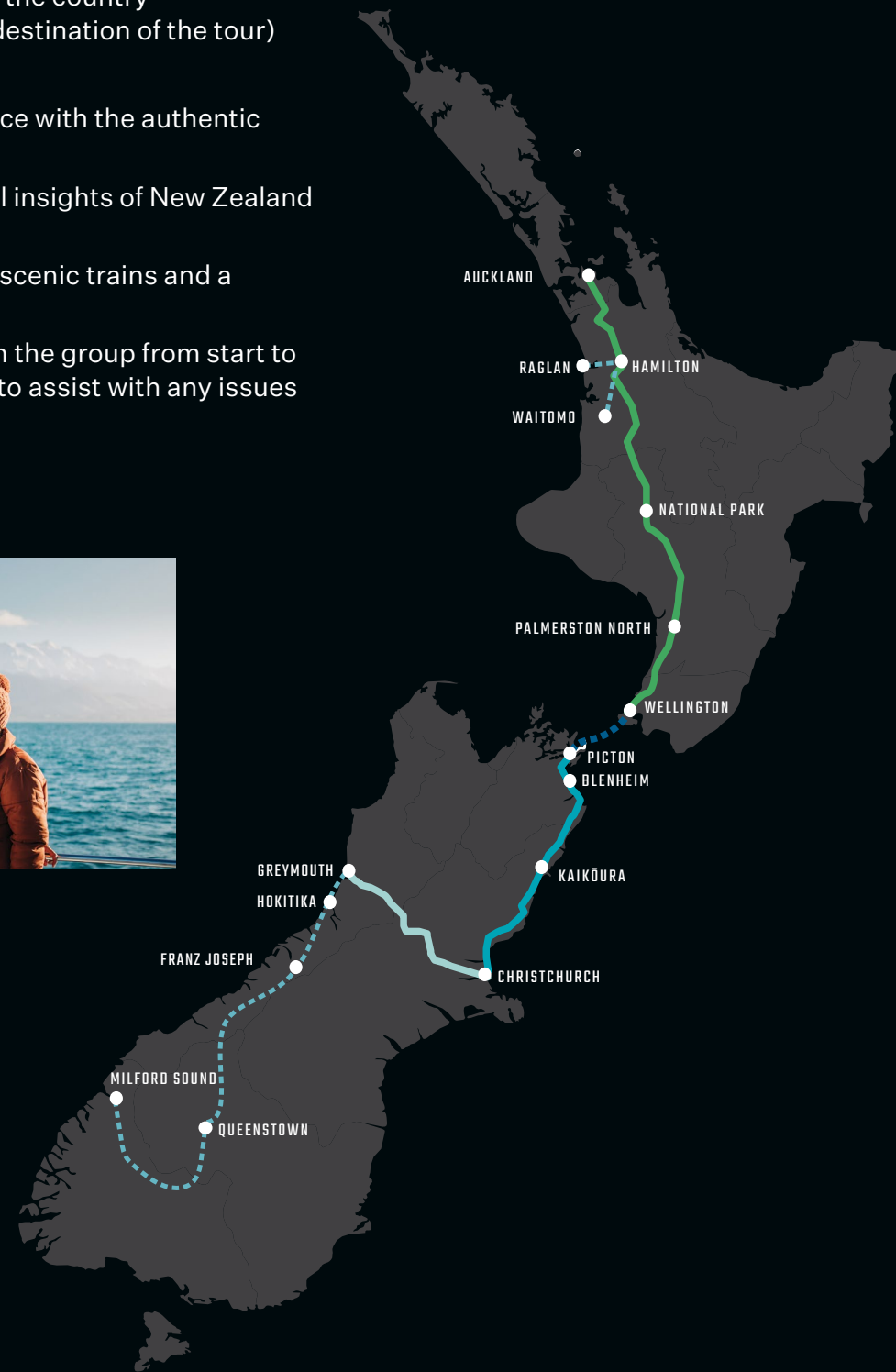
Great Journeys New Zealand have a range of multi-day guided tours to suit various timeframes and budgets. We make it easy for travellers to relax and embrace the heart of Aotearoa's landscapes, regionally focused cuisine and distinct culture, through a fully immersive experience that stimulates all senses. Tours range from 6 to 17 days with starting points in Auckland, Wellington, Christchurch or Queenstown.

There are two styles of tours to choose from – Classic and Signature. Key inclusions are outlined in the table on the right, all tours include the following:

- ✓ Convenient hotel accommodation
- ✓ Visits to major cities around the country (depending on the starting destination of the tour)
- ✓ A range of activities
- ✓ Uniquely Aotearoa experience with the authentic integration of tikanga Māori
- ✓ Fascinating stories and local insights of New Zealand history
- ✓ Transport on world-famous scenic trains and a comfortable private coach
- ✓ Tour director, travelling with the group from start to finish of the tour and is able to assist with any issues
- ✓ A range of meals



More information is available on our website – please **click here** or scan the QR code for easy access.



There are two tour styles to choose from depending on preferred travel style and budget:

	Classic Styled Tour	Signature Styled Tour
Hotel star ratings	3.5 – 4*	4 – 4.5*
Number of days (range)	6 days to 15 days	6 days to 17 days
Number of passengers (range)	35 maximum	20 maximum
Meals	14 Breakfasts 4 Train meals 4 Dinners	16 Breakfasts 2 Lunches 5 Train meals 7 Dinners
Train class	Scenic class	Scenic Plus
Ferry class	Standard	Interislander Plus
Tour Director	Guided	Guided

Further details on the tours visit the website, scan the QR code.



How to Book and Enquires

Great Journeys New Zealand contact details for bookings and enquires please visit the Contacts Us page (page 11).

PACKAGES

Connect with the rural heart of the country for a few days of blissful relaxation or enjoy the glittering entertainment of major cities. With dozens of destinations and hundreds of things to do, our extensive range of short breaks provides the perfect tonic to refresh and revive. Relaxation begins the moment your clients climb aboard and ease back in their seat to take in the picture-perfect views of New Zealand's stunning landscapes. While we do the driving, they can concentrate on enjoying some well earned downtime. With all their travel, accommodation, and activities taken care of, they don't need to worry about a thing. They can choose their scenic escape by rail, and let us take them there. There are different duration of packages so your clients can pick the duration of tour based on their preference and needs.

- ✓ We take care of the details while they create their own adventure
- ✓ Set itinerary so they know the important stuff is pre-organised
- ✓ Quality accommodation
- ✓ Carefully selected destinations including New Zealand's local hidden gems
- ✓ Hand selected itineraries including unique local experiences
- ✓ Travel in style and comfort on their train journeys
- ✓ Sustainably travel by world-famous trains along dramatic scenic landscape



ESCAPE TO THE FORGOTTEN WORLD

Highlights:

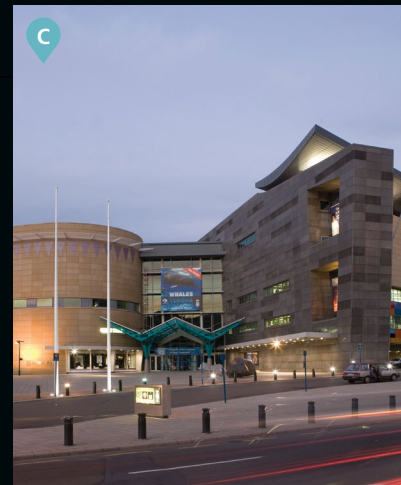
- Northern Explorer train (one-way)
- Morning tea, lunch & afternoon tea onboard
- Half day Rail Cart Tour including lunch
- Visit to Lauren's Lavendar Farm
- 2 nights accommodation including breakfast and dinner
- Transfers



MAGICAL KING COUNTRY

Highlights:

- Northern Explorer train (return)
- Morning tea, lunch & afternoon tea onboard
- Garden walk
- 2 nights in Taumarunui, 1 night Whangamomona
- All breakfasts and dinners
- 2 day Rail Cart Tour including morning tea, lunch, afternoon tea and dinner
- Organic farm visit
- Transfers



THE BEST OF WELLINGTON

Highlights:

- Northern Explorer train (one-way)
- Morning tea, lunch & afternoon tea onboard
- 3 nights accommodation in Wellington
- Some transfers
- Guided half day city tour
- Guided Te Papa tour
- Guided Weta Workshop tour including behind the scenes and film location visit



MARLBOROUGH WINE AND WINGS

Highlights:

- Coastal Pacific train (return)
- Morning tea & dinner onboard
- Packed lunch
- Half day wine tour
- Blenheim accommodation
- Breakfast
- Private guided tour of Omaka; Nights of the Sky & Dangerous Skies exhibitions
- Lunch at Omaka
- Transfers



WHALE WATCHING KAIKŌURA

Highlights:

- Coastal Pacific train (return)
- Morning tea & dinner onboard
- Packed lunch
- Guided sightseeing tour of Kaikōura
- Kaikōura accommodation
- Whale Watch boat experience
- Breakfast
- Transfers



DOLPHIN ENCOUNTER IN KAIKŌURA

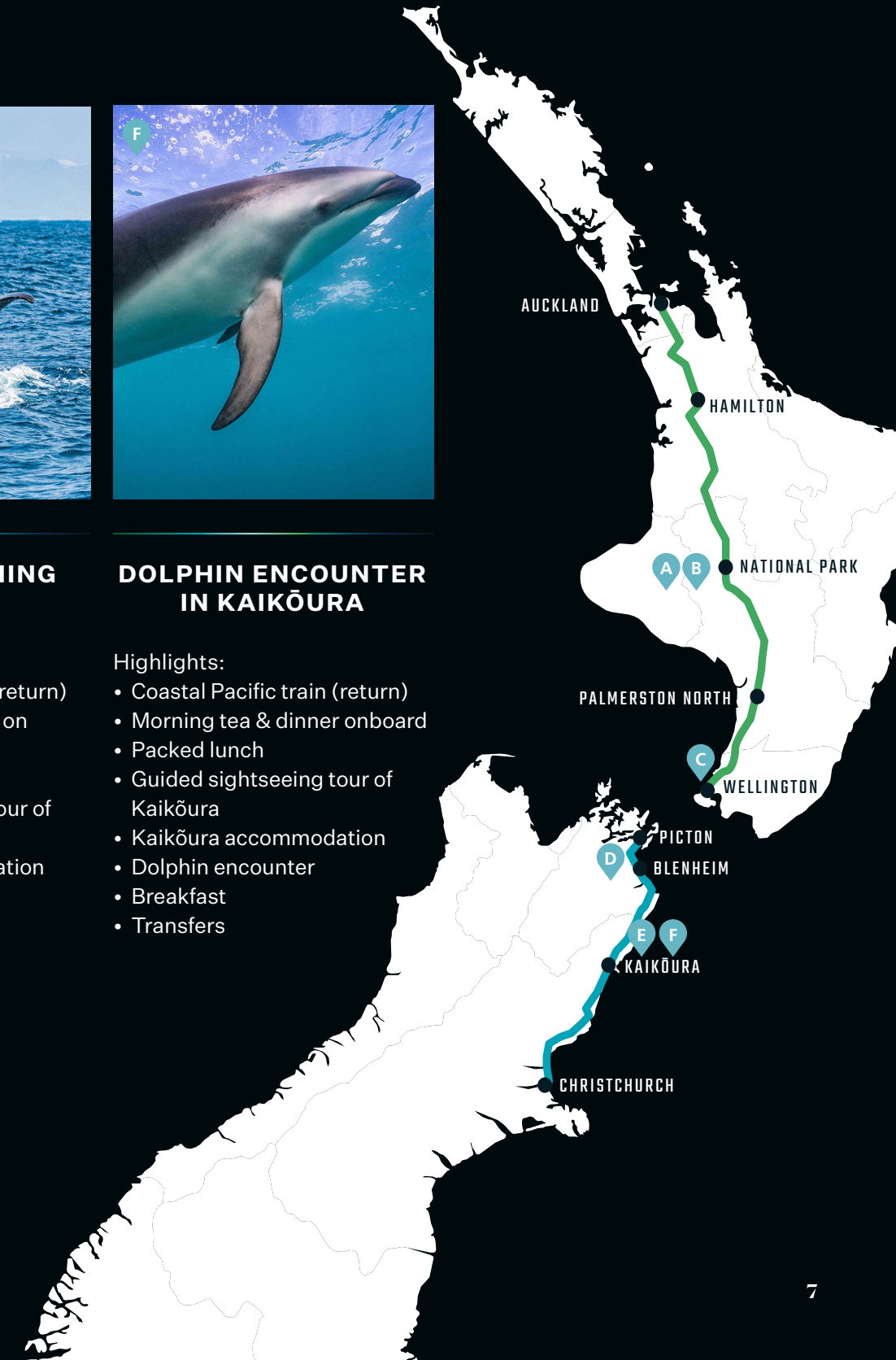
Highlights:

- Coastal Pacific train (return)
- Morning tea & dinner onboard
- Packed lunch
- Guided sightseeing tour of Kaikōura
- Kaikōura accommodation
- Dolphin encounter
- Breakfast
- Transfers

Click here for full range of packages available
www.greatjourneysnz.com/tours-and-trains/short-breaks-and-packages/

How to Book

Complete the booking form at www.greatjourneysnz.com/agent-booking or for enquiries:
 P: 0800 872 467 (NZ) or +64 4 495 0775 (international)
 E: travelcentre@greatjourneysnz.com



OUR FACILITIES

Our Carriages

Enjoy the journey in world class carriages with specially designed seats. At the heart of our carriages' design are our spacious reclined seats, panoramic windows, glass shelves and skylights. These details bathe our carriages in light and deliver an incredible view of New Zealand's epic landscapes. By spreading the seats out, we also created generous amounts of leg room and comfort. All our seats also have USB ports for you to stay switched on for the whole journey.

Accessibility

Our scenic train services are designed to make everyone feel comfortable. Wheelchair, powerchair or mobility scooter users travelling on any of our services will be seated in a designated area in the Scenic Café cart. With access to a table with seats for two other companions, panoramic windows and audio commentary, our staff will make sure that it is a comfortable journey for everyone.

Mobility Scooter, Wheelchair And Powerchair Restrictions:
Max. combined weight (passenger and chair) = 364kg
Maximum length = 1295mm (51in)
Maximum width = 762mm (30in)



Audio Commentary

We are passionate about New Zealand and want to share fascinating stories about the land and culture. GPS triggered commentary is mounted in the arm of the chair. Disposable headphones are provided, or customers can bring their own (with AUX jack). Commentary is currently available in English and Mandarin.

Open-Air Viewing Carriages

Our open-air viewing carriages are famous around the world thanks to the amazing photographs people capture and share on social media. But even those who aren't looking for a sensational image for the 'gram enjoy the unique sensation of travelling through New Zealand's mighty landscapes from the vantage point of our outdoor viewing decks. Each of our three Scenic trains features an open-air viewing carriage and this is available to all passengers. So be sure to bring some warm clothes along so you can enjoy part of your journey outside.

Scenic Café

All trains have a licensed café carriage providing snacks and light meals. The food on our café menus has been carefully selected to reflect regional flavours of New Zealand. Cold, hot, sweet, savoury, gluten-free, or vegetarian there's something fresh and tasty for everyone! You'll also find a top selection of New Zealand wine, beers and other beverages to enjoy with every meal. For pre booked meals we recommend booking these through the agent portal.



CHECK IN & LUGGAGE

Checking In

Check in for all rail journeys closes 20 minutes prior to departure time. We recommend groups allow additional time for check in.

When checking in at one of our main stations, passengers will do the following:

- Collect boarding passes and luggage labels at the check in counter
- Label checked luggage and give to staff at the secure Baggage Carriage
- Locate their seat using the carriage and seat number indicated on their boarding pass.

All checked baggage is kept safe and secure in our dedicated luggage carriage. Our staff helps passengers to load the luggage on the train and will ensure that it is labelled with the location for disembarking.

If a passenger is checking in at one of the small stations which do not have check in facilities, passengers should arrive 20 minutes prior to departure and wait at the platform. When the train arrives our friendly on board staff will greet them on the platform, check them in and hand over their boarding pass.

Luggage Check-in

All wheeled cabin bags, large bags, and suitcases will be checked in to our secure Luggage Carriage for the entirety of the journey. This is because we have glass shelves with skylights above them which are designed to optimise the viewing experience and luggage will be obscuring the views.

Our Luggage Check-in process is as follows:

- Luggage labels are attached during check-in with the details of destination
- Customers to take bags to the luggage carriage for loading
- Luggage label stub is retained by customers
- Bags are offloaded at the end of the journey and picked up by passengers

Pack a bag for the journey

To maximise scenic views and natural light coming through our glass shelves and skylights, we ask all passengers to keep their belongings to a minimum. Carry-on luggage should be limited to a jacket and small bag or handbag. All wheeled cabin bags must be checked in. We highly recommend packing a small bag or handbag filled with essentials to take aboard the train for the journey. Things to consider packing include Consider carry-on luggage items such as wallet/

purse for Scenic Plus cafe, a jacket for the viewing carriage, mobile phone, camera, sunglasses and medication.

Luggage Allowance

Each Scenic Class passenger fare includes the following allowance:

- **1 x Large checked bag or suitcase**
 - maximum weight of 23kgs
 - maximum volume* of 158 linear cm (62")
- **1 x Cabin bag**
 - wheeled and/or hard-sided suitcases must be Checked in (cannot be taken aboard)
 - maximum weight of 7kgs
 - maximum volume* for the cabin bag is 118 linear cm (46.5")
- **1 x Small bag or handbag**
 - for taking important personal items aboard, including any fragile or perishable items, money, jewellery and valuables
- **1 x Small infant bag**
 - if you have an infant with you, you may bring an additional small bag for the journey
 - please note: infants do not get any luggage allowance (see below)

*volume is calculated by adding height + length + width of the bag together.





RESERVATIONS

INTER-REGIONAL TRAINS

As an accredited Great Journeys New Zealand agent, you will receive agent login details to our online reservation system REX. We provide you with one set of logins, if you require more logins please don't hesitate to get in touch. Agent logins allow consultants to make bookings, amend and view existing bookings, and email travel vouchers.

Booking via email

If you prefer to have your bookings made by our reservations team, you can email your requests through to wholesale@greatjourneysnz.com. When emailing our team with a booking request, please ensure you include the following information:

- Your agency number
- Your reference number –this will appear on your invoice
- Number of passengers and all passenger names –remember to let us know how many adults, children, infants etc.
- Origin and destination stations, date of travel, and any stopover stations

Bookings of 10 or more passengers

Reservations for groups of 10 or more passengers need to be placed with our reservations team. Please also supply a name and contact number for the group's guide.

Special assistance

Please advise our wholesale reservations team if you have passengers who may require assistance with boarding our services. If booking via our agent portal, please tick the accessibility requirements box, and select the appropriate drop down option indicating the type of assistance required.

TOURS AND PACKAGES

Official Great Journeys New Zealand resellers and agents can **complete the enquiry form** to book one of our new packages or tours. Once submitted, we will review and create the booking and confirm by email. If you wish to create a trade account or book through an accredited reseller, then please see our **Trade Partner** page for details.

ADDITIONAL INFORMATION

Service Disruptions

Rail disruptions can occur for a variety of reasons. We will advise in advance if there are any planned maintenance days by email. Occasionally our services experience unplanned maintenance or other disruptions. In order for us to provide the standard of service we pride ourselves on, it is essential at the time of booking to provide direct contact details for the passenger whilst in New Zealand, if known, or have the ability to contact the passenger or their agent to advise of a service disruption.

Smoking Policy

For the comfort of all passengers, all areas of the train including the viewing deck are designated non-smoking areas. When a service is stopping at a station for 10 minutes or longer, passengers will be able to disembark and use the designated smoking areas at the platform. Passengers should not disembark unless the train staff advise it is okay to do so, otherwise they may be left behind!

Issuing Vouchers

If you are making bookings via our agent portal, you will be able to print or email a travel voucher once the booking is complete. If you are using your own vouchers the below information must be clearly stated:

- Our booking number
- Your agency details including your reference
- Date and time of travel
- Service required
- Final check in time

Separate vouchers must be issued for each sector, and if the booking includes other services, such as the Interislander and Coastal Pacific throughfare. Vouchers are non-refundable direct to the passenger. Vouchers are exchanged for boarding passes at check in.

Famils

We know the best way to sell our trains is to welcome you aboard and show you why customers love our journeys. If you are an accredited reseller or TIA member, then apply online now for your discounted travel: **Make a Famil Request - Great Journeys New Zealand**

Fare Conditions

For fare conditions, please refer to your Agency Agreement.

Payment Variations

If short paying an invoice, please advise the specific invoice, booking amount and reason for short payment. Upon receipt of this information the queried invoice will be investigated. It is preferable to query disputed items at receipt of invoice.

ACCREDITED AGENTS

What is available to accredited the Great Journeys New Zealand agents?

As an accredited agent you will have access to:

- Wholesale nett rates supplied up to two years in advance
- Access to your account through our online booking system REX
- Agent famil travel (off peak, subject to availability)
- Product training
- Newsletter and updates
- Brochures and digital collateral

Image, videos & logos

A range of the Great Journeys New Zealand images and logos can be found via our **media library**. Use the search function to find images of the service you are after e.g. TranzAlpine. You can even use tag words such as 'winter' if you are looking for images with a specific theme. You will also find a range of videos by searching the tag 'video'. If you can't find exactly what you're looking for, please get in touch!



CONTACT US

Your trade sales contacts

Please don't hesitate to contact our trade contacts

Lauren Campbell, Trade Manager
P: +64 27 204 9736
E: lauren.campbell@greatjourneysnz.com

Jonathan Davies – Sales Support Coordinator
P: +64 27 308 7535
E: sales@greatjourneysnz.com

Heather Matthews, Head of Marketing & Trade
P: +64 22 306 2237
E: heather.matthews@greatjourneysnz.com

Reservations - Inter-Regional Trains

For reservation queries, bookings, amendments, confirmations and cancellations, please contact our reservations team.

P: 0800 250 000 (NZ) or +64 3 341 2698 (international)
E: wholesale@greatjourneysnz.com
W: www.greatjourneysnz.com

Reservations - Tours and Packages

Complete the booking form at www.greatjourneysnz.com/agent-booking or for enquiries:

P: 0800 872 467 (NZ) or +64 4 495 0775 (international)
E: travelcentre@greatjourneysnz.com

Accounts & Banking Details

For any Accounts Payable issues, please contact our accounts team.
E: tranzscenic.accounts@kiwirail.co.nz

For direct payments please use the below account details.

Account: KiwiRail Ltd
Bank: Bank of New Zealand, North End Branch, Wellington
Swift Code: BKNZ NZ22
Account Number: 02-0536-0375556-05
Country: New Zealand

Postal & Street Address

Postal Address: KiwiRail, Private Bag 39988, Lower Hutt 5045, NZ
Physical Address: KiwiRail, Level 1, Wellington Railway Station,
Bunny Street, Wellington 6011, NZ