



TOWNSVILLE WORLD TRIATHLON MULTISPORT FINAL Frequently Asked Questions

Getting There

You may already have ideas on when you want to arrive and leave as well as other arrangements you want to do while you are in Australia. We work with multiple airlines and suppliers and our travel specialists can customise a total travel package for you giving you inspiring travel options.

We are not holding group flights, but there are several ways to get to Townsville:

Fly to Cairns - pick up a rental car and drive 4.5 hours or get a connecting flight to Townsville

Fly to Brisbane and get a connecting flight to Townsville

Bikes will need to be considered when deciding on your travel route, as aircraft flying into Townsville are small and may have limited space to carry bikes, which increased the risk of bikes not being on the same flights as you.

We can quote on best travel solution that suits your needs.

Transport options from an arrival point in Australia to Townsville have not been included in this package. Options will be sourced at a later date once HOT Events/Tri Travel has an indication of the number of people travelling and what is required. Costs will be a payable separately.

How long does my passport need to be valid for?

Everyone travelling to Australia will require a valid passport. If you are not travelling on a New Zealand passport please advise us immediately as different requirements may apply.

Passport Validity - For a visit to Australia your passport need only be valid for the entire time you are travelling. If you do need to renew your passport please do this as soon as possible via <http://www.passports.govt.nz/>
If you are travelling to another country as part of this travel, then different passport validities may apply, with some countries requiring your passport to be valid for at least 6 months beyond the expected date of your departure from that country.

A visa is not required for New Zealand Passport holders. If you have a criminal conviction, specific regulations will apply.

How do I travel with my CO2 Canisters?

Up to 2 CO2 canisters are permitted when carried in your checked luggage only with Air New Zealand. They will not be permitted as carry-on luggage.

Bike damaged from your flight?

Please report to the airlines luggage desk and fill out the relevant paperwork. Please also follow the advice from your insurance company if your bike sustains any damage during the flight or by the airline.

Do I need any vaccinations?

No vaccinations are required, but if you have any concerns, we recommend contacting your GP for advice on this.

What is the best way to get around?

The easiest way to get around Townsville is using the local bus service, taxi, Uber or walking, to explore further afield a rental car can be arranged.



What is the time difference between New Zealand and Townsville?

During August, Townsville is 2 hours behind New Zealand.

What will the weather be like?

During August, the average temperature during the day in Townsville is a pleasant 26C degrees. The average minimum temperature goes to do around 15C degree. During August there is little rainfall.

Team Hotels

Oaks Townsville Gateway - 2 Dibbs St, Townsville
 Aquarius on the Beach - 75 The Strand, North Ward, Townsville

What time is check in and out of the hotels?

Check in is from 2pm and you do need to vacate your rooms by 10am.
 Please note that due to hotel policy, they will require photo identification on check in (passport) and credit card provided with a security bond on your credit card. This is refunded if not all used at time of checking out.

Is there a laundry?

Oaks Gateway has a laundry service available for the Hotel Rooms and a guest laundry located on the 2nd Floor. The One Bedroom Apartments have washing machine & dryer.

Aquarius on the Beach - communal laundry room onsite with coin operated washers & dryers

Oaks Gateway Facilities

lap pool (7am-8pm), fitness room, parking, wifi, guest laundry, charge back from nearby restaurants available (5% service charge applies) Oaks Metropole pub, Ribs & Rumps, Masala, Coffee Club, Cowboys League & Strand

What's in my Hotel Room at Oaks Gateway....?	What's in my One Bedroom Apartment at Oaks Gateway....?
<ul style="list-style-type: none"> 🕒 35sqm space 🕒 hair dryer 🕒 iron/ ironing board 🕒 air conditioning 🕒 satellite/cable TV 🕒 mini fridge 🕒 free wifi/wireless 🕒 tea/coffee making facilities 🕒 balcony with outdoor furniture 	<ul style="list-style-type: none"> 🕒 59sqm space 🕒 hair dryer 🕒 iron/ ironing board 🕒 full kitchen facilities 🕒 laundry facilities 🕒 air conditioning 🕒 satellite/cable TV 🕒 free wifi/wireless 🕒 tea/coffee making facilities 🕒 balcony with outdoor furniture



Aquarius on the Beach Facilities

swimming pool, off street parking, wifi

What's in my Room at Aquarius....?

- 🕒 32sqm space
- 🕒 **Queen Bed only**
- 🕒 hair dryer
- 🕒 iron/ ironing board
- 🕒 kitchenette (microwave & fridge)
- 🕒 air conditioning
- 🕒 satellite/cable TV
- 🕒 tea/coffee making facilities

Is there a minimum stay?

A minimum stay of 4 nights applies, subject to availability.

Can I take my phone charger or hair straighteners?

The current in Australia is the same as in New Zealand - 240 volts AC 50Hz with 3 pin power points. Feel free to take your own electrical appliances as required.

Are taxes included in prices?

GST is 10% in Australia and is included in general published prices (eg food and beverages).

Is there a GST refund schemes?

As a tourist in Australia, you may be able to claim back the taxes on certain purchases. To find out more visit

<https://www.border.gov.au/Trav/Ente/Tour/Are-you-a-traveller>

HOT Events' tip is to get the app and complete the paperwork on this to save time at the airport

Do I Tip?

Tipping for good service is not expected in Australia but is most certainly appreciated.

What do I do about money?

The Australian currency is the Australian Dollar (AUD). For the latest exchange rates check out www.xe.com

We do recommend that you exchange money at the airport prior to departing, thus ensuring you have cash upon arrival. ATM machines are also readily available throughout Queensland.

What are the opening hours of shops?

Retail shops generally open from 9.30am - 5.30pm daily. Various 7-Eleven stores are located within walking distance of the hotel, for you and offer a wide selection of food, beverages and essentials.



What are the prices of general items?

- ☉ Coffee - AU\$5-\$7 dependent on size
- ☉ Local Beer (in restaurant) - AU\$7-\$10
- ☉ Local Beer (at shop) - AU\$7 bottle
- ☉ Wine (at shop) AU\$15+ bottle
- ☉ Bottled Water - AU\$2.50 bottle
- ☉ Coke - AU\$4 bottle
- ☉ McDonalds Combo - AU\$10
- ☉ Mid-Range Restaurant - AU\$50 pp (two course meal)
- ☉ Inexpensive Restaurant - AU\$16 pp (one course only)

How much Duty Free can I take in and out of New Zealand?

We recommend that you pre order for collection on the way home your Duty Free:

When returning to New Zealand your allowance is:

- ☉ 50 cigarettes or 50g of tobacco or 50 cigars
- ☉ No more than 3 bottles of spirits (up to a maximum of 1125ml each)
- ☉ 4.5 litres of wine, port, sherry, champagne (six bottles) or beer (12 cans)
- ☉ Goods to the value of NZ\$700 purchased Duty Free or overseas

Heading into Australia:

- ☉ 50 cigarettes or 50g of loose tobacco or cigars
- ☉ 2.25 litres of liquor
- ☉ A reasonable quantity of perfume
- ☉ Goods to the value of AUD\$450 per person

For more information on customs offices and regulations when entering Australia

<https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

Subject to change

What is the drinking age?

The legal age for purchasing wine and spirits in Australia is 18 years and over.

Can I use my phone in Australia?

Using your mobile phone overseas depends on your phone type, plan and provider; please check with your provider prior to travel that it is set up for roaming. Costs do depend on your provider and the supplier in Australia, so visit the provider's website for a guideline on costs. HOT Events recommends that if your iPhone or android phone is automatically syncing online, to turn this off prior to departing New Zealand or you will come home to a shocking bill!

Tips to help with your Travel

Studies show ginger root may reduce motion sickness. Avoid eating a heavy meal for at least two hours before travelling and refrain from eating acidic foods.

The air that you breathe on the plane is drier than normal, so it will increase your risk of dehydration. Drink at least 200ml of water for every hour you are in the air.

Keeping yourself hydrated also reduces the risk of deep vein thrombosis (DVT). Eat oily fish or take an Omega-3 fatty acid supplement for several weeks before travelling.

HOT Events also recommends purchasing a pair of flight compression socks from your local pharmacy if you are a regular traveller. Travelling in your compression tights (eg Skins) is a great option for comfort and recovery



How do I keep safe?

Like any destination there is always a risk of petty crime so keep your wits about you and your valuables in sight. We recommend safely and securely storing three important travel documents (your passport, credit card and driver's license) on your phone. Use an app such as Traveler ID which will store a series of documents in one place. Of course, you might lose your phone, so also store them in the Cloud, or your saved emails. common. Like any other part of the world, be particularly careful with personal possessions and travel documents. Keep your valuables and passport in a safe place. Use hotel safes where possible and do not leave your belongings unattended. Remember to keep photo ID on you at all times. You may be asked to produce this when paying for items with your credit card.

We recommend you be street wise. Crime is uncommon but take the same precautions you would in any urban area.

We recommend that all travellers overseas register their travel with MFAT on www.safetravel.govt.nz

Emergency phone numbers

You certainly hope it will never be necessary, but something might happen during your visit which requires medical attention. Keep the following numbers close at hand:

000 - The national emergency phone number - you can use this to receive urgent care from ambulance, police and fire departments. You can reach them on any phone.

+61 2 6270 4211 - The New Zealand High Commission Canberra, Australia for consular assistance

Here are some apps we recommend you download to help with your travels. We love travelling with Apps and these are our suggestions to download prior to getting on the plane

House of Travel - <http://www.houseoftravel.co.nz/get-inspired/inspire/2016/03/14/house-of-travel-launches-leading-travel-app-for-iphone-and-android>

Text the keyword APP to 595 to get a link to our FREE Travel App sent right to your phone. Standard text charges apply OR Simply download from the app store, register your details and receive access to all of your upcoming travel plans booked with House of Travel. Your HOT App offers you:

- Access to all of your upcoming itineraries
- A countdown timer to the big day of departure
- Destination guides, maps, currency converter & weather guide
- A secure locker to store passwords & travel documents
- Flight search & book function
- An easy way to book activities on the go
- Direct contact with your travel specialist

Once registered on the app you can access a booking by using the reference number in the bottom right of your travel itinerary.

XE - <http://www.xe.com/apps/>

Convert every currency on-the-go with the XE Currency App for iPhone or Android

St John Ambulance - <http://www.stjohn.org.nz/First-Aid/CPR-App/>

The St John NZ CPR mobile app teaches the lifesaving skills of cardio-pulmonary resuscitation, commonly known as CPR.



New Zealand Traveller Declaration - <https://www.travellerdeclaration.govt.nz/>

You can now complete your New Zealand Traveller Declaration online or on the NZTD App inside of 24 hours prior to commencing your travel to New Zealand

If you are unable to complete this online or on the App a paper version will be available for you to complete on arrival in New Zealand