



PONTEVEDRA WORLD TRIATHLON FINAL CHAMPIONSHIP

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 Europe. 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 the following are flights that we would be suggesting from Auckland and these would be what the transport arrangements will be based on.

If you are arranging your own flights please ensure they coincide with the times similar to the below flights.

From	To	Day	Flight	Depart	Arrive	Total Flying Time
Auckland	Dubai	Saturday 19 September	EK449	8.30pm	5.35am (20 Sep)	17h 5m
Dubai	Madrid	Sunday 20 September	EK141	7.40am	1.30pm	7h 50m
Madrid	Vigo	Monday 21 September	IB467	11.30am	12.50pm	1h 20m
Vigo	Madrid	Monday 28 September	IB468	1.30pm	2.45pm	1h 15m
Madrid	Dubai	Tuesday 29 September	EK144	10.05pm	7.10am (30 Sep)	7h 5m
Dubai	Auckland	Wednesday 30 September	EK448	10.05am	10.50am (1 Oct)	15h 45m

How long does my passport need to be valid for?

Everyone travelling to Spain will require a valid passport. If you are not travelling on a New Zealand passport please advise us immediately as different requirements may apply. For a visit to Spain your passport needs to be valid for at least 3 months past the date of stay. 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 but like other countries in Europe, you can only stay for holiday purposes for a period of less than 90 days and will likely be asked for proof of return flights out of Europe. If you have a criminal conviction specific regulations will apply.

How do I travel with my CO2 Canisters?

CO2 canisters may be permitted when carried in your checked luggage with Emirates & Iberian. They will not be permitted as carry-on luggage. Please check with the airline you are travelling with.



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 you 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.

What is the best way to get around?

The easiest way to get around Pontevedra is using public transport; bus, taxi or walking. The city is ideally sized for walking, and nearly all of the items of historical/artistic interest are within easy walking distance of the city centre, right in front of the Capilla de la Peregrina. The city centre is pedestrianised. To explore further afield a rental car can be arranged.

What is the time difference between New Zealand and Pontevedra, Spain?

Spain is on Central European Time (GMT +1 hour) and is 10 hours behind New Zealand during Spanish Daylight Savings Time (or 12 hours during NZ Daylight Savings Time).

What will the weather be like?

During September, the temperature in Pontevedra is 14C – 24C degrees. Expect warm temperatures during the day and pleasant evening temperatures. The amount of rain in September is low with an average of 8 days in the month.

Hotel Options

Hotel Rias Bajas, Rúa Daniel de la Sota Valdecilla, 7, 36001 Pontevedra, Spain
Tel: +34 986 85 51 00

Hotel Villa Covelo, Samieira Covelo, 37, 36992 Poio, Pontevedra
Tel: +34 986 74 11 21

Rooms are limited at both hotels

What time is check in and out of the hotels?

Check in is from 12pm and you do need to vacate your rooms by 12pm.

Please note that due to hotel policy, they will require photo identification on check in (passport) and credit card provided with a bond on your credit card. This is refunded if not all used at time of checking out.

Can I get ice at the property?

Please see reception or room service for ice delivery.





What are the hotel facilities like?

<p>The Rias Bajas hotel has:</p> <ul style="list-style-type: none"> 🕒 Restaurant 🕒 Bar/lounge 🕒 free Wifi 🕒 laundry service/ dry cleaning 🕒 double glazed rooms 🕒 room service 🕒 TV in rooms 🕒 Hair dryers and toiletries in rooms 	<p>The Villa Covelo hotel has:</p> <ul style="list-style-type: none"> 🕒 Restaurant 🕒 Coffee shop 🕒 Fitness room 🕒 Library & TV Room 🕒 Swimming pool 🕒 free Wifi 🕒 TV in rooms 🕒 Airconditioning 🕒 Parking
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Can I take my phone charger or hair straighteners?

In Spain the power sockets are of type F, which is two round prongs. The standard voltage is 230 V and the standard frequency is 50 Hz. You will need a power plug adapter, however you can use your electric appliances in Spain, because the standard voltage (230 V) is the same as in New Zealand.

To be sure, check the label on the appliance. Some appliances never need a converter. If the label states 'INPUT: 100-240V, 50/60 Hz' the appliance can be used in all countries in the world. This is common for chargers of tablets/laptops, photo cameras, cell phones, toothbrushes, etc.

Are taxes included in prices?

A Value Added Tax (VAT) of 21% is included in the cost of most purchased goods and services.

Is there a tax refund schemes?

As a tourist in Spain, you may be able to claim back the taxes on certain purchases. To find out more visit https://www.spain.info/en_US/informacion-practica/consejos-viaje/consejos-practicos/dinero/ HOT Events' tip is to get the app and complete the paperwork on this to save time at the airport

Do I Tip?

Spain does not have a big tipping culture. Waiters, guides and hotel staff get a basic salary and in general tips are included in prices so tips and gratuities are not generally expected. However, if you are happy with the service and the attention you were given, then a small tip is often greatly appreciated.

What do I do about money?

The currency in Spain is the Euro, the same as in other European Union countries.

You can pay with international cards many places in Spain and always at hotels. It is best that you have a pin on your credit card otherwise some shops and restaurants may not except payment from your card. Banking hours are Mon to Fri 8.30am – 2.00pm. However, ATMs are available around the clock.

Remember to inform your credit card's issuing bank about your intended trip or else you will risk getting your credit card accounts frozen from 'un-expected activity'.

For the latest exchange rates check out www.xe.com. ATM machines are also readily available throughout Spain.



What are the opening hours of shops?

The most usual business hours are Mon-Sat from 9.30am – 1.30pm and 4.30pm- 8pm.

What are the prices of general items?

- ☉ Coffee – €3 - €4.50
- ☉ Beer (in bar) – €2 - €5
- ☉ Beer (at shop, 1L) – €1 - €3
- ☉ Wine (at shop) – €3 - €9
- ☉ Bottled Water (at shop, 1.5L) – €1 - €2.50
- ☉ Coke (2L) – €1.50 - €3
- ☉ McDonalds Combo – €8 - €11
- ☉ Mid-Range Restaurant (3 course dinner for two) – €32 - €80
- ☉ Inexpensive Restaurant (dinner for two) – €10 - €20

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 Spain

- ☉ 200 cigarettes or 250g of tobacco or 50 cigars
- ☉ 4 litres of wine and 1 litre of liquor or 16 litres of beer
- ☉ Goods to the value of EUR430.00 air & sea travellers and EUR300 for other travellers

Subject to change

Can I use my phone in Spain?

Spain's country code is +34. All the Spanish mobile-phone companies (Telefónica's Movistar, Orange and Vodafone) offer *prepagado* (prepaid) accounts for mobiles. The SIM card costs from €10, to which you add some prepaid phone time. Phone outlets are scattered throughout the country.

Wi-fi is almost universally available at hotels, as well as in some cafes, restaurants and airports; generally (but not always) it's free. Some tourist offices may have a list of wi-fi hot spots in their area.

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 Spain, 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

Spain at a glance

Capital: Madrid

Population: 46,371,093

Ethnic Make-up: Spain has four major ethnic groups that are divided by language, Castilian, Basque, Catalan and Galician which combined account for almost the entire population.

Religions: Catholic 70%, No religion 25%, other 2.6%

Currency – Euro

Time Zone –European Standard time. New Zealand is 10 hours ahead of Spain

Weather - Summer (June to August) is the warmest months of the year. The average temperatures range from 20 to 24°C

On the ground

Water is safe to drink in Spain. The Spanish drink bottled water only for it's taste. If travelling in remote areas, it is best to play it safe and drink bottled water.

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. 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 for Emergency services in Spain

Phone number: 112 for Emergency and 092 for local police.

Or contact The New Zealand Embassy, Pinar 7, 3rd floor, Madrid 28006 for consular assistance, phone +34 915 230 226 or email madrid@embajadanuevazelanda.com

Office hours Mon-Fri 9.00am-2.00pm and 3.00pm-5.30pm



How can I pay for my TRI NZ Travel package or extension travel?

Payment can be made:

- Directly into our bank account (details will be given as part of your confirmation)
- With your chosen credit card (fees apply with Visa and MasterCard @ 1.50% and Diners and AMEX @ 2.55%)
- You can also apply for finance with our preferred partners GEM and Q Card
- Click [here](#) for finance offers with Q Card and [here](#) for GEM visa finance offers

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>

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 and weather guide
- A secure locker to store passwords and travel documents
- Flight search and book function
- An easy way to book activities on the go
- Direct contact with your travel specialist

Once you have registered on the app you can access this booking by using the reference number in the bottom right corner 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.

The phone number for Police/Fire and Ambulance in Spain is 112.

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.