



ABU DHABI WORLD TRIATHLON AGE GROUP MULTISPORT 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 include on this trip to the United Arab Emirates. 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 & Christchurch, **and these would be what the transport arrangements for the 12-night package will be based on.** If you are arranging your own flights, please ensure they coincide with the times like the below flights

From Auckland Return

	Date	Airline	Flight No	Depart	from	Arrive	at	Duration
 Emirates	Tue 10 Nov	Emirates	449	9:05 pm	Auckland Airport (AKL)	5:15 am (on the 11 Nov)	Dubai Intl Airport (DXB)	17h 10m
 Emirates	Mon 23 Nov	Emirates	448	10:05 am	Dubai Intl Airport (DXB)	11:15 am (on the 24 Nov)	Auckland Airport (AKL)	16h 10m

From Christchurch Return (via Sydney in both directions)

	Date	Airline	Flight No	Depart	from	Arrive	at	Duration
 Emirates	Tue 10 Nov	Emirates	413	6:20 pm	Christchurch Airport (CHC)	5:15 am (on the 11 Nov)	Dubai Intl Airport (DXB)	19h 55m
 Emirates	Mon 23 Nov	Emirates	412	10:15 am	Dubai Intl Airport (DXB)	2:00 pm (on the 24 Nov)	Christchurch Airport (CHC)	18h 45m



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with the team
MANAGED BY HOUSE OF TRAVEL HOT EVENTS

Phone: (03) 371 6815
Email: triathlon@hot.co.nz



How long does my passport need to be valid for?

Everyone travelling to the United Arab Emirates (UAE) 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 the UAE your passport needs to be valid for at least 6 months beyond the date of departure from the UAE. 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 other countries including stopovers 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.

An advance visa is not required for New Zealand Passport holders, your passport will be stamped with a Visa on Arrival valid for multiple entry 90 days within a 6 month period. Other criteria may apply if you are travelling on another passport.

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 most airlines. 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 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.

What is the best way to get around?

The easiest way to get around Abu Dhabi is using public transport; bus, taxi, ride-sharing or walking/cycling.

There is an extensive bus network in the city.

Taxis are one of the most popular and convenient ways of getting around Abu Dhabi.

Rideshare platforms like Uber and Careem are widely available.

To explore further afield a rental car can be arranged.

What is the time difference between New Zealand and Abu Dhabi, UAE?

Abu Dhabi is 9 hours behind New Zealand. Eg 9.00am in Abu Dhabi is 6.00pm in NZ

What will the weather be like?

During November, the temperature in Abu Dhabi is 21C – 30C degrees. November is in the fall/autumn and is typically the 5th coolest month of the year. The temperature can be summarised as hot and very dry.

Hotel Options

Novotel Abu Dhabi Al Bustan, Sheik Rashid Bin Saeed, St / Rabdan St, Abu Dhabi, AZ 95208

Tel: +971 2 501 6444



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What time is check in and out of the hotels?

Check in is from 2.00pm and you do need to vacate your rooms by 12.00pm.

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?

The Novotel Abu Dhabi Al Bustan Hotel has:

- 🕒 Restaurants (3), bar/lounge
- 🕒 Swimming pool, fitness room
- 🕒 laundry service/ dry cleaning
- 🕒 room service (24 hrs)
- 🕒 In room: TV, hair dryers, safe deposit box, tea/coffee facilities, air conditioning

Laundry

The hotel offers a laundry service for an additional charge. Please contact reception to arrange laundry pick up. Using the hotel laundry service can be expensive. There may be local laundries that offer a collection /delivery service that may be a cheaper alternative.

Can I take my phone charger or hair straighteners?

The UAE use plug type G which is 3 rectangular pins in a triangular pattern - the same as the UK. The standard voltage is 230 V. Please make sure you buy a New Zealand to travel adaptor to fit this plug type. Hint – if you have multiple items to charge (phones, laptops etc) get just 1 adaptor and take a NZ multi box.

Are taxes included in prices?

A Value Added Tax (VAT) of 5% is included in the cost of most purchased goods and services.

Is there a tax refund schemes?

As a tourist in the UAE, you may be able to claim back the taxes on certain purchases.

To find out more visit [VAT refund for tourists | The Official Platform of the UAE Government](#)

Do I Tip?

Many hospitality venues will already include a service charge on the bill, so while tipping on top of this is not compulsory or formally expected, it is common to add 10-15%.

What do I do about money?

The currency in Abu Dhabi is the UAE Dirham (AED).

A preloaded cash travel card with either New Zealand Dollars or the local currency AED (if available) that you can use to withdraw cash at the local ATM machines, along with your regular eftpos or credit card.

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 Thu 8.00am – 3.00pm. Friday 7.30am – 12.30pm. 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 the UAE.



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What are the opening hours of shops?

Within walking distance of the Novotel Abu Dhabi Al Bustan there are pharmacies, restaurants, coffee shops, VIVA Supermarket within Danet Mall is approx 15 mins walk.

Abu Dhabi Mall is open between 10am-10pm daily. Shops within the mall may have different opening hours.

The hotel is situated approximately 10km from Abu Dhabi Mall, approx. 10mins in a taxi.

What are the prices of general items?

- Coffee – AED20.50
- Beer (in bar) – AED40.00
- Wine (at shop) – AED62.50 per bottle
- Bottled Water (at shop, 0.33l) – AED1.85
- Coke (0.33l) – AED4.56
- McDonalds Combo – AED35.00
- Mid-Range Restaurant (3 course dinner for two) – AED250.00

Alcohol

Drinking in public is prohibited, alcohol is generally only available in hotels and bars/restaurants. The legal drinking age in Abu Dhabi is 21 years.

Dress Modestly

Respect the Muslim culture and don't be too revealing in your choice of clothes when in public spaces. Both men and women should cover shoulders and knees. Be mindful of showing affection in public, as this can be frowned upon in the Middle East.

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 2kg 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 the UAE

- 🕒 400 cigarettes or 250g of tobacco or 50 cigars for travellers aged over 17 years
- 🕒 4 litres of spirits or wine and 1 litre of liquor or 24 cans of beer for travellers aged over 21 years
- 🕒 Perfume 200ml
- 🕒 Personal belongings and good valued up to AED3,000 without incurring customs duties

When traveling to the UAE, be mindful of the duty-free allowances to avoid any customs issues. Ensure that you are aware of the age restrictions for alcohol and tobacco, and keep receipts for any high-value items to facilitate the customs process. Always check the latest regulations before your trip, as customs laws can change.

Subject to change

Can I use my phone in Abu Dhabi?

The UAE's country code is +971. 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.



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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 the UAE, 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

On the ground

Water is safe to drink in Abu Dhabi. The locals may 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. 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 you visit the Safe Travel New Zealand website before you depart so you are up to date with the latest travel advice on the areas you are travelling to and to register your travel and contact details

<https://www.safetravel.govt.nz/>

This is an NZ government run website where your information is kept confidential and only used if there is an emergency. For example, it means we can give you warning of an approaching tropical cyclone, give you advice on what to do if there's major civil unrest, and check your well-being if there's been a terrorist attack. Also like them on Facebook for up-to-date information <https://www.facebook.com/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 the UAE

911 Police

997 Fire

998 Ambulance

996 Coastguard

Or contact The New Zealand Embassy, International Tower, Level 25, Suite 2503, Capital Centre for consular assistance, phone +971 2 496 3333 or email nzembassy.abu.dhabi@mfat.govt.nz
Office hours Mon-Thu 8.00am-4.00pm, Fri 10.00am-12.00pm, Sat-Sun closed

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)



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- With your chosen credit card (fees apply with Visa and MasterCard @ 1.50% and Diners and AMEX @ 2.75%)
- 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 offer

Here are some apps we recommend you down load 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.

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.



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