

Standard Procedures

Booking SIT Accommodation and Airport Pickup

Kia Ora, Welcome!

Welcoming International students and providing them with the best experience possible, is at the core of what we do within the International department at the Southern Institute of Technology (SIT). As such, we have issued the following standard procedures to ensure students and their agents understand what needs to be done when arranging to travel to New Zealand.

The procedures will come into effect from **01 February 2019**

Booking of accommodation and airport pickup

For new students

- Students/agents must provide 5 working days' notice of the students arrival to SIT
- If not specified, all students are placed in shared accommodation.
- On receiving notification and if applicable, SIT's Accommodation Officer will book two weeks free accommodation and airport pickup for the student.
- If **5 working days'** notice is not provided, the student will need to arrange and pay for their own accommodation and airport pickup. SIT will not reimburse these costs.
- If needed, SIT staff can assist students to find suitable accommodation, but this will be on the next working day that SIT is open.

For accompanying persons

- The SIT Accommodation Officer must be notified of spouses/partners, parents/guardians and/or children arriving with the newly enrolled student.
- If not notified, SIT cannot arrange accommodation for accompanying persons arriving with the newly enrolled student.
- Please note SIT will not be responsible for the airport pickup or arranging accommodation for family members if they arrive later than the student.
- SIT will not provide free accommodation to accompanying family members.
- SIT must be notified of the ages of any children that are arriving, as we need to provide car seats for babies and children to meet New Zealand Road Safety regulations.

For returning students

- SIT does not provide free airport pickups or accommodation for returning students.
- Returning students may seek SIT's assistance to book airport transfers however associated costs will need to be borne by the student.
- Returning students may request to stay at SIT Accommodation, which may be considered based on availability.

Flight delays or missing a flight

On arrival, students need to use the arranged taxi company as they will have information as to where the students are to be taken and they may also have room keys and further information on processes to follow.

*If your flight is delayed or you miss a flight for whatever reason, you must call SIT to update us of your new arrival details. If you are in New Zealand use our toll free number, **0800 748 278 (if offshore dial: +64 22 101 7482) or 0800 748 111 (if offshore dial: +64 29 772 0284)***

Flight delays and airport pick up

- If a student's flight is delayed and SIT has **not** been advised of this delay then the student will be charged for the missed pickup service. Students will need to arrange and pay for the next pickup.
 - In Auckland, the 'Homestay Host company' (Ph. 02102691882) will charge \$100 for the missed pickup and \$100 for the next pickup.
 - In Christchurch, the 'Homestay Host company' will charge \$100 for the missed pickup and \$100 for the next pickup.
 - In Queenstown, 'Queenstown Taxis' will charge up to \$38 for the missed pickup and up to \$42 for the next pickup.
 - In Invercargill, 'Blue Star Taxi's' will charge \$21 for the missed pickup and up to \$35 for the subsequent pickup. Blue Star Taxis will have the keys to the students' room.
- Costs for missed pickups and the next airport transfers will not be reimbursed by SIT.
- If a student advises SIT of such delays and the new flight arrival details by calling our tollfree number within New Zealand 0800 748 278 (if offshore dial: +64 22 101 7482) or 0800 748 111 (if offshore dial: +64 29 772 0284), then there will be no additional charges and the airport pickup will be postponed.

Missing a flight

- If a student misses a flight and fails to advise SIT of the changes, or does not present at the agreed pickup point, they will be charged for the missed airport pickup. Students will need to arrange and pay for the next pickup.
 - In Auckland, the 'Homestay Host company' (Ph. 02102691882) will charge \$100 for the missed pickup and \$100 for the next pickup.
 - In Christchurch, the arranged taxi company will charge \$100 for the missed pickup and \$100 for the next pickup.
 - In Queenstown, 'Queenstown Taxis' will charge up to \$38 for the missed pickup and up to \$42 for the next pickup.
 - In Invercargill, 'Blue Star Taxi's' will charge \$21 for the missed pickup and up to \$35 for the subsequent pickup. Blue Star Taxis will have the keys to the students' room.

- Costs for missed pickups and the next airport transfers will not be reimbursed by SIT.
- If a student advises SIT of the new flight arrival details by calling our toll free number within New Zealand 0800 748 278 (if offshore dial: +64 22 101 7482) or 0800 748 111 (if offshore dial: +64 29 772 0284), then there will be no additional charges and the airport pickup will be rearranged.

Receiving confirmation of bookings before departure

- Students must receive written confirmation from SIT of accommodation bookings, airport pickup and procedures regarding SIT contact details, **prior to departure.**
- If no written confirmation is received by the student with guidelines of whom to contact in case there are any complications en route, then no bookings will have been made. It will then be up to the student, to make their own accommodation and travel arrangements on arrival.
- Students must report to SIT campus where they have chosen to study on the first working day after arrival. Please refer to campus addresses below.
- If you arrive late, please present to the instate as soon as possible.

SIT Invercargill:	International House G2, Level 2, 152 Tay Street, Invercargill
SIT Queenstown:	Dart House, Level 2 (above BNZ), off Hawthorne Drive, Remarkables Park Town Centre, Frankton
SIT Christchurch:	60 Waterloo Road, Christchurch
SIT/MAINZ Christchurch:	Audio Production, 191 High Street, Christchurch
SIT/MAINZ Auckland:	150 Victoria Street West, Auckland