

## Terms and conditions for visits to Auckland Council by international delegations

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The following terms and conditions apply to international delegations (or individuals) requesting a visit to Auckland Council for presentations on council services or operations. Visits include a presentation by the appropriate council official/s on the confirmed topic and a general Auckland Council information pack.

### 1. Visit charges

#### Service charge:

Number of delegates (including tour guides & interpreters)	Charge per hour (excluding GST)
1 - 12	\$1000.00
13 - 25	\$1500.00
26 - 50	\$2000.00
50+	depends on venue availability

For delegations of more than 25 people, the venue will be set up theatre style (rows of chairs without tables). Should tables be required, a larger venue may be arranged at an extra charge (depending on availability).

Presentations run for a set period of 45 minutes to one hour per topic. However, they may exceed the finish time at the discretion of the presenter and the International Relations team.

#### Catering charge:

Please enquire if catering/refreshments are required. Charges will be applied accordingly.

### 2. Conditions

#### Visit requests

Visit requests are to be submitted to the International Relations team at Auckland Council, no less than 28 days before the requested date. Auckland Council reserves the right to accept or decline the visit request, based on other council commitments which determine the availability of resources. A maximum of one study visit per month will be accepted.

#### Interpreters

Presentations are given in English. It is a requirement of the delegation or agent to arrange a professional and experienced interpreter.

#### Payments

Payment of the full visit charge, in New Zealand dollars, is to be given to the International Relations office before the presentation begins on the day of the visit. A receipt will be provided at the end of the presentation.

## Changes

Following confirmation of the visit, one change of date and/or time will be accepted free of charge. Each subsequent request for change will be considered at the discretion of Auckland Council. If accepted, an additional charge of 25 per cent of the full visit charge will be incurred. If not accepted, the visit will either proceed as confirmed, or be cancelled and the delegation will incur the cancellation charge.

## Cancellations

Cancellations received prior to five working days before the visit date will incur a charge of 50 per cent of the full visit charge. Cancellations received within five working days of the visit date will incur the full visit charge. Delegations that fail to attend the presentation without notice of cancellation will incur the full visit charge plus an additional 50 per cent. Cancellations are to be received by the International Relations office by email or fax. These charges are only applicable if the cancellation is received after the visit has been confirmed.

## Exemptions

Delegations from Auckland's international partners are exempt from charges when the visit is arranged through the respective city council.

## 3. Procedure

- I. Read and accept the terms and conditions.
- II. Complete and submit the **study visit request** form.
- III. If the visit request is accepted, a confirmation letter will be sent. Please print the letter, sign it and email a scanned copy back to the International Relations office (as per the instructions on the letter). If the visit request is not accepted, a response will be sent accordingly. Either response may take up to five working days.
- IV. Following receipt of the signed confirmation letter, Auckland Council will finalise the visit arrangements. A programme and payment request will then be sent.
- V. On the day of the visit, Auckland Council will deliver the presentation to the delegation. Please ensure the full and correct visit charge is given to the International Relations office prior to the presentation (in New Zealand dollars). A receipt will be provided at the end of the presentation.

If you have any questions regarding the terms and conditions or the online visit request form, please do not hesitate to contact the International Relations office on [internationalrelations@aucklandcouncil.govt.nz](mailto:internationalrelations@aucklandcouncil.govt.nz) . We look forward to assisting you and your delegation.