



Viva Expeditions Limited  
235B Dairy Flay Highway, Albany, Auckland 0632  
New Zealand

Date: 6 April 2020

Viva Expeditions is working with the New Zealand Government to bring New Zealanders and their family members home from Peru via flights departing Cusco and Lima in the coming days.

We are exploring the viability of an additional internal flight and will provide more information when it is available.

Further details, including likely timing, pricing, and how to book are available at the bottom of this email. Please read carefully.

If you are interested in registering for a flight, please provide the required information requested at the bottom of this message and email Viva Expeditions at [info@vivaexpeditions.com](mailto:info@vivaexpeditions.com). Alternatively, you may phone Viva Expeditions on 0800 131 900 if within New Zealand or on +64 9 950 5918 for those abroad. If leaving a message please clearly state your name, your reason for calling and your email address.

Some recipients of this message may have arrangements to join Australian-organised transport. If this is the case, we recommend continuing ahead with those options.

#### ***New Zealand Border Restrictions***

On 25 March, the New Zealand Government introduced further [self-isolation requirements](#) for international arrivals into New Zealand. Please consider these requirements before deciding whether you would like to take advantage of this opportunity.

Every passenger entering New Zealand will be screened for COVID-19 on arrival. Passengers will be disembarked in small groups and met by Government officials at the gate. When passengers disembark the plane health officials will discuss self-isolation and transport arrangements and answer any questions passengers may have.

For more information on self-isolation see the [Ministry of Health website's Border Controls](#) page and read their [passenger arrival factsheet](#) on managed self-isolation/quarantine. For further advice about self-isolation requirements, please consult the Ministry of Health's [self-isolation guidelines](#).

#### ***Consular assistance***

This is an increasingly difficult situation and we fully appreciate the heightened stress many travellers are facing. The New Zealand Embassy is operating remotely with reduced services due to the quarantine in Santiago, if you do require urgent consular assistance, including if you are facing financial difficulties, please contact the 24/7 New Zealand consular assistance line on +64 9 920 2020.



## INFORMATION FROM VIVA EXPEDITIONS FOR PERU TO NEW ZEALAND FLIGHTS:

### ***When will the flight depart, and from where?***

We expect one flight to depart Lima over the coming days. This flight will transit Santiago, Chile, before continuing to Auckland.

One flight will depart from Cusco to Lima in time to allow passengers to connect to the flight to Auckland.

Confirmation of departure times for these flights will be provided to registered passengers as soon as possible.

### ***Who will be able to take this flight?***

Seats will be available in priority order to:

- New Zealand citizens and permanent residents and their family members. Family members who are not New Zealand citizens or permanent residents must apply to Immigration New Zealand for permission to enter New Zealand at: <https://www.immigration.govt.nz/formshelp/request-for-travel-to-new-zealand>
- Australian citizens and permanent residents, provided that they hold tickets on a commercial connecting flight to Australia departing the day of their arrival in Auckland. This will be at the traveller's own cost. We will be working with the New Zealand and Australian Governments to ensure that there are commercial options on the day of arrival.

### ***How much will seats cost?***

Seats from Lima to Auckland will cost NZ\$5330 each.

Seats from Cusco to Lima will cost NZ\$500 each.

These prices reflect the high operational costs of charter flights in the current environment. They are in line with the prices for recent charter flights.

These prices include the cost of ground transportation to Lima or Cusco if required. However, any accommodation that might be required in either Cusco or Lima will be at additional cost.

### ***How do I book?***

To book a seat you must be physically located in Peru and accessible by road within a reasonable distance from either Cusco or Lima. If you are physically located within a reasonable distance outside of Cusco or Lima city limits, Viva Expeditions will provide ground transport to one of these locations prior to flight departure. Ground transportation costs are included in the cost of the flight fare.

To book seats, please copy and paste the text and the required information after the stars (\*\*\*) below into an email to [info@vivaexpeditions.com](mailto:info@vivaexpeditions.com).

Once received, your email will constitute permission to book for yourself or your clients/ family members. If you are not comfortable providing this information via email then please contact us. Please note that our call centre is experiencing very high volumes and there is a chance that you will not be able to get through.



Please note that once your application has been processed, this booking will be non-refundable, the only exception being if the flight does not proceed. If the flight does not proceed then you will be given a full refund.

Please email us at [info@vivaexpeditions.com](mailto:info@vivaexpeditions.com). Completed information via email will be faster for us to process and we encourage you to submit your applications this way.

Alternatively, you may phone us on 0800 131 900 if within New Zealand or on +64 9 950 5918 for those abroad. If leaving a message please clearly state your name, your reason for calling and your email address.

Please ensure that you type this italic below text in your email to us. Payment will not be taken unless we have this permission from you.

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*I permit Viva Expeditions to deduct the below amount from my credit card for a New Zealand bound repatriation flight, date to be determined.*

***Cusco to Lima (if required): NZ\$500 per seat.***

***Lima to Auckland: NZ\$5330 per seat.***

*I understand that provided this flight departs, this payment value will be non-refundable.*

Required Information	Please Complete
Surname as per Passport	
First Name as per Passport	
Personal Email	
Dietary Requirements	
Gender	
Passport Number	
Date of Birth	
Nationality (If not Australia or NZ, please also provide entry status)	
Document Date of Issue	
Document Date of Expiry	
Personal Phone Number (we must be able to contact you in this number in Peru). Please note if you have contact via what's app only).	
What Address do you need to be collected from in Peru	
What City are you located in	
Destination address in Australia/ New Zealand	
Place of Birth	
Credit Card Type	
Credit Card Number	
Expiry Date	
CCV Number	



***Financial difficulty***

New Zealanders wishing to depart Peru but are unable to pay the costs for the flights upfront are asked to still register their interest for the flights using the process described below and additionally email: [DM-CONS@mfat.govt.nz](mailto:DM-CONS@mfat.govt.nz) to discuss finance options. You must include "PERU CHARTER FLIGHT" in the subject line, and explain your financial situation within the body of the email. Your situation will be considered on a case-by-case basis.

Kia kaha

Viva Expeditions

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0800 131 900 (from within New Zealand)

+64 9 950 5918