



# GO ASSIST HELPDESK

GO Holidays operates a 24 hour Travellers Assistance helpdesk for your peace of mind whilst you are on holiday. This facility puts you in touch with us in the event of a serious problem with your holiday arrangements.

## GUIDELINES FOR USAGE

If you encounter a problem on your holiday it is important that in the first instance you take the matter up directly with the hotel or supplier to give them the opportunity to put the matter right. If you cannot resolve the issue in this way and are still dissatisfied you may contact us via the listed telephone numbers.

It is important that we are given the opportunity to resolve any problem as we have found from experience that it is very difficult (in some countries impossible) for us to obtain redress for you once travel has been completed. If you have not given us this opportunity we may not be able to arrange for a refund or compensation from the service provider after you get home.

If you are calling from a New Zealand mobile phone, or a landline in a country not listed below, or encounter problems using the numbers below please call

# +64 9 914 4000

*(+ = add in the required access numbers to call New Zealand from the country you are calling from  
eg. If you are in India then the access number to call New Zealand is "00" so you would dial 00 64 9 914 4000)*

### IF YOU ARE CALLING FROM A LANDLINE IN ONE OF THE COUNTRIES BELOW PLEASE DIAL THE NUMBER LISTED:

Australia	0011 800 1080 1080
Austria, Belgium, China, Finland, France, Germany, Ireland, Italy	00 800 1080 1080
Malaysia, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom	00 800 1080 1080
USA, Canada	011 800 1080 1080
Fiji	0800 800 32 333
Hong Kong	001 800 1080 1080
Thailand	001 800 1080 1080

*Should you require assistance prior to your departure from New Zealand please contact your travel agent who will be able to assist you.*

**Please note GO Holidays can only assist with products your travel agent has purchased through us.**