

Travelling overseas

Follow along with Ruby on her trip to New Zealand and learn how a mobile phone can help make travel safer and more convenient.

Ruby is a solo traveller who wants to visit New Zealand. She knows she can find out more about travelling to New Zealand on the Australian Government's Smart Traveller site <https://smartraveller.gov.au>

She uses the site's search function to look for information about New Zealand, and notes the latest travel rules and advice, including any restrictions.



Smart Traveller provides information about how to stay safe while away from home

Preparing for travel

Ruby gets ready for her trip by checking on important travel documents, researching and organising some of the services she'll need when away from home.

Ruby renews her passport

Ruby's passport has expired, so she needs to get a new one.

- Since her passport is only a few months out of date, she can use it to get a new one.
- Ruby also needs her driver's licence to apply for a passport online.
- She visits <https://www.passports.gov.au>, where she can lodge and track her passport application. She can also book any interviews she needs to do as a part of the application process.

Buying travel insurance

After her new passport arrives, Ruby is ready to organise travel insurance. She can:

- Research which insurance provider to use, and bookmark websites for later

Travelling overseas

- Use a comparison website to research options
- Pay for the insurance once she knows the dates of her flights.

Checking vaccination records

Ruby has received the COVID-19 vaccine, so can travel without having to quarantine. She:

- Uses her **myGov account** to check other vaccinations are all up to date
- Visits <https://smartraveller.gov.au> to find information about New Zealand's vaccination rules



- ✓ COVID-19
- ✓ Malaria
- ✓ Typhoid

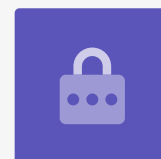
Organising international mobile coverage

Ruby calls her mobile phone provider to learn about how she can make calls and use the internet while travelling in New Zealand.

- Buying a local SIM card is the cheapest option, but Ruby chooses to use international roaming instead
- She'll get an amount of data to use while she's away
- Her friends and family will still be able to call her on her Aussie number

Your myGov account stores your vaccination history

International roaming costs vary depending on the country you are visiting. Some countries will be very expensive, and it's often cheaper to buy a local SIM.



Ruby plans and books her holiday

Ruby is on a budget and will book her plane tickets herself with the airline because she's confident in the process. For everything else she will use her local travel agent.

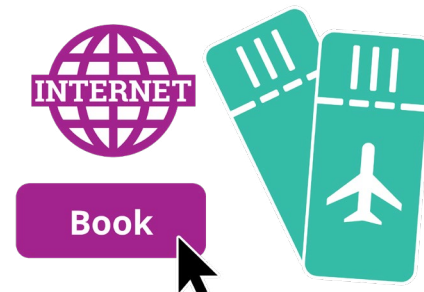
To start, she visits her preferred airline's website. She's looking for a super-saver ticket and understands that it may not be as flexible as a full-price ticket.

Travelling overseas

1. How Ruby books her tickets

Ruby wants to avoid the crowded peak season so decides to travel in winter.

- She enters departure and return dates in July into the airline's search box
- She sets the website filter to sort tickets by price, from low to high
- The results show a super-saver ticket at the top, leaving and returning on the dates she wants. Perfect!



Airline websites make it easy book and pay for flights

2. Checking the seat on the plane

Now she knows her flight, Ruby looks at what kind of plane she will be flying on. It's a Boeing 737.

- She visits <https://www.seatguru.com> to check what the best economy-class seats are
- Seat 14A is near the window and in an exit row, so has extra leg room
- She makes a note to select it, if it's still available, when she checks in 24 hours before her flight.

3. Paying for and receiving the plane tickets

Ruby can use her credit card to pay for her tickets on the airline's website. She's confident that it's safe to use her credit card on this site, because:

- It is the official airline website
- The website address starts with **https://**
- It shows the lock symbol in the address bar so her transaction will be encrypted for security.

The airline automatically emails electronic tickets, or **e-tickets** to Ruby.

- She ticks a box to display the ticket on her computer now
- A PDF of the e-ticket appears
- Ruby can print out her e-ticket
- A paper copy is a useful backup if, for some reason, Ruby can't access the email from her phone.

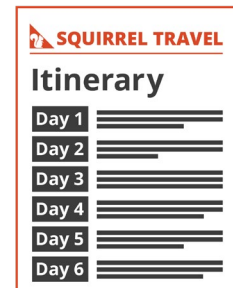
Travelling overseas

Ruby's itinerary

Once she's booked her flights, Ruby's agent books all the accommodation, transport, and activities around her arrival and departure dates.

The agent's computer system puts all the information about her trip into an itinerary:

- It's a list that shows where Ruby should be on what date and at what time
- The agent prints a copy of the itinerary for Ruby to carry with her and emails it to her as a PDF
- The agent can also email her any updates or sudden changes to her itinerary
- The itinerary has a **Contacts** page. This has phone numbers, websites and email addresses for important services, and numbers to call in New Zealand in a medical emergency, or if Ruby needs help from the Australian embassy
- It also has her travel insurance policy number, and a number to call if she needs help
- Ruby saves her emailed itinerary to her phone, so she can access it even without mobile data coverage.



An itinerary includes important trip details

Ruby's virtual scrapbook and medications

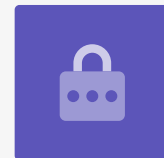
She saves the itinerary into a new folder on her phone called **My Holiday**. The folder is like a virtual scrapbook, allowing her to save useful documents, pictures and files for her trip. She uses it to save maps, some general information about New Zealand, and PDFs of Milford Sound.

Ruby regularly takes some prescription medications, so takes care to make a record of what they are for when she's away.

- Ruby saves a document onto her mobile phone that lists all the medications she needs
- She also carries the original boxes that her medications came in. The boxes show her name and doctor's details, which proves they are prescribed to her.

Travelling overseas

Countries have different rules around which medications can be legally carried. Check before you travel, and bring documentation about prescriptions that you can present at customs checks.



Flying to NZ: Ruby's day of departure

Ruby catches her flight to New Zealand, and uses her mobile phone to help make the process simple and convenient.

1. The big day arrives!

Ruby receives a text message via SMS from her airline reminding her:

- The time the flight departs
- That she needs to be at the airport 90 minutes before her flight leaves
- To check in online, using her mobile phone and a link the airline provides in the message.

2. Ruby has already checked in!

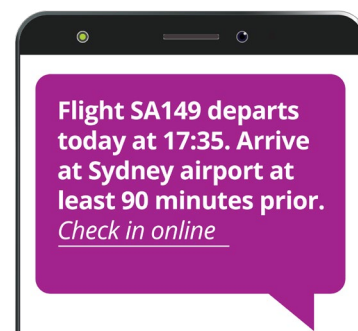
Ruby's airline allows passengers to check in up to 24 hours before their flight.

- Ruby checked in early using the airline website because she wanted to choose her seat on the plane
- Luckily, seat 14A was still available!

3. Viewing and saving the boarding pass

After Ruby checked in, the airline sent her an email that displays her boarding pass.

- Ruby will have to show this on her phone's screen at security and the departure gate
- She saved the boarding pass to her mobile phone's **My Files** app, in case she doesn't have any reception at the airport.



Airlines can send SMS reminders about flight times

Travelling overseas

4. Getting to the airport

Ruby needs to get to the train station to catch the airport train:

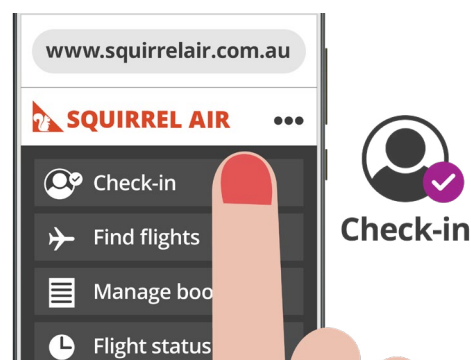
- She downloads a timetable app to her mobile phone and checks the schedule
- She books a taxi to the train station using her preferred taxi app.

5. At the airport

Because she already checked-in using her mobile phone, Ruby doesn't need to queue up at the airport to check in to her flight. Instead, she goes to the counter to drop her suitcase for loading onto the plane.

With her passport, and her boarding pass showing on her phone's screen, Ruby:

- Goes through security
- Clears customs via a SmartGate, using the e-Passport chip in her new passport
- Shows her phone and the boarding pass on its screen, one more time at the departure »gate as she boards the aircraft.

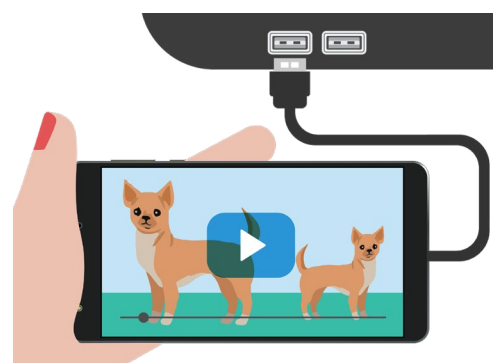


Checking in online helps to avoid queues at the airport

6. During the flight

Ruby spends the three-hour flight:

- Playing a game on her phone
- Watching a movie she downloaded before she left home
- Keeping her phone's battery topped up, by plugging her charger into her seat.



Watch, play or listen on your phone during flight, and charge as you go

7. Arriving in New Zealand, and dinner time!

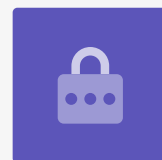
Ruby's travel agent arranged transfers from the airport to the hotel in Queenstown, and everything goes smoothly. At the hotel:

- Ruby uses some of her mobile phone's roaming data to search for a restaurant nearby

Travelling overseas

- Ruby find a restaurant nearby and uses Google Maps to get walking directions
- Before entering, she checks the prices on the menu in the window first and uses her mobile phone and Google search to convert the cost from New Zealand dollars into Australian dollars.
- After dinner, Ruby uses the itinerary on her mobile phone to check tomorrow's activities. She doesn't need to use any roaming data for this, because she saved a copy on her phone.

The SmartGate (called an eGate in New Zealand) uses facial recognition technology to check a traveller against their passport photo. It's important to wear your hair similar to how you look in your passport, and you may have to remove your glasses.



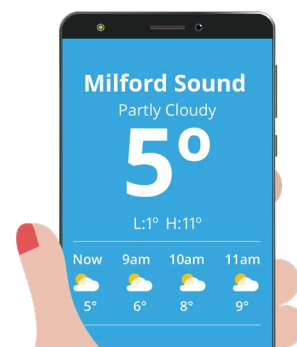
Milford Sound: Ruby's amazing day trip

Time for the highlight of Ruby's New Zealand trip: her day on a cruise boat on Milford Sound!

- Ruby uses her phone to check the weather for the day
- She uses the hotel's free Wi-Fi to download some podcasts onto her phone using the **ABC Listen app**
- She keeps her phone plugged in to make sure she has a full battery for the bus trip to Milford Sound and back.

During the boat tour, Ruby photographs Milford Sound using the camera in her phone.

- Ruby wants to share these with her family
- In Queenstown, she could send them using international roaming on her phone or the free hotel Wi-Fi
- In Milford Sound, there's no mobile reception, so she will have to wait until she gets back to the hotel.



Weather apps let you check the forecast in any country

Travelling overseas

Uploading photos and making a video call

Back at the hotel and connected to free hotel Wi-Fi, Ruby can use her cloud account to share some of the photos. She's careful to only share the photos with a few select friends and family members.

She also shares the day's adventures by making a video call to her family using free hotel Wi-Fi and the video calling app on her phone.

A well-earned rest

Before bed, Ruby uses her mobile phone's internet browser to visit <https://smartraveller.gov.au> to check for new travel advisories she should know.

To get to sleep, Ruby reads an e-book on her phone using an **e-reader app**, and checks a couple of Australian news websites.

Ruby then sets her phone's alarm for 8:00am.