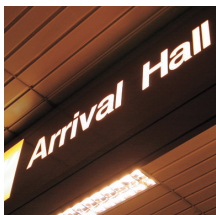
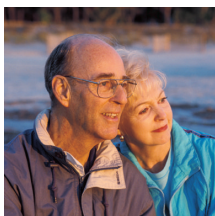




nArrival

relocation specialists



Making New Zealand Home

Introduction to On Arrival New Zealand

On Arrival is here to help make your move to New Zealand as easy and stress free as possible. We have "been there, done that", having immigrated to New Zealand from Canada over 20 years ago. Our first hand experience of what it's like to relocate to a new country means we know how to ensure your relocation experience is a positive one.

Over the years we have helped hundreds of individuals and families settle in and make New Zealand their new home. It is a beautiful country with lots to offer any type of lifestyle.

We have relocation consultants in 14 major destinations throughout the country, but no matter where in New Zealand you want to live we will ensure your relocation needs are met.

Relocating your home can be stressful. A pain-free move takes forward-planning, time, energy and co-ordination. It also requires in-depth knowledge of the new city to ensure that your lifestyle requirements are met. Let us take care of these details for you

On Arrival is here to:

- Make your move to New Zealand as easy and stress free as possible
- Provide a service that is tailored to your individual requirements
- Provide a series of Information Guides addressing all the key re settlement requirements you need about life in New Zealand
- Facilitate local contacts and documentation procedures
- Refer you to our trusted alliance partners to address any of your re settlement needs not covered by our core services
- Ensure your family's needs are addressed so that you can settle into your new job, knowing that they have a support system in place
- Provide a local point of contact
- Welcome you and help you feel at home
- Continue to act as an information, support and referral service by staying in touch with you to establish community networks and host social functions

Our Service Packages

On Arrival offers a number of pre-defined relocation and re settlement packages for Individuals, Families, and a Fully Comprehensive/Executive programme, any of which can be tailored to meet your specific needs. Our experience has shown that people's relocation needs tend to fall into the following broad categories.

- **Executive** - Designed for professionals migrating to New Zealand to work, and organisations transferring employees to New Zealand. If you are moving because of your career, let us help you find a new home, familiarise you with your new city, put you in touch with relevant business groups and associations, and ensure that both you and your family's social needs are fully addressed.
- **Family** - A special resettlement package that focuses on helping your family settle into their new house, school and community. When re settling families we take a holistic approach to understanding their total needs, and we continue to provide support long after you have moved into your new accommodation. We focus on the needs of your family until they are totally self-sufficient.
- **Individual/Lifestyle** - We offer specialised services for those looking for a change in lifestyle. New Zealand has become a very popular destination for people wanting to get away from it all. Whether you prefer a cosmopolitan city lifestyle, want to settle into a farm or lifestyle block, or want to live near the water, we can help you consider the multitude of opportunities available.

You can choose from one of our set packages, or let us tailor a package to meet your specific needs. We appreciate that everyone's needs are unique, so our services are flexible. We are here to ensure that your experience of New Zealand is as enjoyable as possible.

Information Guides

If you are considering a move to New Zealand we offer a series of Information Guidelines on immigration requirements, employment, housing, education, healthcare, and transportation. Our detailed guides will assist you in your assessment of New Zealand as a place to live and work and provide guidance on lifestyle considerations, costs of living, schooling, health services, and recreational opportunities.

You can order any of our Information Guidelines at www.onarrival.co.nz

Our Background

We are Don and Eve Casagrande the founders of On Arrival. We moved our family from Canada to New Zealand in 1986, and after that experience we recognised the need for a relocation and re settlement service and the value it could provide to new immigrants.

Who would have anticipated the stress of experiencing a new city, new culture, new job, new home and new schools all at once? From that point onwards we committed ourselves to ensuring that other people's relocation experience was a positive one.

Since 1987 we have assisted hundreds of individuals and families to adopt New Zealand as their home. We have also assisted many local New Zealanders to relocate to new cities within New Zealand.

Our expertise in corporate relocation management and family re settlement is impeccable, and is supported by excellent references.

We strongly believe that the best people to relocate you and your family are people who have already experienced life working and living overseas.



Our Understanding

We understand the emotional impact of your decision to move to a new country and the stress this can put on you, your family and your friends. Especially as you contemplate how you will integrate with a new culture.

You owe it to yourself and your family to have a support team in place to ease any concerns.

This is what On Arrival is about, and why we are here for you.

Our Mission

To deliver such incredible customer service that we become your friend and service partner for life.

Our Promise

You can trust us to provide the best service at all times, based on our experience, knowledge of the business and absolute commitment to you, our client.

Our Commitment to You

We commit to being there for you, because we have empathy with how you and your family will feel relocating to a new home.

We have experienced what it is like adapting to a new country. We therefore commit to being there to provide you and your family with gentle guidance and ongoing support. Nothing is too much trouble.

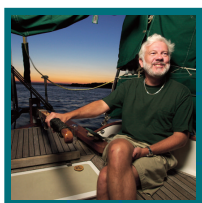
Our Partners

On Arrival has established relationships with a range of leading organisations that can provide additional services and assistance, helping us to provide a complete relocation service experience.

Our Services

On Arrival recognises that individuals and families moving to New Zealand will have different needs.

Accordingly, we offer a full range of services that can be customised and priced to meet your specific requirements.



Pre Arrival

- **Information:** We will provide you with access to all of our Information Guidelines on immigration requirements, employment, housing, education, healthcare, and transportation with detailed information on lifestyle considerations, costs of living, schooling, health services, and recreational opportunities.
- **Needs Analysis:** Through conversations with you, and by asking you to complete our simple questionnaires, we profile all aspects of your lifestyle, housing, educational, recreational, individual and family requirements and expectations.
- **Research:** Based on your feedback we research localities and properties to meet your requirements and budget guidelines, and through follow up discussions we refine these to ensure that when you arrive we are taking you to locations that fit with your needs and expectations.
- **Close Contact:** We stay in touch with you throughout this process. We are your local point of contact.

On Arrival

- **Welcome:** We'll pick you up from the airport, ensure that you get settled into your temporary accommodation, supply a food hamper for your arrival, and then let you get rested from your journey.
- **Orientation:** You will be taken on a guided tour and orientation of your new city. We also provide you with a detailed Information Pack about your new location and its surrounding regions.
- **Home Search and Establishment:** Over the next few days we'll organise a location and property inspection schedule, accompany you to view and inspect the selected properties, and once we have found you the right home, we'll be there to assist you with all the required documentation, connection of utilities, and help you get settled in.
- **Schools:** We provide you with information on the schools, day-care facilities and educational institutions in your new community, and arrange appointments to meet with registrars and/or principals and assist you with school enrolments.
- **Community Orientation:** We will take you on an orientation tour of your new community and will provide you with detailed guides on local amenities, council services, hospitals, medical and dental care, local shopping areas, public transport services, and recreation facilities.



Post Arrival

■ Spouse/Family Support

We continue to act as an information, support and referral service for all our clients by staying in touch with you to establish community networks and host social functions.

We support partners during this time by providing a "Spouse orientation tour" of your new home region, introducing you to networking groups and social activity groups. We will also identify local community groups, children's playgroups and activities, and local sporting associations.

Additionally, we provide you with shopping assistance and help with service provision such as house cleaning, gardening, child care, and catering services.

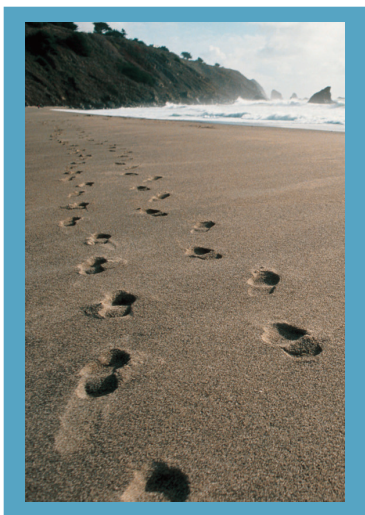
Our regular calls to keep in touch with your family are not only important, but also very valued.

■ On Arrival New Zealand Club

Our new and exciting social group offers you a wide range of entertainment, lifestyle and networking benefits. Meet others who have adopted New Zealand as their home and share your experiences.

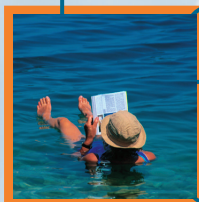
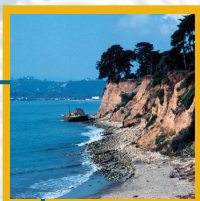
On Departure

We hope that we won't see you leave, however if you decide that your time in New Zealand has come to an end, we can reverse the whole procedure and send you off again - relaxed and stress free.



Benefits of Using Our Services

- Your willingness to move is enhanced by knowing that you have a local point of contact and a support team in place to address your needs and ease any concerns.
- You and your family members can adapt to your new environment in a shorter period of time, based on our experience, knowledge of the business and absolute commitment to you.
- You can be productive at work knowing that your family's re settlement needs have been well taken care of.
- You will benefit from the introduction to a cost-effective way of living in New Zealand.
- You and your family will know where to go for assistance in the event of any emergency.
- Our on-going customer service is available during your entire assignment to provide any information and support when needed.



References

Anne Peters - Australia to New Zealand

All of On Arrival's services exceeded my expectations. I moved into the "Absolutely Perfect" property which I couldn't have found without Eve and her ability to totally understand my personal needs.

I was asked in my Customer Satisfaction Survey if I could recommend ways of improving On Arrival's service, and I can't think of a thing - They are absolutely wonderful. I would highly recommend On Arrival to others.

Anne Peters

Ministry of Economic Development

Marlenna Ifrim - Canada to New Zealand

Since coming to Wellington, On Arrival has been there with support and guidance and has addressed all my re settlement needs over and above my expectations and made me feel like "Part of their Family".

Their service is impeccable and their support is incredible.

Marlenna Ifrim

Department of Statistics

Paul Mathews and family - South Africa to New Zealand

My employer enlisted the services of On Arrival to assist with our resettlement here. As expected, the services provided by On Arrival have been a great help and I shudder to think how much more stressful and difficult this move would have been without it.

For us, probably the single biggest concern at arriving in a new country, was not knowing anyone that we could call on for help. It was therefore a huge relief that we were lucky enough to have On Arrival taking care of us.

As a result, we are really pretty well settled already - we have a home, know the bus routes, location of doctors, shopping centres and supermarkets, community centre and day care centres, etc etc.

Thanks to On Arrival for our soft landing in NZ.

Paul Mathews and family

MWH New Zealand

John, Debbie and JC Chaney - UK to New Zealand

Our first few weeks in NZ have been exactly as we wanted them to be; stress free and sorted with jobs, schools, clubs, house, cars, etc.

All of this would not have been possible without your service, we have found some very special people to begin our life here with and will cherish the memories these first few weeks have given us.

Many thanks for your help and guidance along the way, it has also been a tremendous relief to us to have you there.

John, Debbie, JC and now finally Tami (the dog!!!)

Contact Us

You can contact On Arrival New Zealand through our web site at www.onarrival.co.nz or at any of the addresses below:

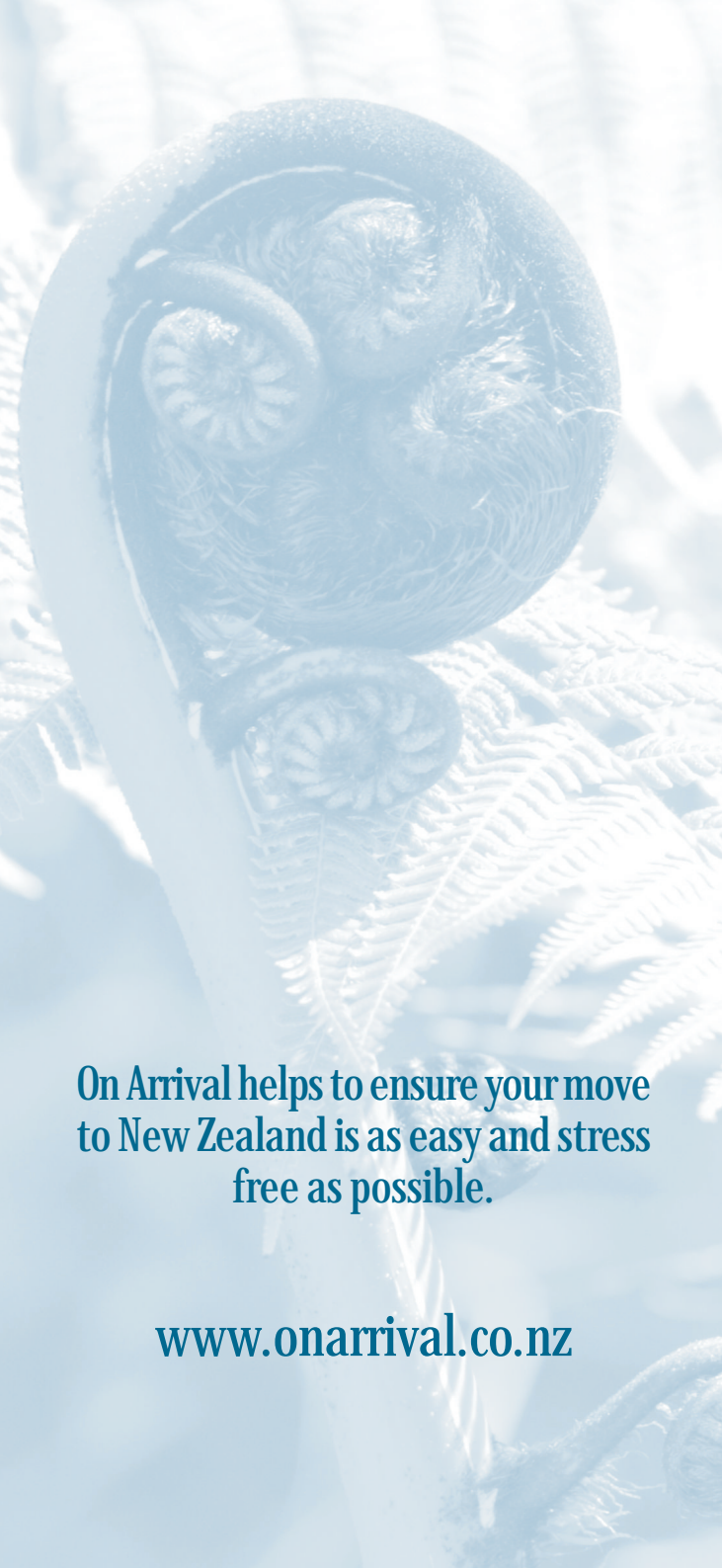
Mail: On Arrival New Zealand
PO Box 11-592
Manners Street
Wellington
New Zealand

Email: Don Casagrande, Director	don@onarrival.co.nz
Eve Casagrande, Director	eve@onarrival.co.nz
General Enquiries	info@onarrival.co.nz

Phone: All International enquiries	+ 64 4 237 7710
All National enquiries	0800 ON ARRIVAL 0800 662 774

Fax: All enquiries	+ 64 4 237 9812
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**On Arrival helps to ensure your move
to New Zealand is as easy and stress
free as possible.**

www.onarrival.co.nz