



Travel provider change – FAQs

Does this change affect the current process for booking travel?

No. You will still need to submit a new travel request via Fire and Emergency's Travel Office, as per usual process. This can be done via the [Portal](#).

All travel and accommodation must be booked 21 days in advance, as per Policy.

Does this change affect the current process for people approving travel arrangements?

Yes. The request for travel approval will now come from our new provider, Tandem Travel, instead of Orbit Travel. The process to review and approve staff travel will be similar to the old provider, however the online interface and the steps will be slightly different. While this new process is intuitive and self-explanatory, the Travel Office will provide a digital Authoriser Guide to all staff travel approvers within Fire and Emergency to assist with booking approvals.

If you need support with approving staff travel, please reach out to travel.office@fireandemergency.nz

Does this change affect the current process for dealing with travel disruptions?

Yes. From 26 June, if you experience a disruption to any new booking made through Tandem Travel **outside of business hours**, you will need to contact Tandem Travel direct on their afterhours number. You will need to state your name and your booking reference number, found on your itinerary.

If you experience a disruption to your current travel arrangements or any future bookings made through Orbit Travel, you will need to contact Orbit Travel on +64 4 496 3288 if outside of business hours. If inside business hours, please contact the Travel Office on 04 460 8621.

Does this change affect the booking process for emergency response travel?

Yes. If you need to arrange your travel for an emergency response between now and 25 June 2024, contact Orbit Travel direct on their deployment line: 09 801 2672.

If you need to arrange your travel for an emergency response after 26 June 2024, contact the new provider, Tandem Travel.

This applies to domestic and international travel.

Why did we change travel providers?

As with many of Fire and Emergency's contracts with third party service providers that get periodically reviewed, our travel services arrangement with Orbit Travel has also undergone a retender process. This is to allow for due diligence and to make sure our travel provider meets our evolving business needs.

Will the Orbit Travel app still work on my phone?



Only for any current bookings made through Orbit Travel. You will need to download the Tandem Travel smartphone app to track any future bookings. Guidelines will be provided on the Portal by 26 June.

What if I have a trip booked with Orbit Travel beyond 25 June 2024 that I need to make a change to?

The trip will need to be changed through Orbit Travel. Contact the Travel Office on 04 460 8621 (during business hours) or email travel.office@fireandemergency.nz to make the change. If after business hours, contact Orbit Travel direct on +64 4 496 3288.

I need to make a group booking for travel after August 2024, which usually means I need to book well in advance to secure the required number of rooms. Do I still need to wait until 26 June 2024 for the new provider?

Contact the Travel Office to check if your booking can be made before 26 June 2024.