

Definition of tour guides / managers/ directors / escorts in New Zealand

Category (1)

Activity Tour guide - guides who work for local tour operators such as cruise boat or jetboat operators, hiking companies, rafting companies etc who are employed on a seasonal (permanent or casual) employment contract basis (eg Real Journeys, Shotover Jet, Ultimate Hikes, etc).

These guides generally work on a roster basis with contracted set or variable hours per week/month for a determined period of time/season.

Category (2)

Tour Managers / Director - guides who work for NZ based inbound tour operators who work on a seasonal employment contract basis (eg Grand Pacific, Australian Pacific Touring, AAT Kings, etc). Most likely but not exclusively English Speaking.

These guides generally work on a tour sequence basis - ie a scheduled series / package / brochure tour set out prior to or for the tour season/s ahead. Hours of work are generally a day/tour basis, with downtime on a self funded /no payment basis.

However there is a subcategory here of overseas guides who work in the same way but for, eg American, British and at German companies such as Colette, Allways Pacific , Journeys of Distinction, GeBeCo and Studiosus). These companies do not employ NZ based guides even though some of these operators work in conjunction with local inbound operators.

Category (3)

Bilingual Tour Guide / Manager - NZ based guides who work for New Zealand (or overseas based) inbound tour operators on a freelance (often self employed) basis. They may also be English speaking.

These guides generally work on an "ad hoc" - booking by booking basis - as received from one or more inbound tour operators. They are less likely to include, but do not exclude, series tours set out prior to a season. Hours of work are generally on a day/tour basis.

These guides may be accompanied by a tour leader or escort (from overseas) - See 4 or 5 below.

Category (4)

Tour Leader - a guide / escort who accompanies a group of people from their point of origin to, say New Zealand, as a tour manager/director. This person will generally work for an overseas operator on a regular or fixed basis and most likely be paid for their role from overseas.

The tour leader will generally accompany a group through NZ with (or without) a local tour guide.

The tour leader's role is as the tour operator's company representative/ caregiver/problem solver but if there is no local Tour Guide / Manager engaged, then they would actively manage / guide the tour on a day by day / hour by hour basis.

Category (5)

Tour Escort - a person (escort) who accompanies a group of people from their point of origin to, say New Zealand, and who is joined by a local tour guide (English speaking or otherwise). This person may/not be paid for their role.

The escort's role is / should be purely as the tour operator's company representative as well as caregiver/problem solver, someone who does not actively manage / guide the tour on a day by day / hour by hour basis, ie as an observer