

Tips for Travellers

BEIJING

Accommodation

All rates quoted are in US Dollars and are exclusive of any applicable taxes.

Great Wall Sheraton

10 North Dong San Huan Road
Chaoyang District
Beijing 10026
China
Tel: 0086 10 6590 5566
Fax: 0086 10 6590 5938
Email: reservation.beijing@sheraton.com
Website: www.starwood.com/sheraton/index.html
Rate: From US\$157.00

Swissotel Beijing

No.2 Chao Yang Men Bei Da Jie
Beijing 100027
China
Tel: 0086 10 6501 2288
Fax: 0086 10 6501 2501
Email: emailus.beijing@swissotel.com
Website: www.swissotel.com
Rate: From US\$175.00

Jianguo Hotel Beijing

5 Jianguomenwai Avenue
Beijing 100020
China
Tel: 0086 10 6500 2233
Fax: 0086 10 6501 0539
Email: jianguo@hoteljianguo.com
Website: www.hoteljianguo.com
Rate: From US\$278.00

SCITECH Hotel

22 Jianguomenwai Avenue
Beijing 100004
China
Tel: 0086 10 6512 3388
Fax: 0086 10 6512 3542
Email: sthotel@sw.com.cn
Website: <http://scitechgroup.com/ie4/english/hotel/hotel.htm>
Rate: From US\$225.00

Transport

Beijing Capital International Airport

Beijing Capital International Airport is one of the largest airports in China. It handles both international and domestic flights. It is 27kms from the city centre and takes about 40 minutes from the airport.

The taxi fare into the city is about RMB 80-110 depending upon the class of taxi (see below) and in addition there is a RMB 15 highway toll the passenger is expected to pay.

Arriving passengers should avoid the 'taxi touts' who lurk in the arrival hall. The taxi queue is immediately outside the arrival hall. There is also a shuttle bus into the city (cost RMB 16) but it does not stop at places convenient to business people and is really only suitable for those with hand luggage.

When leaving, there is an airport construction tax (departure tax) of RMB 50 for domestic flights and RMB 90 for international flights. The counter for paying the domestic tax is before checking in, just beyond the big board giving the status of departing flights while the tax for international flights has to be paid before going into the check-in area (on the left prior to entering the check-in area).

For domestic flights the check-in opens 90 minutes before departure and is closed 30 minutes before departure. It pays to arrive at least 60 minutes before departure because of both congestion and security.

To go through security, identification is required so people must have their passports. For international flights the check in is two hours before departure with check-in closing 30 minutes prior to flight departure. There is no direct flight between New Zealand and Beijing. People have to travel via Hong Kong, Singapore, Japan, Korea, Australia or Thailand etc.

For international flights it is advisable to reconfirm onward travel 72 hours prior to flying. This can be done in hotel business centres.

There is a Bank of China in the main hall in both the domestic and international terminals.

Taxis

Taxis are available any time day or night (except seemingly when it's raining or snowing) and the normal way to get one is hail them in the street. They are also available from all hotels. Empty taxis can be identified by a red lit meter that is on the top of dashboard and can be seen from the front. The basic flag-fall is RMB 10 for the first three kilometres then, depending upon the size of the car, it's RMB 1.20 or RMB 1.60. After 11pm the flag drop becomes RMB 11. There are larger cars, found mostly at hotels, with a RMB 12 flag-fall and RMB 2 for each additional kilometre over three kilometres. There are also additional charges for highways e.g. the airport highway toll fee is RMB 15.

Taxi drivers do not accept credit cards.

Passengers should ensure the meter is turned on, and pay what is on the meter. Always get a receipt (fapiao) as this also includes the phone number of the taxi company in case you wish to recover an article left behind or to lodge a complaint.

Drivers' understanding of English is non-existent to very basic, though efforts are being made to improve this before the Beijing Olympics in 2008. Therefore either a map in Chinese or taxi directions in Chinese are essential. Frequently just an address is not enough. Also a hotel name can be quite different in English and Chinese so the name in Chinese is essential.

Buses/Trams

This form of public transport provides basic transportation for millions of Beijingers. A minimum fare of RMB1 will get you most places. Many foreigners in Beijing do not use buses or trams due to its reputation for being crowded, uncomfortable and the risk of pickpockets.



Underground

The underground generally moves considerably faster than the traffic above it. The cars are usually not overly crowded and are certainly cleaner and safer. It costs RMB 3 for a ride. It may not yet go to enough places to make it an all-purpose transportation option, but it works for reaching destinations within walking distance of the Second Ring Road and an east-west extension through China World Hotel and Tiananmen Square.

Rail

Riding China's extensive railway network remains a cheap and often scenic way to see China. Four levels of service are available, although most trains offer only two or three. They are soft sleeper, hard sleeper, soft seat and hard seat. For any long distance travel soft sleeper is the option recommended.

Regardless of class, hot water is available for tea and meals. Most trains have dining cars (some of dubious quality) and vendors also sell food items within the carriages.

Tickets can be purchased from CITS, from many travel agents – especially those in the major hotels – and from the station ticket booth designated for foreigners. Frequently tickets cannot be purchased until three days prior to travel.

Tips for Business

- Creating a favourable impression in China depends largely on exhibiting common courtesy, respect and a degree of modesty. There are no religious taboos for a foreigner to break, although there are political sensitivities.
- Chinese respond well to New Zealanders, they see us as open, frank, genuine, modest and non-threatening. In terms of country stereotypes we rate well. This could be largely due to our informality, friendliness and the fact that we come from a small country that has undertaken its own reform process. We are perceived to be empathetic and respectful of China and what it is achieving.
- Building up a good relationship is important to conducting business in China. Trust has to be established.
- The Chinese do not like to “lose face”. Do not do anything that will cause them to be embarrassed in front of others.
- A little bit of Mandarin goes a long way. Make the effort to learn a few words of Mandarin before your trip.
- Surnames are placed first in Chinese. Mr Tan Kah Kee is therefore addressed, Mr Tan. Check with your host to be sure.
- Business attire should be conservative. Dark coloured or grey suits, conventional ties, white or blue shirts and black shoes are most acceptable for business meetings.
- A handshake is the normal greeting for men and women irrespective of age or seniority. When meeting genuine old friends a handshake clasped in both hands may be used.
- Chinese people traditionally do business on the basis of mutual trust, rather than on the basis of written contracts. In this environment you will need to gain the trust of the right people among those you meet. You will need to be worthy of this trust and will also need to develop a “feel” for whether you can trust them. They do not like arrogance.
- Common courtesy, respect, modesty and a good sense of humour can create a favourable impression in China. Extra attention should be expressed to the older and/or senior people. Do not let people be embarrassed in front of others.
- Business cards are an absolute must in China. Printing your name in Chinese on the reverse side is a worthwhile exercise. Titles are also important. Chinese prefer to do business with senior managers and above. Business cards should be received and presented with both hands. This practise is

strongly observed by older people but less so by younger people. Never throw or flick a business card across a table. When greeting a number of people you may shake hands and present a card to each individual in turn or shake hands with the group first, then present cards to each person. In very senior meetings, e.g. with a Minister or Vice Premier it is inappropriate to hand out cards. However, you may leave one at the end of the meeting with one of the officials.

- Meeting rooms for formal meetings are generally laid out in a horseshoe shape, with the most senior representative seated side by side at the top (with interpreters) then ranging down each side of the room in approximate order of seniority. As with “greetings” if members of the group are known to the Chinese, they should take a position near the leader to assist with discussions. Chinese tea is usually served. It will not cause offence if you do not sip; however if your host motions you to try it, then you should do so. If the meeting is held around a conference table then the leader should take up a position in the centre directly opposite the main host. In formal or senior meetings, it is common for the two leaders and perhaps one or two others to speak with the remainder being spectators. It is appropriate for the leader to call on other members of the team to make specific comment or provide an answer.
- When entering a room or meeting a group of people, the most senior Chinese person will be the first to greet you, followed by others in approximate descending order of seniority. You should follow suit if there are several people in your group. However, if one member of your group is well known to them (regardless of seniority) they should escort the senior representative in and introduce the remainder of the group. The interpreter will also help introduce the group.
- A great deal of business in China, as in the rest of Asia, is conducted after hours. Two kinds of entertainment dominate – banquets and karaoke – often with both on the same evening.
- Traditional Chinese banquets are usually 10-12 courses and last about an hour and a half. At senior level or formal banquets, food is served for guests by staff. In less formal situations, plates are put on a Lazy Susan and guests help themselves. However it is common for the host to serve small quantities of food (from the first course only), onto the plates of guests. This is usually done with chopsticks. It is quite acceptable to use a serving spoon rather than chopsticks to transfer food onto your plate if you are having difficulty. You should try to taste all the dishes served. If there is something you don't like you can push it to one side. If your host insists that you try something you should do so, but the remainder can be left on the side of your plate. If you finish your bowl it is usually taken as a sign that you would like a second helping. The Chinese are intensely proud of their food and it will cause offence to turn something down completely. If you have a strong aversion to something or an allergy then you should explain this and it will be accepted.
- Dinner speeches and toasts are standard. At the beginning of a formal banquet, a brief speech and a toast of introduction will be made by the host. Following this the main guest should reply with a brief speech and a toast. Throughout the meal it is customary for toasts to be made on both sides. Whoever proposes a toast is responsible for setting the pace on how much is to be drunk, e.g. a sip, half glass, or “bottoms up”. Others will watch that persons lead. In more formal situations it is usual to sip and it would be impolite to challenge a host to “bottoms up”. It is usual to clink glasses with those immediately beside you, but not obligatory for each toast. At the end of the meal (once the fresh fruit dish has been eaten) it is customary for the main guest to thank the host on behalf of the group. The host will then respond. To signal the end of the banquet, the host will rise and thank the guest. This is a signal for everyone to rise.
- Gift giving is standard. Gifts should be small and inexpensive. New Zealand natural products (greenstone or woodcarvings) are most appropriate. Remember that Chinese women usually do not have pierced ears so avoid giving that type of jewellery. If the meeting is at a banquet, gifts should be given at the end. It is common for Chinese to not open the gift in front of you. However they may do so if you indicate that you would like them to or wish to explain something about the gift. It is unnecessary to present the whole group with gifts rather present gifts to the senior person only or maybe one or two others. If you wish to present a junior person or interpreter with a gift this should be done privately rather than in front of the senior person.
- The best times to visit China are spring and autumn. China's latitude and broad range of climates is similar to the USA. The north is characterised by dry plains and the south by high humidity and lush

greenery. The north tends to have extremely cold, dry winters, but the temperature rarely goes below freezing. South of Shanghai winters are wetter. In summer, China's weather can be unpleasantly hot and unpredictable.

- Languages are Standard Chinese or Mandarin (Putonghua, based on the Beijing dialect), Yue (Cantonese), Wu (Shanghaiese), Minbei (Fuzhou), Minnan (Hokkien - Taiwanese). Xiang, Gan, Hakka dialects and many minority languages.
- Status of women in business/senior government positions. It is fair to say the majority of senior positions in business and government are currently held by men. However increasingly women are taking up senior positions e.g. Mme Wu Yi, China's Vice Premier and Minister of Health, it is not uncommon to be dealing with women in business, particularly given the strong growth in private companies in China.
- Known as guanxi, personal relationships and connections permeate the business and bureaucratic arenas, forming an invisible network which often provides the most expedient way of getting anything done. Using one's guanxi to understand the informal systems beneath the formal rules may help one interpret policy.

Telephone Numbers

- Vodafone 021 and Telecom 027 phones can be connected in Beijing through their respective global roaming services.
- Local calls from public phones cost RMB 0.30-0.50 for the first two minutes. If your call is more than two minutes long, the vendor will charge you extra. Both domestic and international calls can be made on coin and card phone machines. Calls from your hotel will be more expensive.
- IP cards are available for making toll calls.
- Fax messages can be sent and received through the hotel's business centre. It is possible to rent a local mobile phone in Beijing. New Zealand is four hours (five hours during the daylight saving period) ahead of China.

SHANGHAI

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Hilton Shanghai

250 Hua Shan Road

Shanghai 200040

China

Tel: 0086 21 6248 0000

Fax: 0086 21 6248 3848

Email: shhilton@public.sta.net.cn

Website: www.hilton.com

Rate: From US\$185.00

Regal International East Asia Hotel

516 Heng Shan Road

Shanghai 200030

China

Tel: 0086 21 6415 5588

Fax: 0086 21 6445 0998

Email: rieah.dsm@regal-eastasia.com

Website: www.regal-eastasia.com

Rate: From US\$163.00

Novotel Atlantis Shanghai

728 Pu Dong Avenue

Shanghai 200120

China

Tel: 0086 21 5036 6666

Fax: 0086 21 5036 6588

Email: booknow@novotelatlantis.com

Internet: www.accorhotels-asia.com

Rate: From US\$81.00

Crowne Plaza Shanghai

400 Pan Yu Road

Shanghai 200052

Tel: 0086 21 6280 8888

Fax: 0086 21 6280 2788

Email: Cpsha@crowneplaza.com.cn

Website: www.crowneplaza.com

Rate: From US\$115.00

Transport

Airports

Shanghai has two international airports, Pudong International Airport (PVG) and Hongqiao Airport (SHA).

Pudong International Airport is where all international flights land as well as the flights to/from Hong Kong. It is also used for some domestic routes. Hongqiao Airport is becoming the mainstay for domestic flights within China.

Many airlines require passengers to reconfirm onward reservations or return flights no less than 72 hours before departure, otherwise their reservation may be cancelled accordingly. Please check with your airline.

The airport tax for domestic departures is RMB 50, and for international departures it is RMB 90.



For a domestic flight, check in starts 90 minutes before departure and closes 30 minutes before boarding. It is advisable to arrive at the airport at least 60 minutes prior to departure for domestic flights.

For international flights, check in starts 2 hours before departure and also closes 30 minutes before boarding.

Please find the contact details of selected airlines as follows:

- Air New Zealand 6279 8072
- Singapore Airlines 6289 1000
- Dragonair 6375 6375
- China Eastern Airlines 6247 2255
- Shanghai Airlines 6255 8888

Hongqiao Airport

- 17km from the centre of Shanghai
- 20 minutes by taxi from the airport to central Shanghai. It costs between RMB 50-70.
- The Airport Bus is another cheap option.
- Airport Bus No 1 to Pudong International Airport;
- Bus 938 to Pudong stops at Next Stage Shop;
- Bus 806 to Zhong Shan Nan Yi Lu;
- Bus 807 to Shanghai Railway Station.
- For flight information, please ring: 6268 3659 or 6268 8918

Pudong International Airport

- 30km from the centre of Shanghai.
- 75 minutes by taxi from Pudong International Airport to downtown.
- It costs approximately RMB 160-200.
- The Airport Bus is another cheap option.
- Buses operate from 06:00 to 19:00 in downtown areas and from 08:00 to 21:00 at Pudong Airport.
- Airport Bus No 1 to Hongqiao Airport;
- No 2 to Shanghai Exhibition Centre;
- No 3 to Xu Jia Hui (shopping centre);
- No 4 to Luxun Park
- No 5 to Shanghai Railway Station;
- No 6 to Shanghai West Railway Station.
- The new Maglev high speed train is another very quick option from Long Yang Metro Station (Pudong) to Pudong International Airport. The journey is 31 km and takes about eight minutes. The ticket price ranges from RMB 60-100 for each single trip.
- For flight information, please ring: 3848 4500.

Taxis

- Da Zhong Taxi, tel: 96822
- Qiang Sheng Taxi, tel: 6258 0000
- Ba Shi Taxi/Jin Jiang Taxi, tel: 96840
- Jin Jiang Taxi, tel: 96961

Taking a Taxi

Shanghai has many taxi companies. However it is advisable to select one of the above recommended taxis as they deliver good and efficient services.

While some drivers understand very basic English it is worth having the address of your destination written in Chinese with you.



Taxis can be easily flagged down most of the time. They are abundantly available on the street except during rush hour or bad weather e.g. when it is raining.

Keep your taxi receipts, it will be helpful if you leave anything in the taxi.

The charge for a taxi in Shanghai is according to the meter.

The minimum charge in daytime is RMB 10 (approx. US\$1.2) for the first 3kms then RMB 2 per additional km.

After 11:00pm, the minimum charge is RMB 13 for the first 3km and RMB 2.6 per subsequent km. If the trip is out of Shanghai, you can either ring a taxi company to negotiate a standard price or go by the meter.

Taxi drivers do not accept credit cards and often say they do not have small change.

It is not necessary to tip a taxi driver in Shanghai unless you highly appreciate the service you received. Hotel cars are available for hiring with the driver but are much more expensive than taxis.

Buses

Though much cheaper, buses are probably best avoided. They are very crowded during the rush hour and the services are not satisfactory.

The buses usually run between 6:00am to 11:00pm. Tickets are purchased on the bus and normally cost around RMB 1~2 (USD 0.12~0.24). Some buses do not supply change, so be aware of having some small change with you.

Metro

Shanghai currently has three Metro lines. Two are underground, while the other one is the Ming Zhu Sky Train. The Metro railway is a very fast and convenient way of beating the traffic across the centre of town and from Puxi over into Pudong. It is extremely quick, very clean, well sign-posted and the Metro stations are all located in strategic and busy parts of town.

The ticket price ranges from RMB 2~6 (USD 0.24~0.72) depending on how long your journey is.

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Telephone Numbers

There are several ways to call New Zealand:

- From a private phone (commercial or residential) call: country code + area code + phone number. For example: call Auckland, dial 0064 9 + phone number.
- Telephone cards for public phones can be purchased from nearby shops. These offer a much less expensive alternative to heavily surcharged hotel phones.
- New Zealand mobile phones can be used in Shanghai if you have global roaming. If your mobile phone has no roaming service in China, you can buy a Chinese mobile phone SIM card (Shen Zhou Xin card). It costs RMB 100.00 per set. Each set includes a SIM card to inset to the mobile phone and a value card worth RMB 50.00, prepaid on your phone bill. Topping up using a prepaid value card can be done in RMB 50, 100, 300 or 500 amounts.
- It is not possible to rent a mobile phone in Shanghai.
- New Zealand is four hours (five hours during the NZ daylight saving period) ahead of Shanghai.



Tips from the industry

If you have any tips that you can share with your fellow industry members, please email them to educationnz@educationnz.org.nz

Information correct as at 7 September 2006.
