

# Tips for Travellers

## GUANGZHOU

### Accommodation

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#### **The White Swan Hotel**

Sha Mian Island  
Guangzhou  
China  
Tel: 0086 20 8188 6968  
Fax: 0086 20 8186 1188  
Email: [swan@whiteswanhotel.com](mailto:swan@whiteswanhotel.com)  
Website: [www.white-swan-hotel.com](http://www.white-swan-hotel.com)  
Rate: From RMB 730 (US\$93)

#### **The China Hotel by Marriot**

Liu Hua Lu  
Guangzhou 510015  
China  
Tel: 0086 20 8666 8888  
Fax: 0086 20 8669 9166  
Email: [reservation@chinahotelgz.com](mailto:reservation@chinahotelgz.com)  
Website: <http://marriott.com/property/propertypage/CANMC>  
Rate: RMB 780 (US\$100) +15% surcharge for a business room

#### **The Garden Hotel Guangzhou**

368 Huanshi Dong Lu  
Guangzhou 510064  
China  
Tel: 0086 20 8333 8989  
Fax: 0086 20 8335 0467  
Email: [gzgarden@pub.guangzhou.gd.cn](mailto:gzgarden@pub.guangzhou.gd.cn)  
Website: <http://www.thegardenhotel.com.cn/>  
Rate: From RMB 730 (US\$93 and inclusive of surcharge)

#### **Holiday Inn City Centre Guangzhou**

28 Guang Ming Lu  
Overseas Chinese Village Huanshi Dong Lu  
Guangzhou 510095  
China  
Tel: 0086 20 8776 6999  
Fax: 0086 20 8775 3126  
Website: [www.holidayinn-guangzhou.com](http://www.holidayinn-guangzhou.com)  
Rate: RMB 540 (US\$70) + 15% surcharge

#### **Asia International Hotel**

326 Huanshi Dong Lu  
Guangzhou 510060  
China  
Tel: 0086 20 6128 8888  
Fax: 0086 20 6120 6666  
Email: [sales@aihotel.com](mailto:sales@aihotel.com)  
Website: [www.aihotel.com](http://www.aihotel.com)  
Rate: From RMB 530 (US\$68 and inclusive of surcharge)

**Ramada Pearl Hotel Guangzhou**

NO. 9 Mingyue Yi Lu

Yuexiu District

Guangzhou 510600

China

Tel: 0086 20 8737 2988

Fax: 0086 20 87377481

Email: [hotel@ramadagz.com](mailto:hotel@ramadagz.com)

Website: [www.ramadainternational.com](http://www.ramadainternational.com)

Rate: From US\$65 (including surcharge)

**Note** - many of the above rates do not apply during the Spring & Autumn Guangzhou Trade Fair periods (around April 15-30 and October 15-30 respectively). During these periods hotel rates rise significantly and if you are planning to visit the city during these dates, please ensure you book your hotel well in advance.

**Transport**

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**Airport**

Baiyun International Airport is the only airport in Guangzhou. Most international flights stop in Hong Kong and travellers then fly to Baiyun International Airport by China Southern Airlines or transfer to Guangzhou by train or bus. However, more and more international airlines offer direct flights to Guangzhou.

The check-in period for domestic flights starts 90 minutes before departure and closes 45 minutes before boarding. It is advisable to arrive at the airport at least 60 minutes prior to departure.

Check-in for international flights including flights to Hong Kong starts two hours before departure and closes 45 minutes before boarding.

Baiyun International Airport is located in Huadu District of Guangzhou. It takes about 45 minutes from New Zealand Trade and Enterprise Guangzhou Office at the China Hotel to get to the airport and it costs about RMB 100-120 by taxi.

Note that Chinese airlines will not allow any containers liquid to be hand carried onto the flight without having opened it and "sniffed" the contents, so it's not practical to hand carry wines around China.

**Taxis**

Taxis can be flagged down easily on the street but may be less frequent during rush hour or when the weather is bad.

All taxis in Guangzhou have meters. The meter starts at RMB 7.00 (approximately US\$0.90) for the first 2.3 kilometres; it costs RMB 2.6 per kilometre for the next 15 kilometres and then RMB 3.90 per kilometre after that. Currently, besides the amount shown on the meter, passengers are required to pay extra 1 RMB as a fuel surtax.

Not many taxi drivers speak English so it is advisable to have your destination written in Chinese characters. It is not enough to have the address written in Romanised script (known as pinyin).

Always ask for receipts upon arrival at your destination. It will be helpful in case there is a need to track the taxi and taxi company.

Credit cards are not acceptable for payment of taxi charges. It is advisable to always have some small change with you to pay the fare. It's not customary to tip taxi drivers in Guangzhou.

### **Buses**

Although the bus service reaches almost every part of the city, it is very crowded, especially during the rush hours.

Most bus services start at 6:00am and close at 11:00pm. Bus fares vary from RMB 2.00 to RMB 5.00, depending on lines and bus companies. It is advisable to have small change coins and notes when using public transport. The bus is not a practical means of transport for a business programme.

### **Underground**

Currently there are four lines in Guangzhou and it is planned to have 9 lines in year 2010 covering all the districts in Guangzhou.

Line One links most major commercial and shopping centres from the west to the east of Guangzhou. Line Two runs across the Pearl River from the north to the south of Guangzhou, connecting the West Guangzhou Railway Station and the Guangzhou International Convention and Exhibition Centre. Line Three runs through Guangzhou's new CBD Zhujiang New City, connecting the east railway station and Zhujiang New City. Line Four is mainly designed to connect the University City to the city centre of Guangzhou.

It is recommended to take the metro service in Guangzhou. All station signs are in both English and Chinese. It is safe, quick, clean and not as crowded as the bus system.

### **Rail**

The easiest and most efficient mode of transport between Guangzhou and Hong Kong is by rail. There are 12 through trains per day and tickets can be purchased from most hotels in either Hong Kong or Guangzhou. The journey takes either 90 minutes or just under 2 hours depending on the train. Travellers clear Immigration and Customs at either end.

### **Driving in Guangzhou**

It is left hand drive in China.

To drive in Guangzhou you need to obtain a Chinese Drivers License. Foreigners holding international driving licenses need to have medical checks and pass a test of basic traffic knowledge before being permitted to drive. That said, it is not advised that foreigners drive unless they are resident in China and are able to communicate in Chinese.

Roads in Guangzhou are well signposted – most signs in the city streets are in Chinese Pinyin (a Romanised form of the Chinese character). Most signs on expressways are in Chinese, English and Pinyin.

Highway construction has developed rapidly over the past 10 years. Extensive expressway systems now link all parts of Guangzhou. The speed limit is 50-80km/hour in urban areas, while the speed limit on the expressway is 110km/hour.

### **Telephone numbers and codes**

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In Guangzhou, you can contact virtually any city in the world without difficulty. Dial the country code + area code + phone number for international calls. For example, to call Auckland, the country code is 0064, the area code is 9, then dial the phone number.

International phone and fax service is available at most hotels in Guangzhou.

There are other options as follows: There are many public telephone booths on the main streets and big shopping malls. IC cards are available in post offices and some convenience stores such as Seven-Eleven.

A New Zealand mobile phone can be used in Guangzhou if it has global roaming service. If your mobile phone has no roaming service in China, you can buy a Chinese mobile phone SIM card. It costs RMB 100.00 per set. Each set includes a SIM card to insert to the mobile phone and a value card worth RMB 50.00-70.00, prepaid on your phone bill. Topping up using a prepaid value card can be done in RMB 50 and 100 amounts.

### **Tips for Business**

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- Creating a favourable impression in China depends largely on exhibiting common courtesy, respect and a degree of modesty. There are no religious taboos for foreigners to be concerned about, although there are political sensitivities.
- Chinese respond well to New Zealanders, they see us as open, frank, modest and not threatening. In terms of country stereotypes we rate well. This may be on account of our relative informality, and the fact that we come from a small country that has undertaken its own economic reform process. We are perceived to be empathetic and respectful of China and its modern day achievements.
- Building up a good relationship is important to conduct business 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 things done. Using one's guanxi to understand the informal systems beneath the formal rules may help one interpret policy.
- Trust has to be established. 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 key people among those you meet. You will need to be perceived as being worthy of this trust. Similarly you will also need to develop an accurate opinion on whether you can trust your counterparts.
- Extra attention should be given to elderly and/or senior people.
- Chinese do not like to "lose face" and in this context it is important to avoid embarrassing individuals 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 Chan Kah Kee is therefore addressed as "Mr Chan". Check with your host to determine how they wish to be addressed.
- 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.
- Business cards are an absolute must in China. Printing your name in Chinese on the reverse side is a worthwhile exercise if done correctly. Designations are also important.

Chinese prefer to do business with senior managers and above. Business cards should be received and presented with both hands. It is also a sign of respect to keep hold of the cards, not put away immediately in your pocket, or holder. 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.

- 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 suite if there are several people in your group. However, if one member of your group is well known to them (regardless of seniority) he 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 – dinners and karaoke – often with both on the same evening.

- 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 drink; however if your host motions for 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.

- 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 (especially from the first course) onto the plates of guests. This is usually done with chopsticks. It is preferable to use a communal chopsticks or a serving spoon to transfer food onto your plate. You should try to taste all the dishes served.

If there is something you don't like, just leave it (if the courses are being served it will be removed by the waitress) or place it to one side of your plate. 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. When toasting, by connecting the rim of your glass below the rim of your guests' glass will again pay them respect. 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. The Chinese like to have a clear beginning and end, not have things rag on. For a banquet to be over in an hour, to two hours is not uncommon.

- Gift giving is standard. Gifts may be small and inexpensive. New Zealand natural products (greenstone or woodcarvings) are most appropriate. 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.