



Hawke's Bay Tourism Q&A – Cyclone Gabrielle

28 Feb 2023

FOR GENERAL DISTRIBUTION

Q. Can I travel to the Hawke's Bay region?

Much of the Hastings District and Central Hawke's Bay, and some operators in Napier, remain operational for business, but we encourage all potential travellers, including those keen to check on family and friends, to book ahead and/or contact accommodation providers and experience operators to confirm current operating conditions.

Hawke's Bay Airport is fully operational, however restrictions and road closures apply. Please check [Waka Kotahi](#) for most up-to-date information on the roading network.

Hawke's Bay's Visitor Economy is the third largest contributor to regional GDP, and is estimated to represent 9-10% of the total employment in the region. It will, therefore, play an important role in the recovery, bringing money into the economy, and supporting jobs and businesses, including both Hastings and Napier CBDs.

We look forward to welcoming visitors back to the entirety of our region – from Wairoa in the north to Pōrangahau in the south - when the time is right. Please go to www.hawkesbaynz.com for further updates.

Q. Is it safe to visit the Hawke's Bay region?

Civil Defence has declared an emergency in Wairoa, Napier, Hastings and Central Hawke's Bay, and some areas in these districts remain without power or reliable communications.

Some roads in and around the region remain closed, while others are designated for essential/critical workers only. Please check [Waka Kotahi](#) for further information and follow instructions, including when essential travel-only applies. Areas impacted by flooding may be contaminated by silt, which contains contaminants that could be harmful.

However, much of Hawke's Bay remain safe and operational for business. We encourage potential travellers, including those keen to check in on family and friends, to book ahead and/or contact your accommodation providers and experience operators to confirm current operating conditions before departing for Hawke's Bay.

Q. How can I get to Hawke's Bay?

Hawke's Bay Airport is fully operational and Air New Zealand is flying to Hawke's Bay from Wellington, Auckland and Christchurch daily.

A number of roads in and around the region remain closed, including both State Highway 2, between Napier and Gisborne, and State Highway 5, between Napier and Taupo. For full roading updates, please visit Waka Kotahi at <https://www.journeys.nzta.govt.nz/traffic/>.

Please be aware some roads are for essential/critical travel and workers only. Please ensure you take your time and allow for diversions.

Q. When should I plan to visit Hawke's Bay?

Much of the region is operational for business now, so if you do have a reservation or have plans to visit, please check with your accommodation providers and experience operators. The operators who can safely open will value your support.

While Civil Defence has a declared emergency in place for the full region, the situation on the ground is changing rapidly, so please visit www.hawkesbaynz.com for updates.

If you would prefer to postpone your visit to Hawke's Bay, mid-late Autumn is beautiful, and June is a fantastic time to visit with Winter F.A.W.C! Food and Wine Classic running throughout the month.

Q. How many tourism operators have been impacted by the flooding?

Hawke's Bay Tourism is conducting a detailed audit of operators, with emphasis on who is operating as normal. As of Thursday, February 23, more than 80% of operators spoken with were safe and operating as normal.

Many businesses are getting back to business, with more coming online each day. We recommend you reach out directly to your accommodation and experience providers for updates.

Q. Is accommodation available or is it being used for emergency accommodation?

Much of the region, including accommodation providers, is operational for visitors now.

However, there is an increased demand for accommodation in Hawke's Bay at the moment so we recommend visitors book ahead, ensuring operators can be prepared for your arrival.

Please be aware, some accommodation providers may be prioritising displaced residents and/or essential workers.

Q. I have booked a holiday in Hawke's Bay in the next few weeks. Should I cancel?

Much of Hawke's Bay remain operational for business, but we encourage potential travellers, including those keen to check in on family and friends, to book ahead and/or confirm with accommodation providers and experience operators. Businesses who can operate safely will value your support.

For those visitors who make arrangements not to visit, we look forward to welcoming you when the time is right. Your support will play an important part in Hawke's Bay's recovery, bringing money into the economy, supporting jobs and businesses.

For further updates, please visit www.hawkesbaynz.com

Q. I want to cancel my trip – will I get my money back?

We recommend you check with your travel agent or review the cancellation policies of each individual provider. We encourage you to check insurance policies as well.

Q. What is happening with Cruise?

Napier Port in agreement with Napier City Council advised that cruise ship calls would not call into Napier for the week ending Sunday 26th February 2023.

On February 28, it was announced that Napier City Council, in association Napier Port and Hawke's Bay Tourism, had confirmed the cruise season would re-start from March 6.

The decision was made in an effort to support the region's cyclone recovery efforts. The immediate economic boost that tourism could bring to Napier, CBD businesses, and Hawke's Bay, was considered valuable, particularly as other significant contributors to the Hawke's Bay economy, including the primary sector, recover from the damage caused by Cyclone Gabrielle

Q. What is Tourism doing to support the response and recovery?

Many businesses that play key roles within the Hawke's Bay Visitor Economy are working hard to support fellow businesses hardest hit and those helping with the immediate response.

Hospitality businesses are delivering meals to affected communities and volunteers, while others are contributing both financially and with time and energy to the clean-up. Industry peers in other regions, including Wairarapa and Auckland, have created fundraising opportunities to contribute financially to the region's recovery.

Q. What support do Hawke's Bay Visitor Economy businesses need right now?

After three years of dealing with the ups and downs of the Covid pandemic, the impact of Cyclone Gabrielle, during what ought to be one of our busiest months, will be significant.

Businesses that cannot trade or have had business severely affected by Cyclone Gabrielle and/or the subsequent impacts, may need financial support to get through. Hawke's Bay Tourism is working to advocate on their behalf.

Q. I have tickets to an event in Hawke's Bay/I want to attend an event in Hawke's Bay, what should I do?

Please check the status of both your event and accommodation. While decisions have been made to postpone or cancel several events, others have indicated their hope of proceeding as planned. Please reach out to event directors and promoters for further information.

Accommodation will likely be in short supply around events, so please ensure you have accommodation secured.

Q. Can I visit beaches, rivers and waterways while in Hawke's Bay?

Napier City Council has advised people should avoid the beach and sea water along Napier's coast. Don't eat kai moana and stay out of the water and away from the beach. Mana whenua have put a rahui in place.

The Hawke's Bay Regional Council also advises to stay away from river, as they may contain hazards.

Q. Are the Hawke's Bay Trails and cycling paths open?

Large sections of the Hawke's Bay Trails remain closed, however parts of the network have reopened from Tuesday February 28, and a map showcasing this is available at www.hawkesbaynz.com.

Caution is advised on other cycle trails throughout the region. Pan Pac Mountain Bike Park and Te Mata Park are both closed.

Q. Can I visit Te Mata Park or other parks while in Hawke's Bay?

Te Mata Park is currently closed, meaning visitors can not drive to the Peak's viewing platform. Many other parks are requesting people stay away while contractors clear any damage and ensure safety of patrons.

Q. Can I visit Bell Rock or Shine Falls?

Access to Bell Rock/Shine Falls/Boundary Stream is currently unavailable.

Q. Are iSITE Visitor Informational Centres open?

Napier iSITE is open from 9am-5pm, seven days

Hastings iSITE is open from 9am-5pm, Mon-Fri, & 10am-4pm, Sat-Sun

Havelock North iSITE is open from 9am-5pm, Mon-Fri, & 10am-4pm, Sat-Sun

FOR OPERATORS

Q. What help is available for my business?

The National Emergency Management Agency website [Home » National Emergency Management Agency \(civildefence.govt.nz\)](#) has links to regularly updated information including support that is available. This information is translated into a number of languages: It includes information on:

- Financial support available from Work & Income
- Support for Māori, Pacific Island, ethnic communities and disabled people
- Animal welfare
- Insurance
- Health and wellbeing.

The Government has announced (26 Feb 2023) the provision of a \$25million recovery support fund, from which businesses in Hawke's Bay can apply for a grant of up to \$40,000.

Grants are designed to keep you operation, maintain cashflow and position your business for a successful recovery. There are some criteria, but it is expected many within the Visitor Economy will meet these requirements.

[Discover more here](#) or speak to the [Hawke's Bay Chamber of Commerce](#) who will be distributing the grants locally.

The Government also announced (20 Feb 2023) a interim emergency relief package for regions hit by Cyclone Gabrielle and the January floods that includes:

- \$50 million to deliver interim emergency business and primary sector support
- Inland Revenue support including interest write-offs, tax concessions for donated trading stock and an extension of R&D Tax Incentive filing deadlines.

Q. What is Hawke's Bay Tourism doing to help my business?

Hawke's Bay Tourism is working to advocate on your behalf for support for affected operators and the tourism industry. If you have specific requests or needs, please let us know, e.g. wage subsidies.

Hawke's Bay Tourism will continue to keep Hawke's Bay on the radar for domestic and international travellers, with an intent to increase promotion when the region is ready for to welcome our manuhiri.

Q. What do I do about cancellations – do I have to provide refunds?

Refer to your set cancellation policies. We encourage operators to be understanding of client concerns at this time.

FOR TOURISM TRADE

Q. Can my clients travel in Hawke's Bay?

Parts of Hastings District and Central Hawke's Bay, and some operators in Napier remain operational for business, but we recommend you contact accommodation providers and experience operators directly to confirm current operating conditions.

You can also check the current status of major touring routes across the North Island by checking with [Waka Kotahi Transport Agency](#) about any impacts to our state highways and access by road to the region.

Q. What about forward bookings? Will it be safe for my clients to travel to the region next month/next season?

Much of the region is operational for business now, so if your clients have a reservation or plans to visit, please check with your accommodation providers and experience operators. The operators who can safely open will value your support.

If clients would prefer to postpone their visit to Hawke's Bay, mid-late Autumn is beautiful in Hawke's Bay and June is a fantastic time to visit Hawke's Bay with Winter F.A.W.C! Food and Wine Classic running throughout the month.

For further updates, please visit www.hawkesbaynz.com

Q. My clients want to cancel – can they get a refund?

We recommend you refer to the cancellation policies of each individual provider and to check insurance policies as well. We are encouraging operators to be understanding of client concerns at this time.