



## AIRPORT TIMES // August 2011

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Keeping you informed | ISSN 1176-9432

## Grassroots welcome for visitors



The world is coming to play when it comes to the Rugby World Cup and they'll be reminded of that from the moment they step off the plane at Auckland Airport.

In a partnership with Auckland Tourism, Events and Economic Development Ltd. (ATEED), visitors to the airport will be welcomed by banners and massive murals depicting grassroots rugby at its finest.

ATEED's Ben Rose says it's part of creating a seamless visitor experience throughout the Auckland region. Much of the campaign will point visitors to [www.auckland2011.com](http://www.auckland2011.com) where they'll find everything they need to know about RWC 2011 in Auckland. The campaign's mobile site – accessible by smartphone – will help them plan their stay and find out what's going on around them.

The airport has been working closely with ATEED and Auckland Airport marketing manager Sarah Aldworth says the airport's theming will complement the region-wide campaign.

The banners and murals will feature images by photographer Gregory Crow from the coffee table book *For the Love of the Game: Grassroots Rugby in heartland New Zealand*.

The theming will be flying proudly from early August everywhere from the carpark and forecourt to the arrivals halls in both the international and domestic terminals.

The book is on sale at the four Relay stores at the airport with a RRP of \$49.99.

[www.auckland2011.com](http://www.auckland2011.com)

## Breakfast deal for airport based staff

A good breakfast is the best start to any day and the Novotel Auckland Airport is offering airport staff a deal that's hard to refuse.

The Square Restaurant and Bar in the Novotel Auckland Airport is offering all employees of Auckland Airport 50 per cent off breakfast until August 31, 2011.

There is a maximum of six people per table and all you need to do is show your airport ID at the door.

This breakfast deal is available between 6.30am and 10.30am daily.

[www.novotel.com](http://www.novotel.com)



## GST for tourists

The Rugby World Cup will attract many visitors who have never been to New Zealand before and it will no doubt prompt questions about GST.

Just like all residents, visitors to the country have to pay 15 per cent GST – there is no refund system.

Apart from goods bought at duty free stores on site at international airports, there is one other exception. If the goods in question are to be exported then the customer doesn't have to pay GST.



There are two options. Firstly the retailer can send it directly to the customer's overseas address. Secondly the goods can be put in a sealed bag and sent to the airport for the customer to pick up as they go through customs.

The customer is leaving the country within five days of the purchase, and the retailer must be authorised to provide the service.

[www.ird.govt.nz](http://www.ird.govt.nz)

**↑ 6.6%**

The rise in global arrivals last year, showing a rebound in global tourism. AsiaPacific was among the strongest growth areas.

## i-SITE finds a new home



The i-SITE Visitor Centre at Auckland Airport has opened its doors in a great new location in the international arrivals hall.

The new-look information centre is located opposite McDonald's and will be one of the first stores that visitors see when they set foot landside in Auckland.

Auckland Tourism, Events and Economic Development Visitor Experience Manager, Brent Warren, says the new centre is interactive and hands-on for visitors.

"The brochure display space has doubled

and there's new touch screen technology for people to search for experiences independently."

The i-SITE is not just for visitors. Airport staff are encouraged to drop into the i-SITE for help with booking domestic travel experiences right across New Zealand.

The airport i-SITE is one of 12 visitor centres across the Auckland region.

For more information or travel bookings call 0800 AUCKLAND or email [reservations@aucklandnz.com](mailto:reservations@aucklandnz.com)

## Peaking for Rugby World Cup



The Rugby World Cup will see tens of thousands of people arriving in New Zealand and many more travelling around the country.

Auckland will be the main hub for such movements, which means Auckland Airport will be even busier than usual.

There will be several peak days at the airport, which, at this stage, are likely to be:

Domestic terminal: October 10, 16, 17 & 24.  
International terminal: October 14, 17, 24, 25 & 26.

There are five hints to make passengers' trips easier and faster:

1. Check your flight schedule at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz) and get to the

airport on time. Be sure to leave plenty of time to go through screening and processing, particularly on those busy days.

2. Be ready for airport security requirements. Find our more at <http://www.biosecurity.govt.nz/files/enter/personal/major-events-border-checklist.pdf>

3. Follow any instructions or advice you get from airport staff. Stick to designated pick-up and drop-off areas when meeting people.

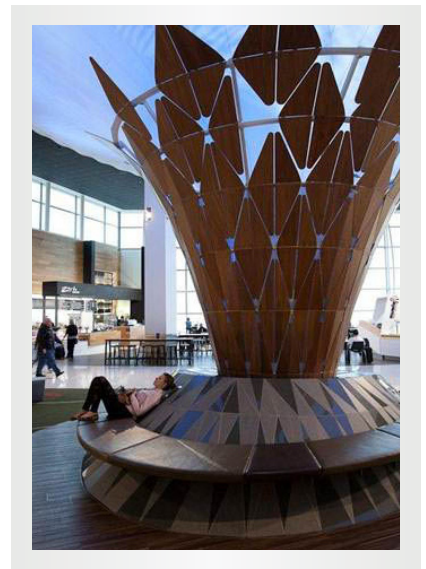
4. Be in the know about the services available from the airport team. Go to [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz) to find out what's on offer.

5. Enjoy the game!  
[www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## Design retail award

Auckland Airport's revamped international departures area has continued its recent winning streak, this time picking up an award for design.

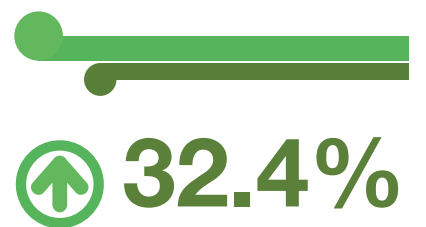
It was named the Supreme Winner at the Red Retail Design Awards, which promote excellence in retail design. Being recognised as the standout entry was even more



impressive considering this year saw the highest number of entries in the awards' history.

Auckland Airport's general manager for retail and commercial, Adrian Littlewood, says they had been working hard to create a unique environment that offers travellers a first-class travel experience and subtly reflects New Zealand design.

The design award comes on the heels of an Excellence Award in the Retail Property category at the 2011 Property Industry Awards.



The rise in the number of Chinese passengers arriving at Auckland International Airport during June. That's 6,915 people.

## Natural High at Auckland Airport



Adventurous travellers can now get their fix at Auckland Airport with the opening of Natural High Adrenaline Dealers Auckland depot on August 8.

The local company is based in Christchurch, but owner Andy Hunt says he was impressed with Auckland Airport's forward-thinking and progressive strategy.

"One of the reasons we are expanding to Auckland is the national cycle network. It's exciting for us and Auckland Airport has seized the opportunity to be part of it. It's a real turning point for New Zealand tourism."

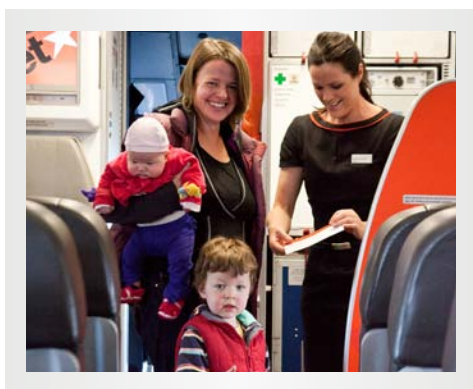
Natural High started in Nelson 1996 and moved to Christchurch in 2004. It offers bicycle rentals, bike tours, camper hire, hiking tours and sea kayaking.

"Most of our clients fly into Auckland and part of our carbon neutral policy is that customers can walk to Natural High to pick up their bikes," Andy says.

The Auckland depot also sells second-hand bikes, cycling accessories and offers bicycle maintenance services while they're at work.

[www.naturalhigh.co.nz](http://www.naturalhigh.co.nz)

## Jetstar says hello to Dunedin



The first family to board the first Jetstar flight from Dunedin to Auckland in July.

Flying from Auckland to Dunedin just got cheaper as Jetstar starts flying to Otago's biggest city.

The first flight for the low-cost airline touched down in Dunedin on July 14 carrying 150 passengers, including Jetstar CEO David Hall. The daily service represents 129,000 additional seats on the route and is a welcome boost to the local tourism market.

Dunedin is Jetstar's fifth New Zealand

destination and David Hall says it offers those living in Dunedin access to the airline's rapidly expanding pan-Asian network through the daily Auckland to Singapore service.

It is one of three big pieces of news for Jetstar. In June they were named Auckland Airport's Airline of the Year and in July announced an additional 100 domestic flights during September and October to cater for the Rugby World Cup.

[www.jetstar.com](http://www.jetstar.com)



John McCall, David Hall & Hamish Saxton farewell first Jetstar departure from Dunedin to Auckland.

## Permit number 1000

The Auckland Airport Travel Plan Lift celebrated its second major milestone for 2011 when it issued the 1000th priority parking permit.

The recipient was Mitchell Davison from Glidepath. The company manages the airport's baggage handling system and is a huge supporter of the scheme – 25 per cent of their workforce is involved in carpooling. Martin Fryer, Auckland Airport's



Martin Fryer with Mitchell Davis (centre) and carpool "mate" John Te Whaiti.

Sustainability Adviser, who manages the travel plan, says it has always been popular with the airport community.

"It results in 180 to 200 cars off the road every day. In 2009 we calculated that it equated to a saving of more than 50 tonnes of carbon per annum. Sustainable transport to and from the airport is a crucial element of our future development."

Under the scheme, potential carpoolers register through the website and once matched with others in the database, they are issued with permits for priority staff parking spaces that are closer to the terminals and exits.

[www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)



20.7%

The rise in international traffic at Cairns Airport. Domestic traffic grew by 6.1 per cent over the same period.

## Making a Pitstop



Preventative maintenance for your car is particularly important when you drive long distances to work every day.

Pitstop has a range of services to suit your needs starting from just \$139.

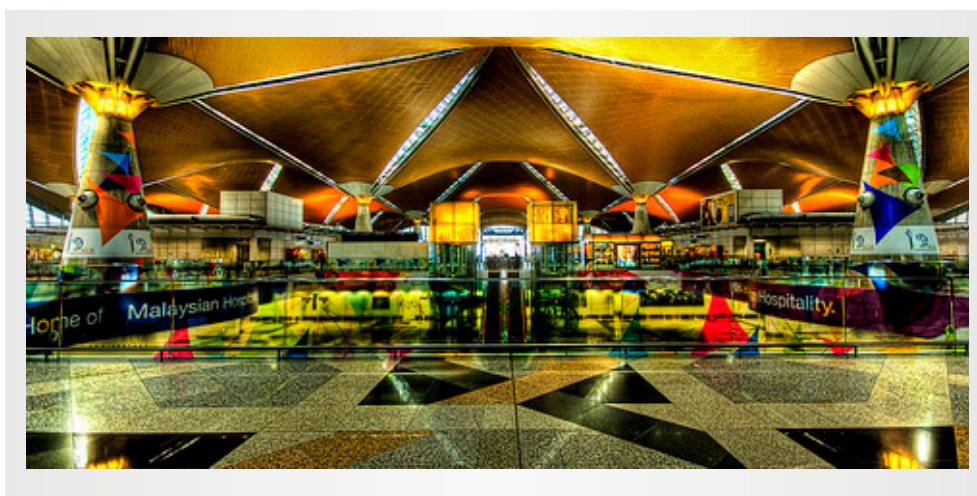
It's convenient for anyone working in the Airport area, plus they offer a free drop-off service and are open Saturdays from 8am to 12pm. Pitstop also offers a nationwide guarantee on all their work.

While they specialise in exhausts, brakes, shock absorbers, servicing and warrant of fitness, you can contact Pitstop Auckland Airport for all your motoring needs.

Pitstop Auckland Airport  
 Corner Tom Pearce Drive and Jimmy Ward Crescent  
 Phone (09) 257 4071  
 Email [akairport@pitstop.co.nz](mailto:akairport@pitstop.co.nz)

[www.pitstop.co.nz](http://www.pitstop.co.nz)

## Kuala Lumpur talks sustainability



On July 6, 2011 Malaysia Airports Company visited Auckland Airport to discuss, among other things, Earthcheck certification and sustainability.

A small delegation of senior managers from Malaysian Airports came with the primary purpose of sharing experiences around risk management but, as the only Earthcheck Gold certified airport in the world, it was also a prime opportunity to discuss sustainability programmes and the Earthcheck certification process.

Auckland Airport Sustainability Adviser Martin Fryer says it was an incredibly interesting exchange. "Despite having

focused on sustainability at Kuala Lumpur Airport for 10 years, the company is facing very similar issues to us. Engaging sustainability along the supply chain and improving waste management practices were common themes."

The Malaysian Airports Company is also looking to take some of its other airports through the Earthcheck certification programme which adds additional challenges. "It's a challenge we will face as our own airport infrastructure continues to expand in the future," Martin says.

[www.earthcheck.org](http://www.earthcheck.org)  
[www.klia.com.my](http://www.klia.com.my)

## Generous donation for Christchurch

Visitors from all around the world and airport staff contributed towards a \$20,000 donation to the Red Cross after a collection at Auckland Airport.

All four watches from the Airport Emergency Services (AES) held out buckets in both terminals over seven days.

Having heard about what the people of Christchurch were dealing with, those going through the airport were happy to help.



Tony Scott from AES hands over the cheque for \$20,000 to Graeme Langford from the Red Cross.

AES' Tony Scott says the Cantabrians who came through the airport were blown away by the generosity.

"There were not just \$10 bills going into those buckets," Tony says.

"The stories the guys were told as they did the collection were really moving."

The cheque for \$20,000 was handed over to Graeme Langford, formerly a deputy crew chief but now with the Red Cross.

[www.redcross.org.nz](http://www.redcross.org.nz)



# \$5.98b

Visitors to New Zealand spent almost \$6 billion during the year ended March 2011. That's just under double the GDP of Fiji.

## Airport Trust gives away \$2 million



Children from the 2010 HIPPY Otago programme – one of the Airport Trust’s beneficiaries – proudly hold their graduation certificates.

Community organisations in Manukau have now received more than \$2 million from the Auckland Airport Community Trust.

Set up in 2003, the Trust receives \$250,000 each year from Auckland Airport and every cent is distributed to carefully chosen groups benefiting the local community in the area of literacy.

Charles Spillane, general manager of corporate affairs at Auckland Airport, says: “The Auckland Airport Community Trust dedicates a lot of time to determining who should receive the funding.

“It is fantastic to see that every donation has had a very real impact on what these

organisations are achieving within the community.”

Great Potentials’ Otago HIPPY Programme is one of the many local groups that have benefited from the Trust’s funding.

HIPPY Otago, which has received funding from the Trust annually since 2007, is a home-based programme that trains parents to help their pre-school children with learning.

To view a list of all fund recipients or to find out how to make an application for the Auckland Airport Community Trust funding, please visit [www.aucklandairportcommunitytrust.org.nz](http://www.aucklandairportcommunitytrust.org.nz)

## Applications for Gold Medals open

Each year Auckland Airport offers Gold Medal Awards to sports groups in the Auckland region that need a helping hand to keep running or to achieve their goals.

The awards are open to sporting clubs, schools and Marae. Applications can be for funds to purchase sports equipment, or pay for coaching, training, or travel and accommodation costs for sporting events.

The winners will get a share of \$25,000 in the Auckland Airport sports sponsorship fund.

Last year 74 applications were received and funding was given to 10 local groups.

Applications opened on Monday August 1 and close September 2, 2011.

Auckland Airport will consider the entries



from September 5-16 and announce the winners on Monday September 19.

Head to <http://www.aucklandairport.co.nz/Social-Responsibility/Sponsorship/Gold-Medal-Awards.aspx> to apply.

## An ideal partnership

Corenet Global is an international network of individual members and chapters, offering access to knowledge, best practice and contact with other workplace professionals.

Corenet held their annual property symposium in June this year and topics included sustainability, working productively away from the office and the launch of Green Lease in New Zealand.

The event is a chance for the organisation to engage and educate the corporate property industry.



The Auckland Airport stand at the Corenet Global property symposium in June.

Auckland Airport has been a sponsor of Corenet Global for over a year and the Airport’s Business Development Manager Sean Thompson says: “We are proud to be a sponsor of Corenet Global as it provides an ideal vehicle to promote the Auckland Airport Business District to new and existing customers and create long term relationship with corporate real estate executives.”

<http://newzealand.corenet.global.org>



# 986,170

The number of people who visited Australia from New Zealand in the year ended June 2011. That’s five times the population of Wellington.

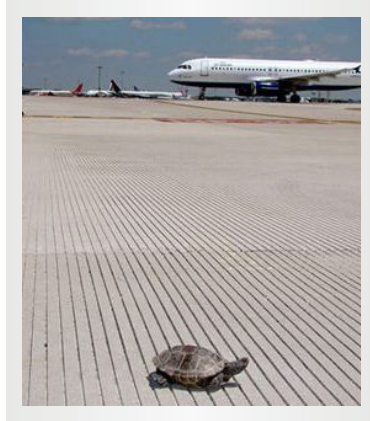
## Why did the turtles cross the runway

Diamondback terrapin turtles disrupted flights at John F. Kennedy International Airport, New York, on June 26.

The airport, surrounded by bay and wetland areas, offers turtles an ideal place to lay their eggs – it just happens to be across Runway 4.

The mostly female turtles caused many delays, but it appears there were no hard feelings.

More than 3000 followers gathered on Twitter in just a few hours sharing humorous tweets including one place by the airline Jet Blue: “@JFKTurtles, we could never stay mad at you ... Glad you made it to your honeymoon spot safe.”



## The airport police: Keeping Auckland Airport safe

It has been a busy month for the Airport Police. One area that attracted media attention was the number (albeit small) of crashes involving pedestrians. It is perhaps time to remind all our visitors to take extra care when dropping off and picking up passengers, especially in the dark.

Then there's Operation SNAP (Serial Number Action Partnership). This is a NZ Police community partnership designed to reduce property offending by encouraging people to keep a record of their asset serial numbers.

You can store information about your property at [www.snap.org](http://www.snap.org) and you can access it from anywhere in the world.

This means that if you are a victim of a crime, you will be able to give your insurance company and police a rapid report of your valuables, which may also enhance the chance of prosecution.

Finally this month, the Airport Police are running a survey of our users, starting with the International Terminal.

We are seeking to establish the levels of crime, repeat victimisation and, of course, how you believe we are performing.

So far the response has been excellent and our customers are offering some great insights into this vibrant community.

Next month we'll be talking about some logistical moves and of course a certain rugby tournament!

[www.snap.org.nz](http://www.snap.org.nz)

## Welcoming the new Mac's bar

Early August saw a new addition to the Auckland Airport experience with the opening of Down Under Bar and Café.

As the latest addition to the group of Mac's bars around Auckland, Anne Singe, the General Manager of HMSHost (the company that owns and operates the bar), says it will offer visitors to Auckland Airport a new and unique food and beverage experience.

"I think people are going to be wowed. The bar and café will have a quirky and relaxed feel. It will showcase the best of New Zealand customer service and food and beverage while adding a Mac's personality to the airport experience."

The new bar and café will have several different seating zones including multiple areas to watch live sports on big screens. The menu will include small plates and pizzas through to main meals.

The Downunder Bar and Café is due to open on August 3 in the international terminal landside food and beverage area.



## Dealing with a persistent ash cloud

When a volcanic eruption half a world away disrupted hundreds of flights in New Zealand and Australia, Auckland Airport found itself providing support to airlines and to stranded passengers.

The disruptions continued for two weeks, but just as things were getting back to normal, the cloud returned for another week of delays.

In most cases affected passengers were able to rebook with another airline, or were accommodated by their airline or family and friends. But in some cases passengers had no option and Auckland Airport helped out where they could in terms of providing support and advice.

The newly opened Novotel Auckland Airport

provided a particularly handy solution for many affected passengers.

Auckland Airport staff did a fantastic job in keeping the airport running smoothly during a very challenging time.



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Top 10 Airport 2011 · 2010 · 2009