

# Essential information to help during your transit at Auckland Airport

Auckland Airport is currently operating a Health Management Zone, with reduced facilities and services due to COVID-19 restrictions.

To make your transit stay as comfortable as possible, we have provided an easy guide to help you.

## Customer service

We are here to help and are available at all times. You can contact customer service by using one of the helpdesk phones or emergency phones.

For customer service dial 0

For emergency dial 98777

Your location is Health Management Zone, International Transfers

## Safety and security

- CCTV monitoring remains in place for your own safety
- Please stay in the designated transit area until your flight is announced through the PA system
- When you are called for boarding you will be transported by bus to your aircraft
- Please practice good hygiene by washing your hands regularly with soap and water, drying thoroughly and using the hand sanitiser provided and maintain a safe social distance
- If anything needs a clean, please call us by dialling 0 from the helpdesk phone or emergency phone
- We recommend that you wear a face mask whilst in this space to protect yourself and others.

## Your food and beverage options

Vending machines with food and hot and cold drinks are available.

## Retail

Aelia Duty Free has limited opening times based around flight departures.

## Facilities

Toilets, a water fountain, plenty of seating, charging stations and a family room are available. Seats contain power outlets to easily charge your devices.

Our bathroom facilities are cleaned and serviced on a regular basis, however if an additional service is required please contact Customer Service.

A smoking area is not available, and smoking is prohibited within the terminal building

## Evacuations and emergencies

In the event of fire evacuation alarms sounding, please move either to the nearest exit. Follow the instructions of Fire Wardens wearing yellow vests. If you require assistance to evacuate please make yourself known to the Fire Wardens. Alternatively, if an alert warning tone sounds, please remain where you are and wait for further instructions.

In the event of an emergency - medical, security, fire or other emergency, please contact Auckland Airport Operations either by dialling 98777 on an airport emergency phone or by calling 0800 677 242, ext. 9, or from your mobile dial: 00 64 9 256 8777.

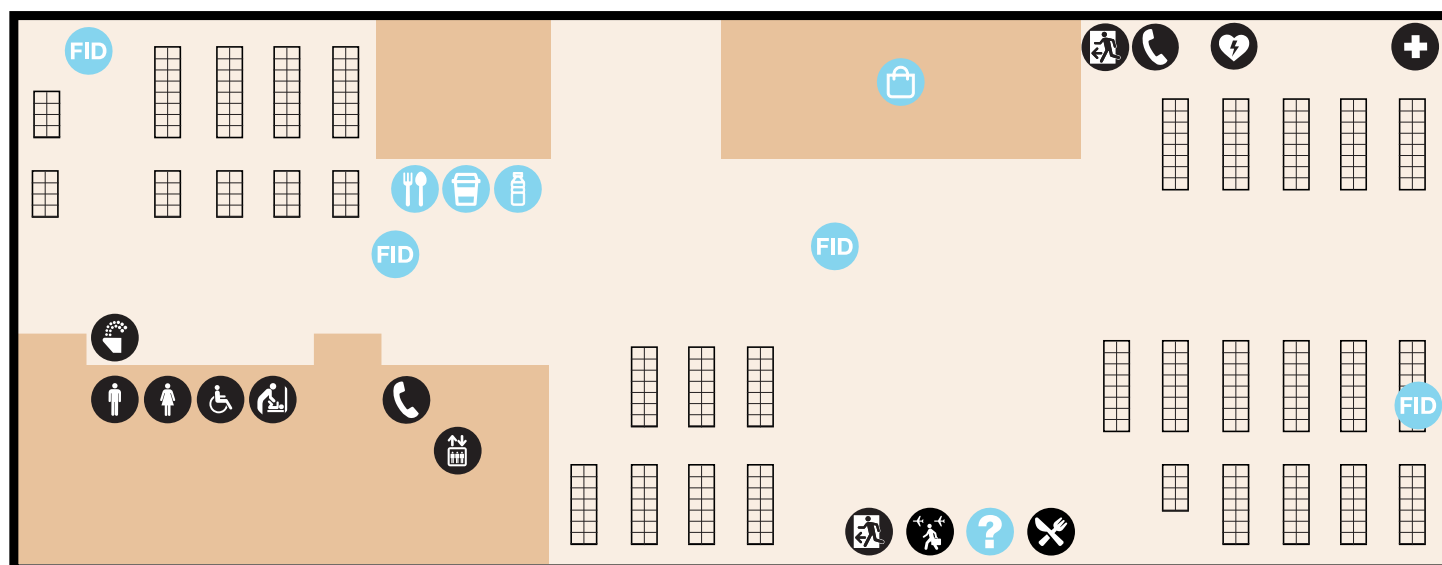
Life safety equipment comprising a defibrillator, airport emergency phone and manual fire call points is located at gate 15.

[Please see the map on the reverse of this flyer](#)

The team at Auckland Airport wish you a safe journey.

# Map of current services and facilities available for international transit travellers

## Health Management Zone, International Transfers



- |                                  |                                 |                             |
|----------------------------------|---------------------------------|-----------------------------|
| Flight information display board | First aid                       | Cold drinks vending machine |
| Toilets                          | Lifts                           | Hot drinks vending machine  |
| Accessible toilet                | Help desk                       | Food vending machine        |
| Parents room                     | Aelia Duty Free                 | Defibrillator               |
| Emergency phone                  | International transfer services | Water fountain              |

## Auckland Airport Wi-Fi Hotspot

### What is the name of Auckland Airport's wi-fi hotspot?

Auckland Airport

### How do I access the Wi-Fi hotspot?

View your available Wi-Fi networks and select "Auckland Airport". Open your web browser and follow the on-screen instructions to connect to the hotspot.

### What happens if I have problems with the connection?

First check that your Wi-Fi is connect to the "Auckland Airport" Wi-Fi hotspot. Alternatively, go into your browser and type in [www.msn.com](http://www.msn.com) then press Go.

If you are still having problems, please contact the Wi-Fi provider on 0800 11 18 44.