

Essential information to help during your transit at Auckland Airport

Auckland Airport is currently operating with reduced facilities and services due to COVID-19 restrictions. To make you as comfortable as possible during your transit stay, we have provided an easy guide to help you plan.

Safety and security

Whilst CCTV monitoring remains in place for your own safety, please help us by staying in the main departure lounge until your Gate is announced on the flight information boards.

Please ensure social distancing by maintaining a minimum of 2 metres from those outside of your immediate travel group, and use the floor markings when queuing for services and facilities.

We remind you to also practice good hygiene by washing your hands regularly with soap and water, drying thoroughly and by using the hand sanitiser provided.

Evacuations and emergencies

In the event of fire evacuation alarms sounding, please move either to the nearest exit or to an adjacent area not in evacuation. 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 a medical, security, fire or other emergency, please contact Auckland Airport Operations either by dialling 98777 on an airport emergency phone or by ringing 0800 677 242, ext. 9.

Life safety equipment (comprising a defibrillator, an airport emergency phone and manual fire call points) are located:

- Beside the Mountain Jade store
- Beside Aelia Dutyfree store
- Beside Aroha Café

Your food and beverage options

The Juicery – Trading hours vary depending on departing international flight schedules. The Juicery will be open 3 hours prior to international flight departure times and will have prepared food and drinks including sandwiches, wraps, fruit salad, muffins, snacks and bottled drinks available for purchase. Keep an eye on flight information boards as a guide to when they will open.

NZ Health – Trading hours of 2pm - 7pm daily, with additional operating hours depending on international flight schedules. NZH Health & Beauty offers passengers health essentials such as face masks, hand sanitiser, over-the-counter medicine and immune-boosting products along with a limited range of snacks, bottled water and soft drinks.

Vending machines with drinks, snacks and fresh food options are marked on the on the map.

Facilities remaining open

All toilet facilities, showers, family rooms and smoking deck remain open for your convenience and are marked on the map on the other side of this flyer.

Map of current services and facilities available for international transit travellers

