

# Accessibility Journey Planner



# Kia ora, welcome

We welcome and farewell thousands of travellers and visitors every day at Auckland Airport and have a variety of services and facilities available to make your trip a little easier.

The airlines operating from Auckland Airport offer special assistance to help travellers with access needs. If you have limited mobility or other physical or hidden disabilities, it is important you inform your airline and speak to them about the kind of assistance you need. This will help ensure that your airline is able to provide you with the right support within the airport terminal and onboard the aircraft.

## Concierge Service

You can book the services of your own personal Airport Concierge. Our Concierge can provide a helping hand by carrying your bags, providing strollers for little ones, and assisting with booking onward transport from the airport.

You can book in advance online. Our Concierge service is designed to work in conjunction with special assistance provided by your airline and is in no way intended to replace services.

## Hidden Disabilities

Auckland Airport proudly participates in the Hidden Disabilities Sunflower Lanyard scheme. This means that those with a hidden disability can wear a Sunflower Lanyard to let our team know that you may require some help while you're at Auckland Airport.

Please get in touch to request a lanyard if this program is right for you at [hiddendisability@aucklandairport.co.nz](mailto:hiddendisability@aucklandairport.co.nz)



**Tip:** If you require assistance through Auckland Airport, we recommend you contact your airline or travel agent at least 48 hours before travel to discuss your special requirements. You'll find the contact phone numbers for all airlines: [aucklandairport.co.nz/flights/airlines-contacts](https://aucklandairport.co.nz/flights/airlines-contacts) or on your airline booking confirmation.



# Contents

---

<b>Arriving at the airport</b>	<b>4</b>
How do I get to Auckland Airport?	5
I'm driving to Auckland Airport, where do I park?	5
Valet parking	5
I'm being dropped off or picked up at the terminal, where do we go?	7
If I need to be escorted into the terminal where does my driver park?	9
If my flight is delayed, where does my driver wait?	9
What other accessible transport options are there?	9
How do I transfer between terminals?	11
What time do I need to arrive at the airport?	11

---

<b>While you're at the airport</b>	<b>13</b>
How do I check-in for my flight?	14
When do I get assistance from my airline?	14
Who should I contact if I need help getting on and off the plane?	14
How do I move through the Auckland Airport terminals?	14
What if I am travelling with an assistance animal?	15
What services and facilities are offered by Auckland Airport?	16
How do I transfer between terminals?	17
Where can I stay overnight?	18

---

<b>Security screening</b>	<b>19</b>
What do I need to do at security?	20
What should I do if I have medical implants?	20
What should I do if I have artificial limbs or prostheses?	20
What should I do if I have walking or visual aids?	20
What should I do if I use a wheelchair?	20

---

<b>Further information</b>	<b>21</b>
Useful contacts	22
Further information	22
Follow us	22



# Arriving at the airport



## How do I get to Auckland Airport?

There are many transport options available for [getting to and from Auckland Airport](#). We recommend you give yourself plenty of time when travelling to and from the airport to allow for any delays. Ensure you arrive at least three hours before your international flight or at least one hour before your domestic flight.



**Tip:** For more information about public transport options to Auckland Airport, visit: [aucklandairport.co.nz/transport/public-transport](https://aucklandairport.co.nz/transport/public-transport)

## I'm driving to Auckland Airport, where do I park?

We have several parking options if you are driving to Auckland Airport. To help make your journey easier, we recommend you choose and book your parking online ahead of your travels. [Online bookings](#) are usually better value and will ensure you reserve your spot during busy periods.

If you have any questions, please contact our parking team on +64 (09) 256 8898 or email [parking@aucklandairport.co.nz](mailto:parking@aucklandairport.co.nz)

**Please note: accessibility parking spaces cannot be prebooked.**

## Mobility Valet parking

A mobility Valet service is available for travellers with Mobility Parking Permits. This is the same product as Valet parking; however, there are always spaces available for close-to-terminal parking.

[Pre book online](#), then park your car at the Auckland Airport Valet in the new Transport Hub.

Follow the signage to Auckland Airport Valet and enter the Transport Hub underneath the Auckland Airport Valet Gantry. You can stop in any of the Valet lanes and begin unloading. If you need assistance after arriving, please let the staff in the kiosk know. There is also an electric buggy available to assist you to the terminal from the Valet kiosk.

Our Valet team are familiar with and trained in the operation of adapted vehicles so you can have confidence when leaving your vehicle with us.

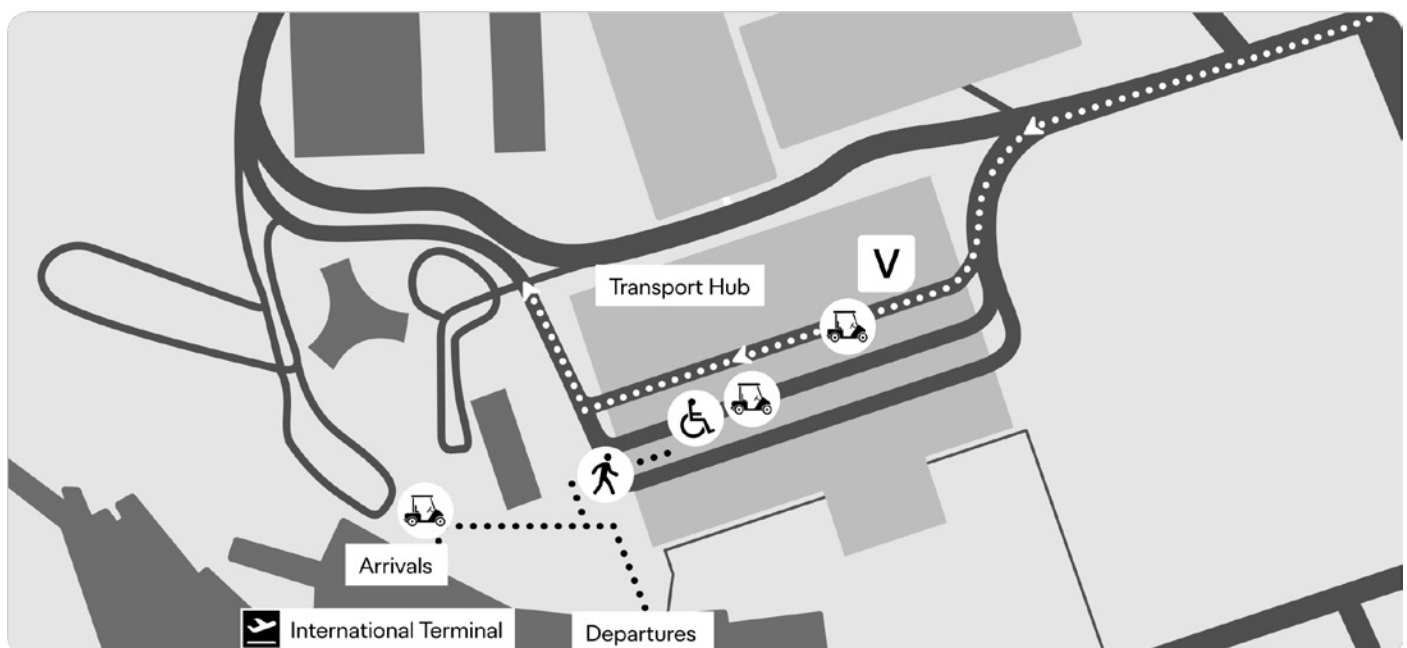
**Walking time to terminal: 2-4 minutes**

### International Valet parking

International Valet is located inside the Transport Hub. Please book online, follow the signage, and pull into a lane in front of the Valet kiosk. When you return, pick-up your vehicle from the same location.

[Please book online.](#)

**Walking time to terminal: 2-4 minutes**





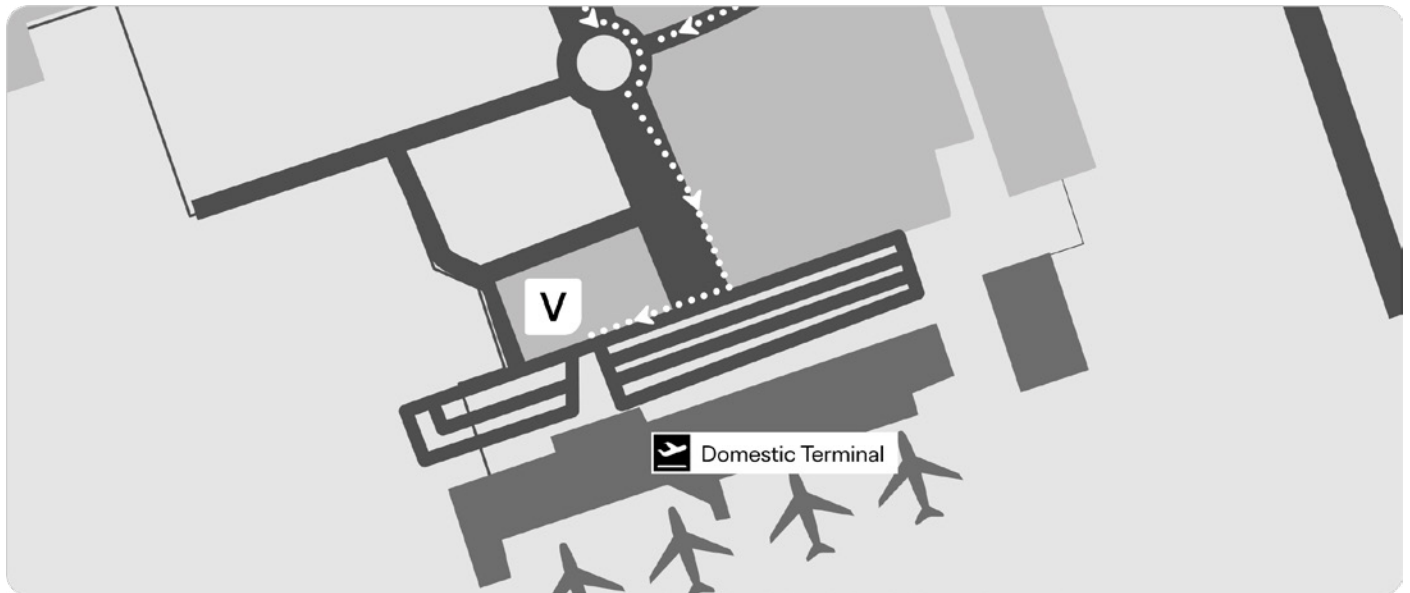
## Domestic Valet parking

The domestic Valet is located in the multi-storey car park just outside the terminal (Car Park R). Elevators near the Valet kiosk provide access to the ground level.

You can drop-off and pick-up your vehicle from the same location. Follow the signage toward the domestic terminal, head up the ramp to Level 1, and pull into a marked lane in front of the Valet kiosk.

As the Valet area is indoors, the maximum vehicle height is 2.2m, making it unsuitable for high-roof vans. If you're parking a high-roof van, please call us at 0800 247 767 (6am–7pm, 7 days a week) when booking so we can arrange pick-up and drop-off in the forecourt.

**Walking time to terminal: 1-2 minutes.**

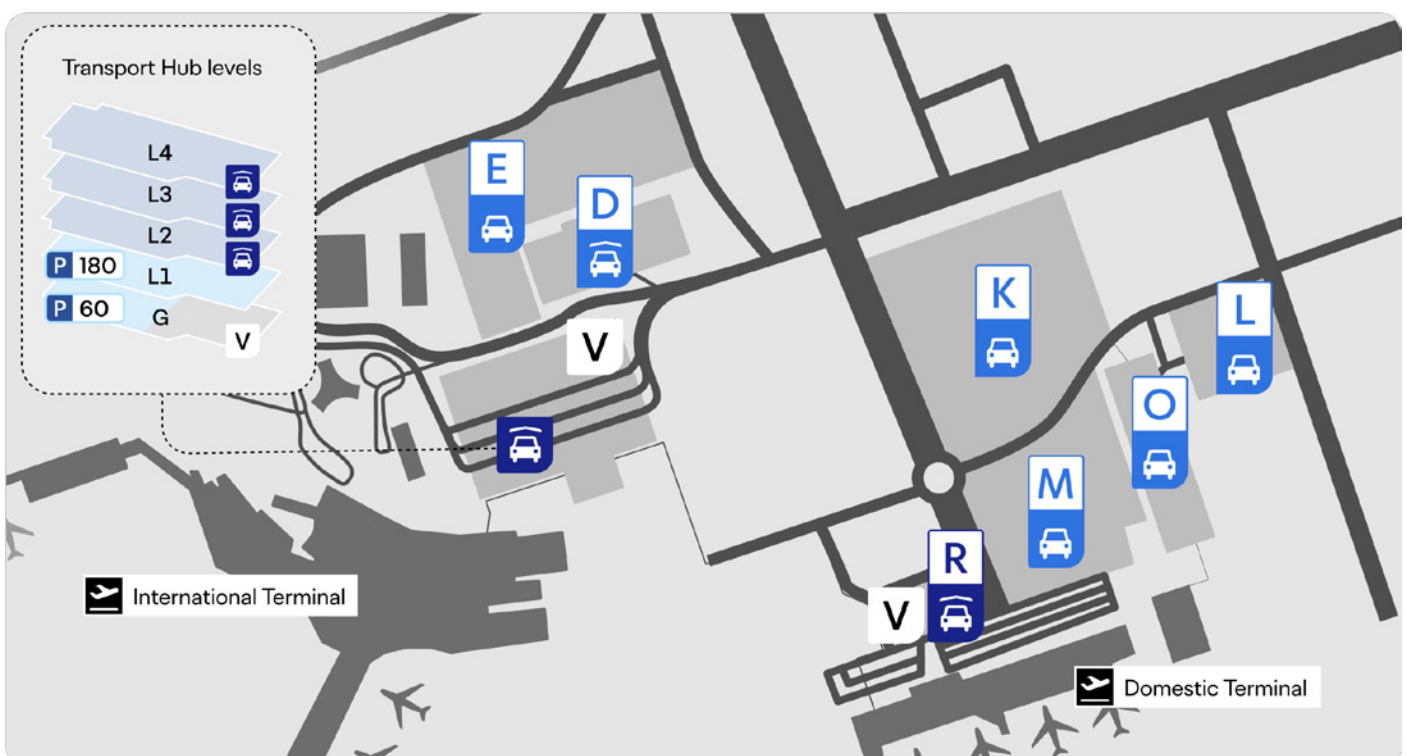


## Self park

If you prefer, a wide range of self-park options are available at both the international and domestic terminals. All car parks (except Car Park L) offer dedicated accessible parking spaces for travellers and visitors with a Mobility Parking Permit.

[More information about accessing the airport.](#)

All car parks are connected to the terminal by walkways and lifts as indicated on the map.



## Park & Ride

Park & Ride is the perfect option for travellers seeking the convenience of airport parking at the lowest price. Dedicated accessible parking spaces are available near the main bus stop, and a transfer to the terminal door is included in the standard Park & Ride charges. Covered waiting areas and accessible bathroom facilities are also available.

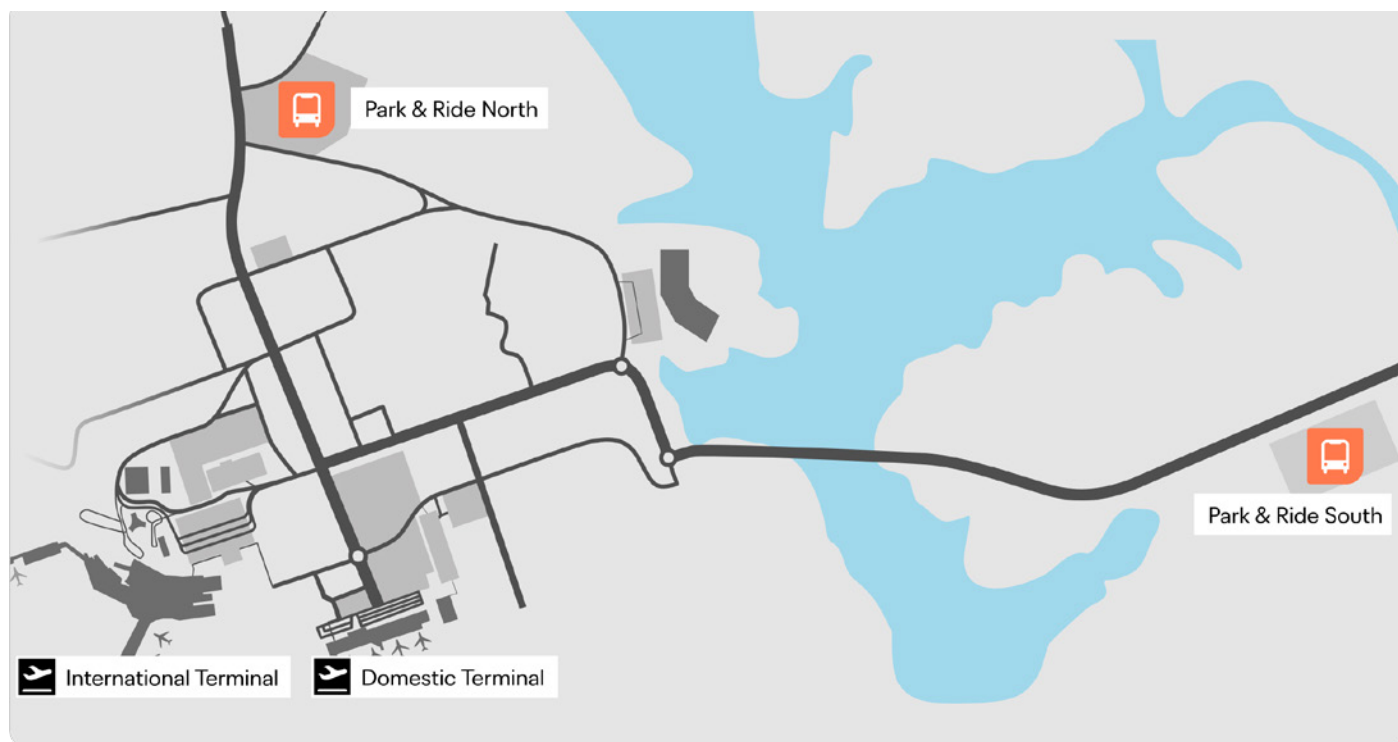
The Park & Ride buses feature kneel suspension and boarding ramps for easy wheelchair access. Each bus has a designated space where wheelchairs can be safely secured.

If you or someone you're traveling with has specific mobility requirements, please let us know in advance so we can ensure a comfortable and seamless experience. Please call us at 0800 247 767 (6am–7pm, 7 days a week) or email [parking@aucklandairport.co.nz](mailto:parking@aucklandairport.co.nz).

For more information about parking at Auckland Airport visit: [aucklandairport.co.nz/airport-parking](https://aucklandairport.co.nz/airport-parking)



**Tip:** Book your parking online in advance of your trip and save, with great discounts available for long and short term parking.

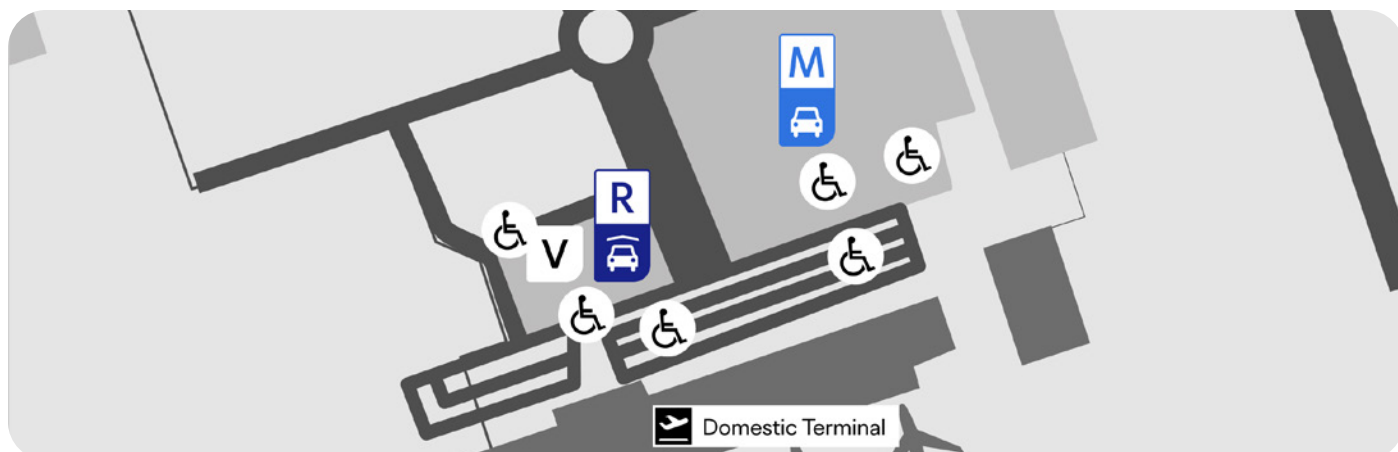


## I'm being dropped off or picked up at the terminal, where do we go?

### Domestic terminal

Drop-off and pick-up spaces, including dedicated Mobility Spaces, are available on the outer road of the domestic terminal.

If you require assistance and your driver needs to accompany you into the terminal, please speak with a forecourt attendant. Vehicles cannot be left unattended in this area, but attendants will direct your driver to a nearby parking location.

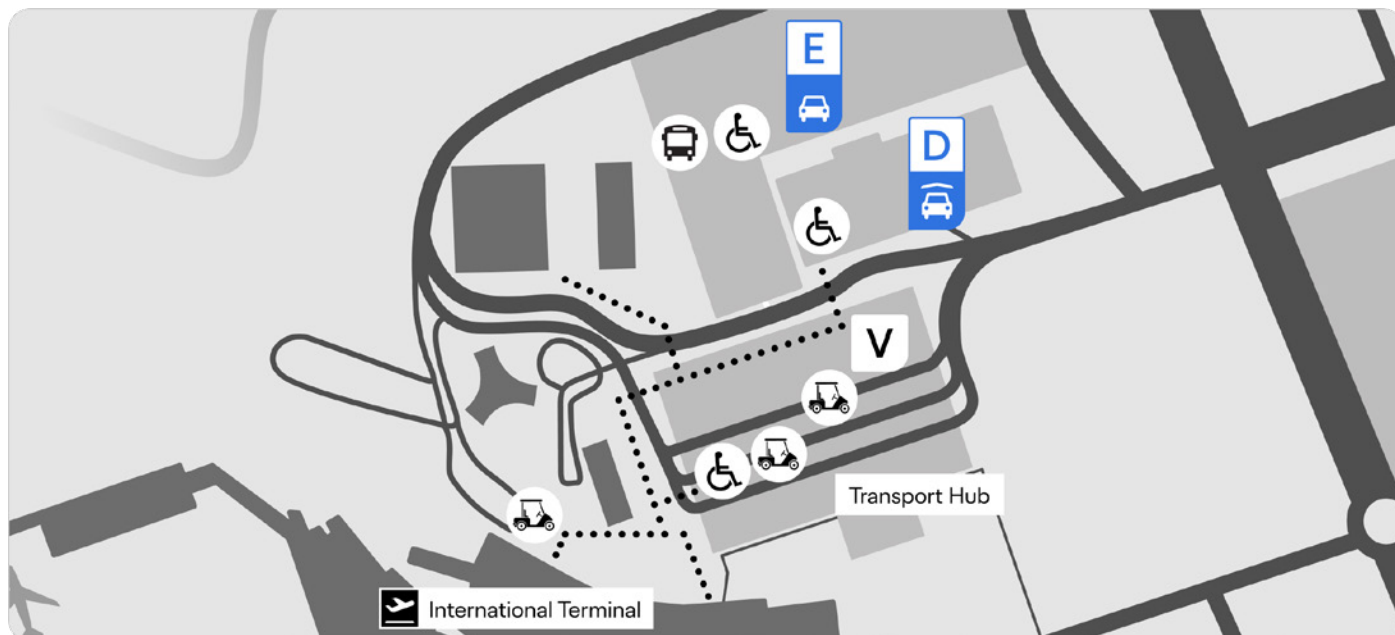


## International terminal

The Transport Hub is the designated drop-off and pick-up area for the public.

Accessible spaces are available at the front of the public drop-off and pick-up lane, approximately 65 metres from the departure zone entrance. These spaces are marked in blue with a wheelchair symbol.

[More information on how to get to the Transport Hub.](#)



## Assistance buggy:

We are trialling an electric buggy service that departs from the Transport Hub at two Assistance Buggy Meeting Points—between Zones 8 and 9, and near the accessible spaces at the front of the drop-off and pick-up lanes.

The buggy service operates 24/7 in a continuous loop, with a round trip taking approximately 15–20 minutes, depending on traffic. It first stops at Door 6 (next to Globite) for departing travellers, then picks up arriving travellers at Door 8 (next to the coffee caravan) for the return trip to the Transport Hub. On request, the buggy can also go to the Off-site Transfer Zone or the pedestrian crossing in front of Car Park D.

If your driver plans to park in P180 Short Stay on Level 1, we recommend allowing extra time. The person needing the assistance buggy should be dropped off first at an Assistance Buggy Meeting Point on the ground floor. The driver can then exit the Transport Hub, loop back to the entrance via Tom Pearce Drive, and take the ramp to P180 Short Stay.

## The Wait Zone

Located just a few minutes' drive from both terminals, The Wait Zones make pick-ups much easier. Simply call or text when you're ready to be picked up, and your driver can exit The Wait Zone and quickly drive to the drop-off and pick-up area in front of the terminals. Drivers are allowed 30 minutes of free parking at The Wait Zones.

[More information about The Wait Zones.](#)





## If I need to be escorted into the terminal where does my driver park?

At the domestic terminal, paid short term parking is available at car parks M or R. These are the closest options if you wish to assist or accompany someone to or from the domestic terminal.

At the international terminal, paid P60 short-term parking is available inside the Transport Hub, with entry at the end of the drop-off and pick-up lane. This is the closest parking option if you wish to assist or accompany someone to or from the international terminal. Entry is via licence plate recognition, and pay machines are located inside the Transport Hub near Zone 6. Alternatively, payWave is available at the exit barrier.

If P60 parking is unavailable, please speak to one of the traffic wardens, who can advise on alternative parking options.

## If my flight is delayed, where does my driver wait?

### The Wait Zone

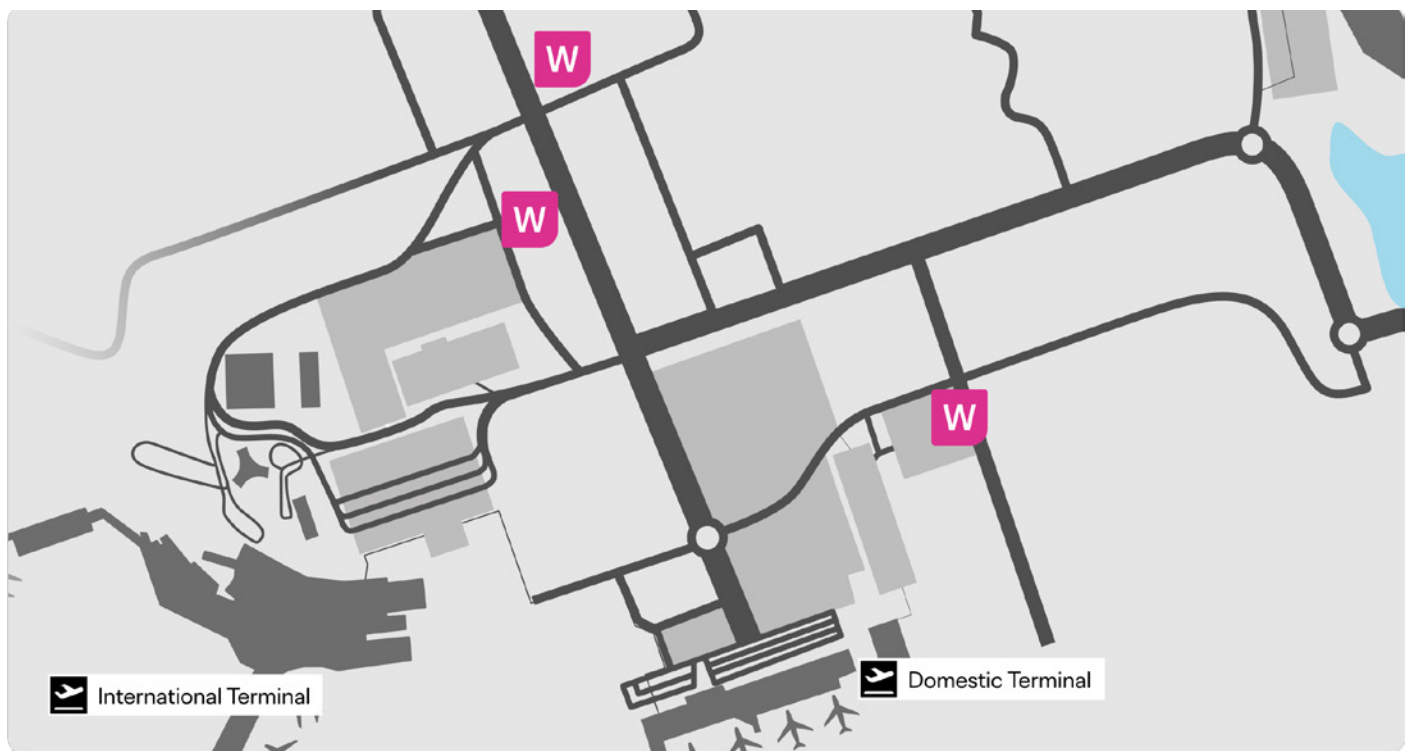
Located just a few minutes' drive from both terminals, The Wait Zones make pick-ups much easier. Simply call or text when you're ready to be picked up, and your driver can exit The Wait Zone and quickly drive to the drop-off and pick-up area in front of the terminals. Drivers are allowed 30 minutes of free parking at The Wait Zones.

[More information about The Wait Zones.](#)

Waits longer than 30 minutes will be charged at the same drive-up rate as Car Park K and will require a debit or credit card payment on exit. [Please review our tariffs for the current costs.](#)



**Tip:** For drivers meeting passengers arriving off their flights, park in the terminal's short-term parking. Get a great deal by booking online in advance. [Find out more.](#)



## What other accessible transport options are there?

The Auckland Transport website has everything you need to know about getting around Auckland by bus, train, and ferry.

Use the [Auckland Transport online journey planner](#) to plan your trip. It will provide details on available routes, along with times, fares, and maps for your journey.

### AirportLink

The AirportLink buses operate between Manukau Bus Station, Puhinui Station Interchange and Auckland Airport. The AirportLink service also connects to the Southern and Eastern rail lines at Papatoetoe. If you are travelling on an InterCity service, you can also catch the AirportLink to the airport from Manukau where there is a connection point.

The AirportLink stops at bus stops located on the forecourt outside the domestic terminal, and from Bus Stop A at the Transport Hub at the international terminal.

This service uses Wheelchair Accessible Buses which are specially designed to accommodate wheelchairs.

For more information contact Auckland Transport on 0800 103 080 or use the [Auckland Transport online journey planner](#).

### SkyDrive

Operating from Auckland city, the SkyDrive fleet features kneel suspension and boarding ramps for easy access. Each bus has a designated space for safely securing wheelchairs and welcomes service dogs.

Most of the SkyDrive fleet is accessible for passengers with mobility needs. The buses have low floors and the ability to kneel to meet the kerb or use ramps to assist passengers with wheelchairs. Each bus accommodates up to two wheelchairs, and ramps ensure easy access for most mobility device users. The driver manually deploys the ramps.

If your booked coach doesn't meet your needs, our drivers will gladly accept your prebooked tickets for a later service. For critical timing, passengers can email in advance to check travel options: [bookings@skydrive.co.nz](mailto:bookings@skydrive.co.nz)

Buses depart from outside the domestic terminal door and from Bus Stop E outside the Transport Hub at the international terminal.

You can [book online](#) in advance.

### InterCity Bus

InterCity bus service connects cities across the North Island to and from Auckland Airport. The fleet has low floors and can kneel on request. All buses are equipped with ramps or lifts and have designated areas for securing mobility devices.

InterCity buses are located at Stop E next to the Transport Hub at the international terminal and Stop C on the forecourt of the domestic terminal.

You can [book online](#) in advance.

### Taxis & shuttles

Auckland Airport licences specific taxi and shuttle companies to ensure high-quality service for visitors and travellers. Prebooked taxis will be on the forecourt outside of Zone C

All taxi and shuttle companies can drop-off passengers at the airport, but only licenced companies are authorised to pick-up passengers from the designated taxi ranks at the terminal buildings. Licenced operators are:

- Alert Taxis
- Auckland Co-op Taxis
- Cheap Cabs
- Corporate Cabs
- Uber.

Taxi and shuttle ranks are located as follows:

**International terminal:** At the Transport Pick-Up Zone.

To reach the Transport Pick-Up Zone, exit the terminal on the arrivals side through Door 11, near Allpress Café. Cross the road, walk past the smoking area, and you'll find the taxi and rideshare pick-up area under the covered containers.

A prebooked commercial accessible pick-up/drop-off zone is available by Door 11 for commercial operators with prior authorisation when carrying passengers with access needs. Please instruct your operator to email us at [customercare@aucklandairport.co.nz](mailto:customercare@aucklandairport.co.nz) with the time, date, vehicle registration, and your Total Mobility number for authorisation.

**Domestic terminal:** Outside Door 4.

You can prebook with one of the listed companies or simply go to the terminal ranks—taxis and shuttles are always available. Prebooked taxis will be on the forecourt outside of Zone C.

For specific fare pricing, please contact your preferred taxi or shuttle company directly. Licenced operators are:

- Alert Taxis
- Auckland Co-op Taxis
- Cheap Cabs
- Corporate Cabs
- Uber.

### Total mobility transport providers

Several taxi and shuttle companies at the airport are members of the Total Mobility scheme and offer wheelchair hoists. Reserved Total Mobility drop-off and pick-up spaces are available on the forecourt road at both the international and domestic terminals.

For more information, visit the [Auckland Transport website](#).

### Rideshare

**Domestic terminal:** the Uber drop-off area is in lane 3, outside Door 2. The Uber pick-up zone is in lane 2, outside Door 2. Other rideshare companies operate from the rideshare lane behind Car Park R.

**International terminal:** At the Transport Pick-Up Zone.

To reach the Transport Pick-Up Zone, exit the terminal on the arrivals side through Door 11, near Allpress Café. Cross the road, walk past the smoking area, and find the taxi and rideshare pick-up area under the covered containers.

For specific fare information, please contact the rideshare companies directly.

### Freedom Mobility

Freedom Mobility offers a wide range of modified cars and vans for disabled drivers and travellers across New Zealand. Their team can meet you at Auckland Airport in the arrivals area and take you directly to a specialist rental car.

For more information, call Freedom Mobility at 0800 864 2529 (NZ callers only) or +64 9 869 3976 or email their team at [getmobile@freedommobility.co.nz](mailto:getmobile@freedommobility.co.nz)

## How do I transfer between terminals?

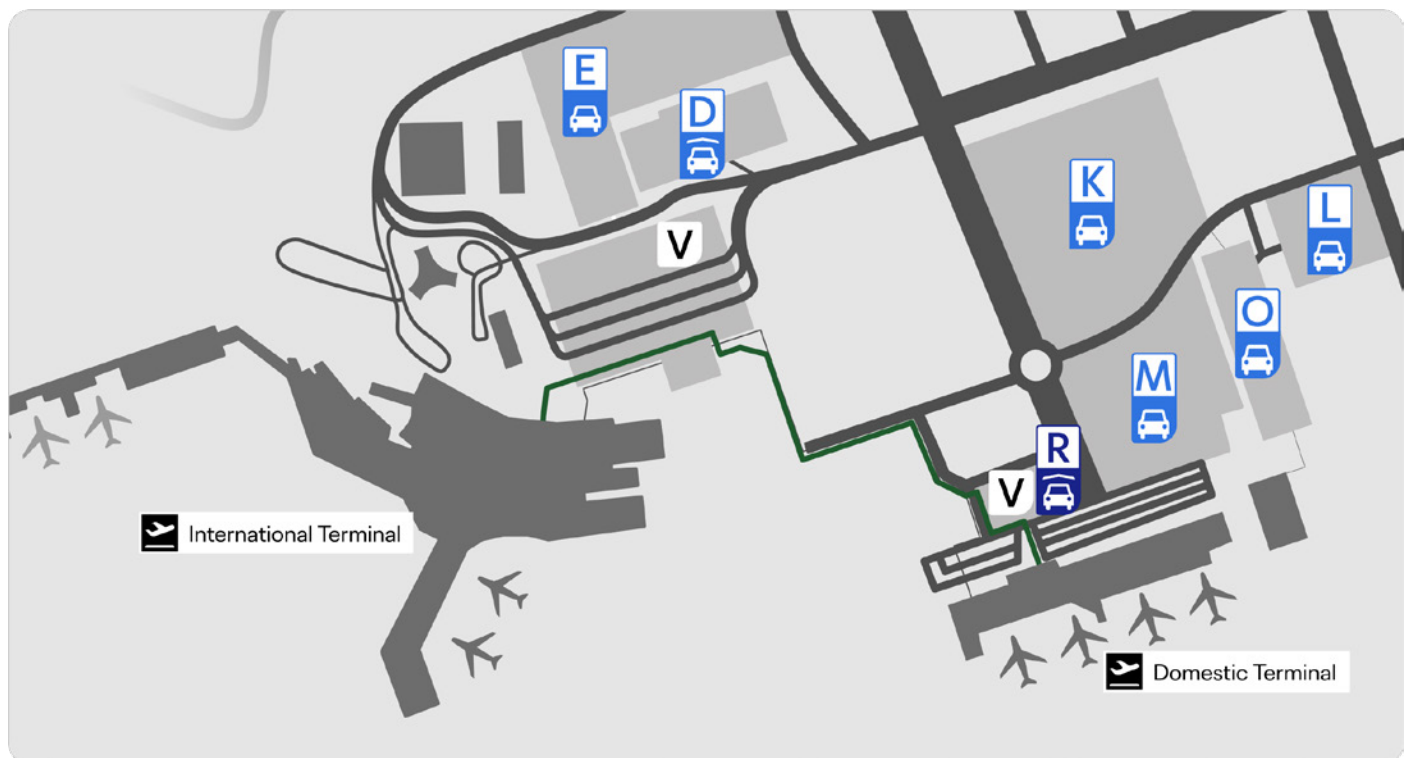
### Terminal transfer bus

A free terminal transfer bus operates every 15 minutes from 5am to 11pm, running between Bus Stop B at the Transport Hub at the international terminal and Bus Stop C on the forecourt at the domestic terminal. All buses are accessible.

For more information on the schedule, click [here](#).

### Outdoor walkway - the green line

Alternatively, there is a signposted walking route between the terminals if you prefer some fresh air and have a bit of time. The journey takes approximately 10-15 minutes and is marked by a green line, "Domestic/International Terminal" signage and an arrow pointing to the path.



## What time do I need to arrive at the airport?

Allow yourself plenty of time prior to your flight departure to check-in, clear security and get to your gate.

### International flights

In most instances, check-in counters for international flights open three (3) hours prior to departure. If you want to be sure, please check with your airline directly. Air New Zealand allows check in at any time on the same calendar day as your flight.

### Domestic flights

Most check-in counters for domestic flights open 90 minutes prior to departure. Air New Zealand allows check in at any time on the same calendar day as your flight.

If you arrive early, don't worry, the terminals offer some great services and facilities, whether it's finding a last minute gift, a bite to eat, or just settling in for some 'me time'.



In both terminals you'll find:

- A wide variety of stores
- Restaurants, cafes and bars
- Seating to rest before your flight
- Free Wi-Fi
- Airline lounges (only the Air New Zealand lounge is available at the domestic terminal)
- Accessible facilities.



**For more information** on shopping and dining visit:  
[aucklandairport.co.nz/eat-and-relax](https://aucklandairport.co.nz/eat-and-relax)

# While you're at the airport



## How do I check-in for my flight?

Auckland Airport has two terminals - domestic and international. The terminal you are flying out of will be named on your ticket.

### Check-in domestic terminal - ground floor

Look for signs pointing to your airline for check-in. This terminal provides self-service check in kiosk and some traditional check-in desks. If you need any help during the check-in process, please ask the airline staff for assistance.

### Check-in international terminal - ground floor

Look for signs pointing to your airline for check-in. This terminal provides some self-service check-in kiosks and some traditional check-in desks, both are operated by airline staff. If you need any help during the check-in process, please ask the airline staff for assistance. When checking in, you must have the following documents: passport; travel documents, including ticket and/or booking reference.

### Flight information

Flight information screens are displayed in all public locations in terminals. The information displayed on the screens is supplemented by public address announcements to ensure you know when your flight has been called.



**Tip:** Need help with your luggage? Luggage trolleys are free at both terminals to assist you during your time at Auckland Airport.

## When do I get assistance from my airline?

Airline staff are present at check-in kiosks and are available to assist if required. However, to provide you with the best possible service and assistance, we strongly recommend that you contact your airline at least 48 hours prior to departure to discuss any special travel and seating requirements. If the airline is unable to provide a particular service or if you need to provide additional details including medical clearance information, we want you to be aware prior to your travel date to avoid disappointment and last-minute stresses.

**Please note** that if they do not have pre notification of your travel plans there may be a delay with our airline partners in providing you any required assistance.

## Who should I contact if I need help getting on and off the plane?

Your airline can assist you with getting on and off the plane. At Auckland Airport there is a combination of airbridges, and stairs being used for passengers to access the aircraft. It's important to discuss your requirements with your airline well in advance of your flight so that your airline can make appropriate arrangements to support you based on your requirements.

## How do I move through the Auckland Airport terminals?

Airlines operating from Auckland Airport offer wheelchairs and other assistance to help customers with reduced mobility. If you have limited mobility or other access needs, it is important that you discuss your requirements.

Contact your airline well in advance of your trip when you book your flight or at least 48 hours before you start your journey. This will ensure the airline is able to provide you with the right support within airport terminals and onboard the aircraft.



**Tip:** please contact your airline directly to discuss your assistance requirements well in advance of your trip.

### Accessible routes

Elevators are available for ease of access between floors.

### Automatic doors and lifts

Automatic doors and lifts are available at all levels of the domestic and international terminals for visitors and travellers using wheelchairs or with limited mobility.

### Flight information

Flight information screens are displayed in all public locations in terminals. The information displayed on the screen is supplemented by public address announcements to ensure you know when your flight has been called.



## Hidden disabilities support

We welcome and say farewell to thousands of people every day at Auckland Airport and have a variety of services and facilities available to make your trip a little easier.

All airlines operating from Auckland Airport offer special assistance to help passengers with access needs.

If you have limited mobility, a disability or other access needs it is important that you inform your airline and speak to them about the kind of assistance you require. Please do this either when you book your flight or at least 48 hours prior to departing. This will help ensure that they are able to provide you with the right support within airport terminals and onboard the aircraft.

Once you are at Auckland Airport, if you have any questions or need assistance please ask our team.

You will see some of us in blue Auckland Airport jackets, others will have airport lanyards – but each of us is here to ensure you feel welcome and to help you through your journey.

Extra resources are available to download to help you plan for your journey through the domestic terminal.

## Sunflower Lanyard

Auckland Airport is a proud participant in the Hidden Disabilities Sunflower Lanyard program. If you, or someone you are travelling with has a hidden disability you can choose to wear a Sunflower Lanyard and make your disability visible to airport staff.

The Sunflower Lanyard offers travellers a discreet way to indicate to staff that they have a hidden disability and may need a little extra support, guidance, or time with the airport process. For more information on the Sunflower Lanyard program see [The Hidden Disabilities Sunflower](#).

### What to expect when you are wearing a lanyard

Auckland Airport staff recognise the Sunflower Lanyard and can provide you with any help you may need, at the different stages of your journey through the airport. If you are feeling overwhelmed, staff can slow down a process for you and offer extra assurance.

### What the lanyard does not do

The Sunflower does not replace the support available from your airline and will not provide you with a staff escort through the airport. The lanyard does ensure that our staff are aware of a hidden disability and can support you if extra assistance is needed while you are in the terminal, but it will not provide a fast track through queues.

### How to request a Sunflower Lanyard

We can arrange for a Sunflower Lanyard and Card to be posted out to you ahead of your intended travel date.

If you think that the Sunflower Lanyard would be good for you, or a friend or family member who is travelling through Auckland Airport contact us at [hiddendisability@aucklandairport.co.nz](mailto:hiddendisability@aucklandairport.co.nz) and provide your name, address, and date of travel to ensure that there are no hold-ups in getting your lanyard to you in time as we are unable to arrange in-terminal pick-ups at this time.

Please note that requests are processed by our team during business hours, Monday to Friday between 8am and 4.30pm (excluding public holidays) therefore we will require 72 hours' notice to prepare your lanyard for posting. Please allow sufficient time for the postal service to deliver the lanyard to you.

Once you receive a Sunflower Lanyard it is yours to keep and use for future journeys or outings where the scheme is recognised.

[More information about the Hidden Disabilities Program / request a Hidden Disabilities pack.](#)



**Tip:** request a Hidden Disabilities pack before your trip.

## Using personal mobility equipment

If you are planning to travel with your own personal mobility equipment, please discuss this with your airline in advance of travelling. Your airline will also be able to provide advice on the personal mobility equipment accepted on different aircraft and any requirements on what can be brought onboard and with packing equipment for travel.

## Wheelchairs

Wheelchairs within the terminal are provided by each airline. Most airlines can provide wheelchair or mobility assistance from check-in to the departure gate and arrival gate to baggage reclaim.

Please contact your airline directly to discuss your assistance requirements.

## What if I am travelling with an assistance animal?

Assistance animals are very welcome at Auckland Airport.

Assistance animals will also be subject to security screening, which may involve a pat-down search or a search with a hand-held magnetic wand around the animal's harness.

# What services and facilities are offered by Auckland Airport?

Once you are at Auckland Airport, if you have any questions, or need assistance, please ask our team. You will see some of us in blue Auckland Airport jackets, others will have Auckland Airport lanyards – but each of us are here to ensure you feel welcome and to help you through your journey at the airport. If you need help, please ask!

## Automatic Teller Machines (ATMs) with braille keys

Automatic teller machines with braille keys are located at:

**International terminal:** Ground floor, arrivals area  
First floor, departures area.

**Domestic terminal:** Ground floor, Zone B, near doors 5 and 6

## Toilets

Toilets are well signposted throughout Auckland Airport. All travellers toilet facilities in the terminals are wheelchair-accessible and have Sharps boxes.

## Charging stations

There are specific charging stations available throughout both the international and domestic terminals. USB charging points are also available at some international departure gates.

## Drinking fountains

Wheelchair-accessible bottle filler fountains are placed throughout Auckland Airport.

## Emergency medical services and first aid in the terminal

You can call 98777 from any of the emergency phones throughout the terminals or speak to one of our staff if you need our Airport Emergency Services to respond. Automatic External Defibrillators (AEDs), Trauma Kits, First Aid Kits, and First Aid Rooms are located in public areas throughout both our terminals for emergency situations.

## Internet access/Wi-Fi

We offer free unlimited Wi-Fi to all visitors to Auckland Airport domestic and international terminals.

Instructions to connect:

- Ensure Wi-Fi is enabled on your device
- Choose the "Auckland Airport" wireless network from the available choices
- When presented with the login page enter your email address and tick to accept our terms and conditions
- A confirmation message will then display to notify you that you're connected.

If you can't connect, you may need to change the setting within your browser and ensure that your Wi-Fi is on. If you continue to have trouble, please contact Wi-Fi Support Desk on 0800 111844.

## Medical services close by

Full medical and healthcare services are available from the Airport Doctors at the Airport Shopping Centre, 3/400 George Bolt Memorial Drive. Open 8.30am to 5pm Monday to Friday, closed Saturday, Sunday & Public Holidays.

Phone 09 256 8655 or email [reception@airportdoc.co.nz](mailto:reception@airportdoc.co.nz)

## Parent rooms

Parents can utilise the airport's well-appointed parents' rooms in both terminals. All family rooms have a nursing chair, a microwave, bathroom and baby changing facilities.

## Pharmacies

You'll find essential travel supplies at the Relay outlet in the international terminal. If you need the services of a pharmacist, there is a Chemist Warehouse at the Airport Shopping Centre, located on the corner of George Bolt Memorial Drive (the main road access to the airport) and John Goulter Drive.

## Showers

In addition to standard bathrooms there are showers are available.

**International terminal:** accessible shower facilities are located before security on the ground floor next to the Allpress Espresso. There are also accessible shower facilities after the security screening, at the end of the shopping high street to your right. Towels and bathroom essentials are available to purchase from the Relay store beside the corridor to the bathrooms and showers.

**Domestic terminal:** facilities are available on the first floor, access alongside Door 3. As well as after security, in the departure lounges on level one you'll find shower facilities. These are located alongside the bathrooms next to Hudson's Café.

## The Mall

Auckland Airport has partnered with its most popular retailers to create TheMall.co.nz, a duty and tax-free online shopping experience for international travellers. Instead of browsing at the airport, shop The Mall from the comfort of your home before you travel. Make your purchase in a single checkout and pick-up your items at the international pick-up points when you depart or return to Auckland Airport. For more information, visit [TheMall.co.nz](https://themall.co.nz).

## Travelling with medical devices

AvSec have information available to support passengers travelling with medical items. Their website outlines all the conditions that are applicable to travelling with medication and medical devices [here](#).

If you are unsure you can email them with any queries at [auckland.reception@avsec.govt.nz](mailto:auckland.reception@avsec.govt.nz)

## Travelling with batteries and power banks

Whether a battery can be carried or not depends on the type of battery, its configuration, or the number being carried.

Please check with your airline, but as a general guide the following rules apply:

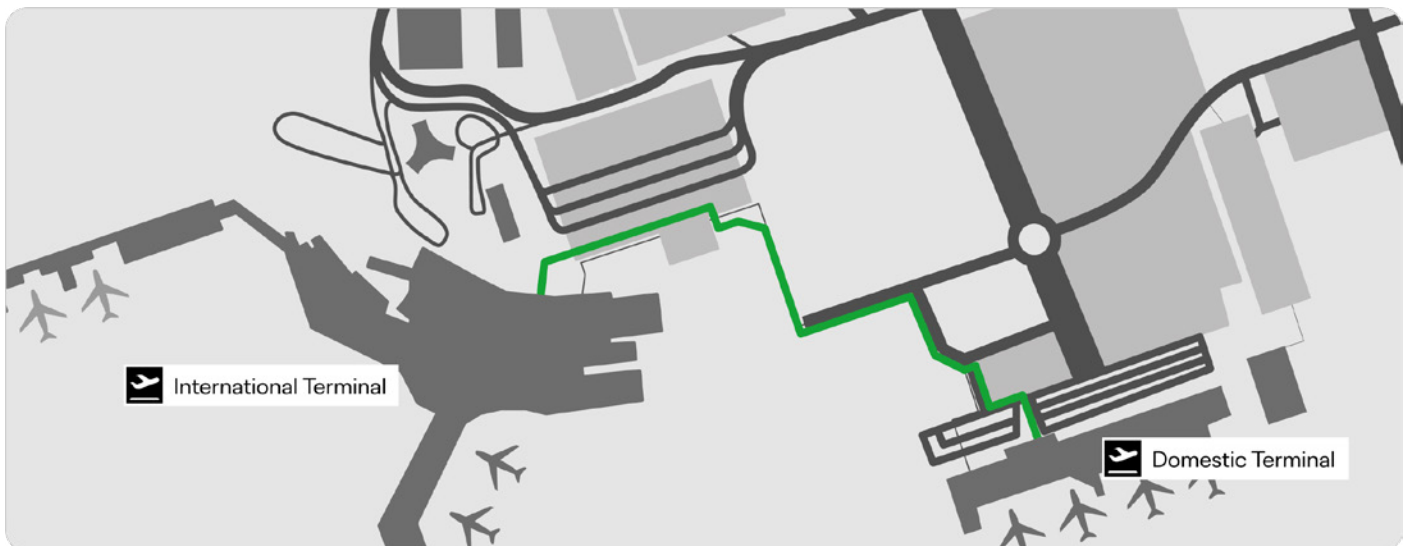
[aviation.govt.nz/passenger-information/travelling-with-batteries/](https://aviation.govt.nz/passenger-information/travelling-with-batteries/)

## Wait times and walk times

Download the Auckland Airport app to help you plan your journey right from your front door to the departure gate. This includes driving time, any traffic delays and the estimated queue times for NZ Customs Service, Aviation Security Service and Biosecurity NZ.

The app will also alert you to the time you need to head to check in, the time to head to security, and then to your gate. When inside the terminals you can also talk to one of our Auckland Airport hosts.

[Download the app from our website.](#)



## How do I transfer between terminals?

Speak to your airline directly if you need assistance with transferring between terminals as they will be able to assist you best.

### Terminal transfer bus

A free terminal transfer bus service operates every 15 minutes from 5am to 11pm, between the forecourt of the domestic terminal and the Transport Hub at international Bus Stop B. All buses are accessible. [More information on timing is available here.](#)

### Outdoor walkway - the green line

Alternatively, follow the signposted pathway between terminals if you have some time and prefer some fresh air. The journey will take 10-15 minutes.

### Domestic transfer

If you are arriving from overseas, before booking a domestic flight, please allow around three hours to cover procedures for entry into New Zealand, as well as any unexpected flight or processing delays. Please ensure you leave sufficient time to travel between terminals.

### Transferring from an international flight to an Air New Zealand domestic flight

If you are transferring to an Air New Zealand domestic flight within New Zealand you need to collect your luggage and clear customs and biosecurity.



If you have more than 60 minutes before your scheduled departure time, proceed to the Air New Zealand domestic transfer desk on the ground floor of the international terminal.

If you are within 60 minutes of your scheduled check in time then please proceed directly to the domestic terminal using the free terminal transfer bus, or walk along the green line.

### Transferring from an international flight to a Jetstar, Air Chathams or Barrier Air flight

If you are transferring from an international flight to an Jetstar, Air Chathams or Barrier Air Flight domestic flight, please proceed directly to check-in at the domestic terminal, once you have collected your luggage and cleared customs and biosecurity.

### Domestic airline luggage allowances

If your luggage is not checked through to your destination, please check luggage allowance with your airline for your domestic flight as these may differ from international airline allowances.

## Where can I stay overnight?

### Ibis Budget Auckland Airport

With all the essentials for a short stopover, this hotel is located only minutes away from Auckland domestic and international terminals. An accessible Yellow Transfer Bus can take you to the hotel from the airport terminal forecourt at both terminals.

You can find more details and [book online here](#).

### Novotel Auckland Airport

Enjoy 4.5 star comfort and convenience at Novotel Auckland Airport, located at the doorstep of the international terminal. Full-length soundproof windows give your stylish room natural light plus peace and quiet. This hotel is located only minutes away from Auckland domestic and international terminals.

You can find more details and [book online here](#).

### Te Arikinui Pullman Auckland Airport

Te Arikinui Pullman Auckland Airport is the only premium five-star hotel right on the doorstep of the international terminal, just steps away from arrivals and check-in. Every aspect of your stay – be it design, amenities or service – is made to inspire and nourish the senses.

# Security screening



## What do I need to do at security?

Security screening is to make sure that you do not have any items that are not allowed, such as knives, firearms, weapons or other dangerous goods in your hand luggage.

The screening process will also make sure you do not take more than the allowed quantity of powders, liquids, aerosols and gels onto the aircraft.

### Be prepared for security screening:

- Make sure you empty your pockets of all items and place into x-ray tray;
- Remove laptops and other large devices from your bag and place into x-ray tray;
- Remove boots above the ankle, steel capped boots, working boots and footwear with a high metal content;
- Remove outer clothing such as jackets and place into x-ray tray;
- Remove any belts with large buckles that have a high metal content and place into x-ray tray.

### For international flights:

- Large electronic devices, liquids, aerosols and gels with allowed volumes no longer need to be removed from carry on baggage, however 100ml limits still apply.
- Present your prescription and non-prescription medicine in a separate plastic bag, and if required, supporting information from a registered medical practitioner.
- Present any food or supplements for a medical diet and the supporting information from a registered medical practitioner in a separate plastic bag.

Many items are restricted for plane travel because they can, or have the potential to, cause harm to people and planes.

As this information can change frequently, to ensure you're travelling safely and to prevent items being relinquished at security, please go to the [AvSec website](#).



**Tip:** if you think you or someone you are travelling with will require special assistance at security screening points, please notify your airline when you book your flight, or at least 48 hours before you arrive at the airport.

## What should I do if I have medical implants?

If you have medical implants such as a pacemaker, insulin pump or cochlear implant, please advise an AvSec screening officer.

### Travelling with medical devices

AvSec have information available to support passengers travelling with medical items. Their website outlines all the conditions that are applicable to travelling with medication and medical devices [here](#).

If you are unsure you can email them with any queries at [auckland.reception@avsec.govt.nz](mailto:auckland.reception@avsec.govt.nz)

## What should I do if I have artificial limbs or prostheses?

If you have artificial limbs or prostheses, inform the AvSec screening officer prior to accessing the screening lane.

## What should I do if I have walking or visual aids?

Walking aids and visual aids such as long canes will be subject to security screening. You can ask an AvSec screening officer for assistance if you need assistance walking through the screening process.

## What should I do if I use a wheelchair?

If you use a wheelchair, you will be physically screened. If you can stand, but not walk, you will be cleared with a hand-held metal detector. If you are unable to stand, you will be screened by a pat-down search undertaken by an officer of the same gender. If you would prefer this to be done in a private room, just ask a AvSec screening officer to arrange this.

[More information about security screening with special needs.](#)



**Tip:** if you require assistance through screening, please make yourself known to staff.



# Further information



## Useful contacts

### Parking enquiries

Contact our parking team via email at [parking@aucklandairport.co.nz](mailto:parking@aucklandairport.co.nz) or on +64 (09) 256 8898 between 6am to 7pm. Alternatively, you can contact us via our [Facebook](#), [X](#) or [Instagram](#) pages.

### Lost property enquiries

Lost something at Auckland Airport? Please visit the [lost property page](#) on the Auckland Airport website for information on locating any lost property.

**I lost my passport:** contact airport police on +64 9 2759046.

**I lost my duty free after security:** contact NZ Customs on +64 9 255 6681.

**I lost something in the terminal:** contact Auckland Airport on 0800 AIRPORT (0800 247 7678).

**I lost something on the plane:** If your lost item was left on board an aircraft, you will need to contact your airline directly.

## Further information

We are continually improving our services and facilities as part of our commitment to ensuring all passengers have a positive experience when using Auckland Airport.

### Feedback

We welcome your feedback and suggestions on how we can continue to improve our service. Feedback can be provided at any time via our online form, by messaging on [Facebook](#), [Instagram](#) and [LinkedIn](#) or by contacting the Auckland Airport administration office during business hours.

**Visit:** [aucklandairport.co.nz/contact-us](https://aucklandairport.co.nz/contact-us).

**Telephone:** our call centre is open to answer your questions between 6am-7pm every day on 0800 AIRPORT (0800 247 767).

## Follow us

Visit our website: [aucklandairport.co.nz](https://aucklandairport.co.nz).

Follow us on social: [Facebook](#), [Instagram](#), [LinkedIn](#).