

Shuttle Instructions



Airport Pickup Instructions:

- Transfer times will vary from 15 to 40 min depending on the location of the driver
- All transfers from Hotel – to Airport can be arranged on check-in.
- Please note: we are unable to meet your arriving flight due to possible airport delays, immigration and MAF processing delays, and schedule changes. The Airport authorities do not permit us to wait for arriving passengers in the pickup area. We will be down promptly to collect you once you have called us using the below instructions.

Jet Park Hotel free-phone from International Terminal

1. After clearing Customs, collect luggage, and come through to land side.
2. Phone Hotel Shuttle either on your mobile or a public phone.
Freephone: 0800 538 466.
Public phones are located opposite arrival at the bottom of the escalators or just inside Door 2 near the Taxi/Super Shuttle exit.
3. The shuttle pick-up point is located outside door #11, (besides McDonalds). Turn right and go around the corner, the shuttle will collect you from the “Hotels and Rental cars” collection point.

Jet Park Hotel free-phone from Air NZ Domestic Terminal

1. Collect luggage.
2. Phone Hotel Shuttle either on your mobile or a public phone.
Freephone: 0800 538 466.
Public phones are located in the Air New Zealand terminal between baggage claim and Pandora store.
3. Once you have called, head to Door #9 (Jetstar Terminal). At the far end near baggage claim, go across the entire crossing to far side and wait near collection bays.
4. Look for Hotel Shuttle sign, and wait for your transfer to arrive.