

COMPLIMENTARY AIRPORT SHUTTLE SERVICE

Being a guest with us means complimentary airport shuttles are included in your stay. Due to changes at Auckland Airport, we can no longer pick up and drop off at the terminals. The new pick up and drop off is located at the new Transport Hub, an approximate 3-5 min walk through a covered walkway. Our shuttle times vary from 15 to 40 minutes, depending on the driver's location. Please take a look at the below for more details about this service.

Airport Pickup Instructions:

SHUTTLE GUIDE INTERNATIONAL TERMINAL

- Once you have collected your luggage, please call the hotel shuttle service on 0800 538 466 / +64 9 275 4100. Public phones are available near **Door #8** at the bottom of the escalators.
- Once you have called, Make your way out of **Door #5** and cross the crossing to the large, covered walkway following the "Shuttle Pick Up" signs.
- At the end of the walkway, cross the crossing to an area with **3 parking bays**.
- The shuttle will generally pick up and drop off at the covered **Bay 2**.

SHUTTLE GUIDE DOMESTIC TERMINAL

- Once you have collected your luggage, please call the hotel shuttle service on 0800 538 466. Public phones are available in the Air New Zealand terminal between the baggage claim and the Pandora store.
- Once you have called, head to **Door #9** (Jetstar Terminal). At the far end near baggage claim, go across the entire crossing to the far side and wait near collection bays.
- Please look for the bus with JetPark Hotel signage.

To view a recording of the walk, please click [here](#).

Transfers from the hotel to Auckland Airport can be arranged on check-in.



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The shuttle frequency ranges from every 15 to 40 minutes, depending on the driver's location. Our complimentary airport shuttle operates throughout the week, running every half hour and on the hour, from 04:00 to 21:30. For late-night travelers (22:00 – 03:30am), simply reach out to us for pick-up by calling the hotel at 0800 538 466 or +64 9 275 4100. Alternatively, you can also connect with our team via WhatsApp at +64 027 2555 016 when you're ready to be picked up.

SHUTTLE GUIDE: INTERNATIONAL TERMINAL

- The walkway is about 3-5 mins from the arrival terminal. Please follow “Shuttle pick up” signs and exit via DOOR 5
- Cross the crossing to the large container covered walkway, following the signs that say car rentals & shuttles, and wait in the shelter bay area (Bay 1).
- Please look out for a bus with JetPark signage on the window which will stop at the northern end of Bay 2.

Visual Guide:



SHUTTLE GUIDE: DOMESTIC TERMINAL

- Please exit on DOOR 8 by the Jetstar terminal and cross the crossing to the far side and wait at the Collection Shelters.
- Please look out for a bus with JetPark signage on the window. The shuttle will pull up at the bay next to the sheltered area.

Visual Guide:



AIRPORT DROP-OFF

- Kindly ensure that you secure a seat for the airport shuttle by notifying the reception team the evening prior to your departure.