

COMPLIMENTARY AIRPORT SHUTTLE SERVICE

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.