

FREQUENTLY ASKED QUESTIONS AUCKLAND AIRPORT PUBLIC TRANSPORT CAMPAIGN

How can I register?

Visit aucklandairport.co.nz/free-transport-december for our registration link. Registration is open until 12pm on Wednesday 27 November 2019.

Do I have to register?

Yes. Free SkyBus passes and Auckland Transport (AT) Hop cards will only be issued to people who have completed our registration form and meet our eligibility criteria.

How will I know if I'm eligible?

You must work within the Auckland Airport district - this shown as the highlighted green area on the map on aucklandairport.co.nz/free-transport-december. If you aren't sure if your work place is included, please email Auckland Airport's Transport team on freetransport@aucklandairport.co.nz.

How can I find out my journey options?

We recommended using AT's online and app based journey planning tool for finding out your options and best route to work at Auckland Airport. Their website and app also has a 'live departures' functionality to help you know how far away your ride is - SkyBus vehicles are included.

What is the best way for me to get to work?

Plan in advance by using AT's online and app based journey planning tool. Their website and app also has a 'live departures' functionality to help you know how far away your ride is.

I want to catch the bus to work but there isn't a bus service early or late enough?

Your company may have a flexible working policy, speak to your manager about the possibility of changing your start or finish time to fit the timetable.

When will I receive my free passes?

You will be sent an AT Hop card and/or SkyBus passes based on the information you provided during registration. If you require a AT Hop card to travel to work this will be delivered to your workplace, given during registration, between 27-29 November. If you require SkyBus passes these will be sent to the email address, given during registration, between 27-29 November.

What do I do if I haven't received my SkyBus passes or AT Hop card by 2 Dec?

Please get in touch with Auckland Airport's Transport team on freetransport@aucklandairport.co.nz as soon as possible.

Where and when can I use my free passes?

For travel to your Auckland Airport workplace between 2-20 December 2019. If you are sent an AT Hop card, this can be used on AT bus, ferry and train services. If you are sent SkyBus passes, these can be used on City or North Harbour services.

How can I win prizes?

By using your free passes between 2-20 December 2019 and taking part in the activities happening in our Facebook group (@aucklandairportpublictransport) for your chances to win spot prizes and hear about other great things happening at Auckland Airport in December

Where can I find out more information? (fb page, email address)

Join our Facebook group (@aucklandairportpublictransport) to keep up to date on 'Free Public Transport December', for your chances to win spot prizes and to hear about other great things happening at Auckland Airport in December.

What happens if I lose my free passes?

Please get in touch with Auckland Airport's Transport team on freetransport@aucklandairport.co.nz as soon as possible.

When will the busiest days on the roads be this December?

Auckland Airport projects the busiest days on our road network will be December 5, 6, 11, 12, 13, 19.

What do I do with my hop card after 20 December?

Please return it to the collection point in your lunchroom or to the Auckland Airport Transport team at 4 Leonard Isitt Drive, Mangere.