

# Domestic Departures: Gates 2-15

Flights departing from Gates 2-15 are to smaller towns around New Zealand.

We'd like to make your journey as stress free as possible. We've prepared the following information to help you understand what to expect at the airport, so you can enjoy a positive experience with us.

Christchurch Airport is proud to support the Hidden Disabilities Sunflower Scheme.



# Getting to the airport

There are different ways to get to the airport. You might choose to travel by car, taxi, rideshare or bus.

If you arrive by car, you'll need to book a parking space online or take a ticket at the entrance to one of the car parks.



# Airport car parks

## Express Park

The Express Park building is the closest car park to the airport terminal.



## Long Stay

Our Long Stay car park offers uncovered parking. Approximately a 5 minute walk to the airport terminal.



# Airport car parks

## Short Stay

Our Short Stay car park offers uncovered parking. Approximately a 3 minute walk to the airport terminal.



## Orchard Road car park

This car park offers 30 minutes free parking and is located less than 700 metres from the airport terminal (approximately an 8 minute walk).





# Getting dropped off

If someone is dropping you off at the airport, they can use the pick-up and drop-off area on the ground floor of the Express Park building.

If you have a mobility parking permit they can drive to the dedicated mobility parks near the exit on the left hand side.

Your driver can park there for 10 minutes while they help you get to or from the terminal. A mobility parking permit must be put on display.



# Going into the terminal

There are a number of different entrances to the airport. Each entrance is numbered 1 to 9. You can go through any of these entrances to get into the terminal.



If you have any questions at the airport, look out for a friendly Airport Ambassador. They're here to help visitors every day from 8am - 4pm. You can find them at one of our information desks, located on the ground floor of the terminal.



# Checking in for your flight

You will need to check in for your flight when you get into the terminal. All the check-in counters are located on the ground floor. Look for the signage of the airline you're flying with.

Some airlines have kiosks where you can check yourself in. Others will help you at their desks.

All airlines will have staff available to help you, so please ask for help if you need it.





# Dropping off your bag

A small suitcase, backpack or handbag is known as “carry-on” luggage because you can carry it onto the plane with you.

You can also take a larger bag such as a suitcase on your trip, but you’ll need to check it in with your airline and take it to the bag drop area. They will stow it safely in the storage area of the plane for your journey.

Carry on and checked bags have weight limits, so you might want to weigh your bags at home.





# Dropping off your bag

Large or unusually shaped luggage such as bikes, car seats and prams need to be taken to the oversized bag drop.

Here's some information on what you can take with you:

[aviation.govt.nz/passenger-information/what-can-i-bring](https://www.aviation.govt.nz/passenger-information/what-can-i-bring)

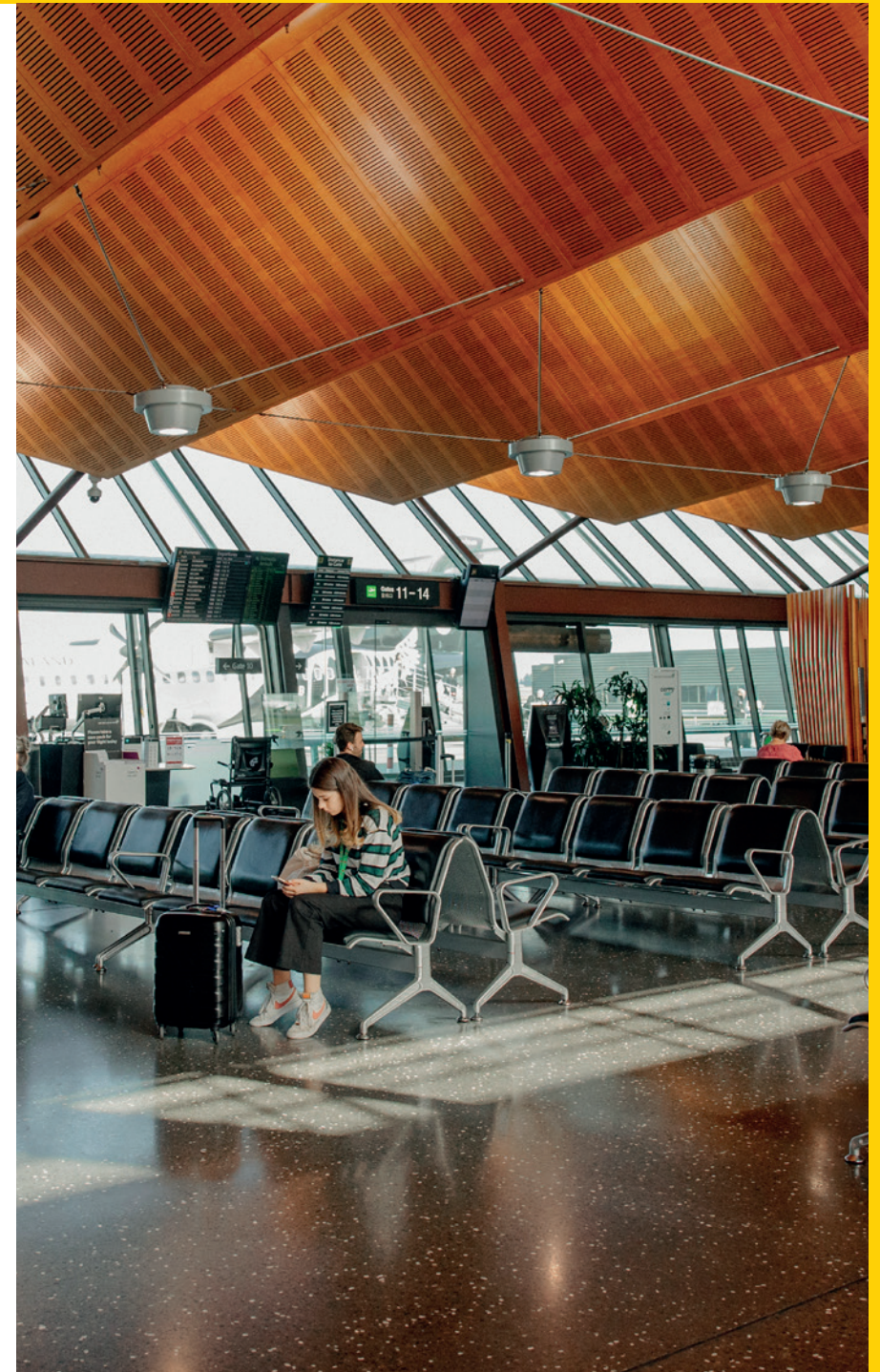
If you need help checking your bag in, please ask an airline staff member and they will be able to assist you.



# Domestic Departures Gates 2-14

After you've checked in, go to Domestic Departures at the far end of the terminal, on the ground floor.

If your flight departs from Gates 2-14 this is where you wait.





# Gate 15

Gates 15 A, B & C are located on Level One.

You can get there by the stairs, escalator or in the lift (look for the sign to find it).





# Retailers and eateries

You can purchase food, drink and other items from the shops in the departure area.



On Level One there are more shops and places to buy food and drinks.



# Boarding the aircraft

Your airline will ask you to board the plane before the scheduled flight time, usually about 15-20 minutes before the scheduled departure.

You will need to line up while you wait to board the plane. The airline staff will look at your boarding pass and scan it.





# Boarding the aircraft

Follow the airlines staff's directions and go through the covered walkway to your gate.

It can be a long walk to your gate, but there are seats along the way if you need to rest.

You will walk across the tarmac and go up some stairs to the plane.

Keep hold of your boarding pass as you will need it again when you enter the plane.





# Special assistance

We're committed to helping all members of the community. When planning your journey, please remember to let your airline know about any special assistance you may require.

[christchurchairport.co.nz/airline-contacts](https://christchurchairport.co.nz/airline-contacts)



# Sunflower lanyard

If you have a hidden disability, we invite you to wear a sunflower lanyard. This lets staff know you might like some extra help.

You can request a sunflower lanyard from our Airport Services team.

More information is available here:  
[christchurchairport.co.nz/sunflower](https://christchurchairport.co.nz/sunflower)



# Finding your way

You will see signage throughout the airport to help get you to where you need to go.





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