

International Departures

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.



Retailers and eateries

The airport has a number of food outlets where you can buy food and drinks.



There are also shops where you can buy what you need.



Security screening and customs

All passengers need to go through security screening and Customs before entering International Departures.

This might take a little time and you might have to wait in line.

Before you go into the security area, an airport staff member will ask to see your passport and boarding pass.

If you feel stressed or overwhelmed at any point, please let our team know. There are seats available should you need to rest for a moment.



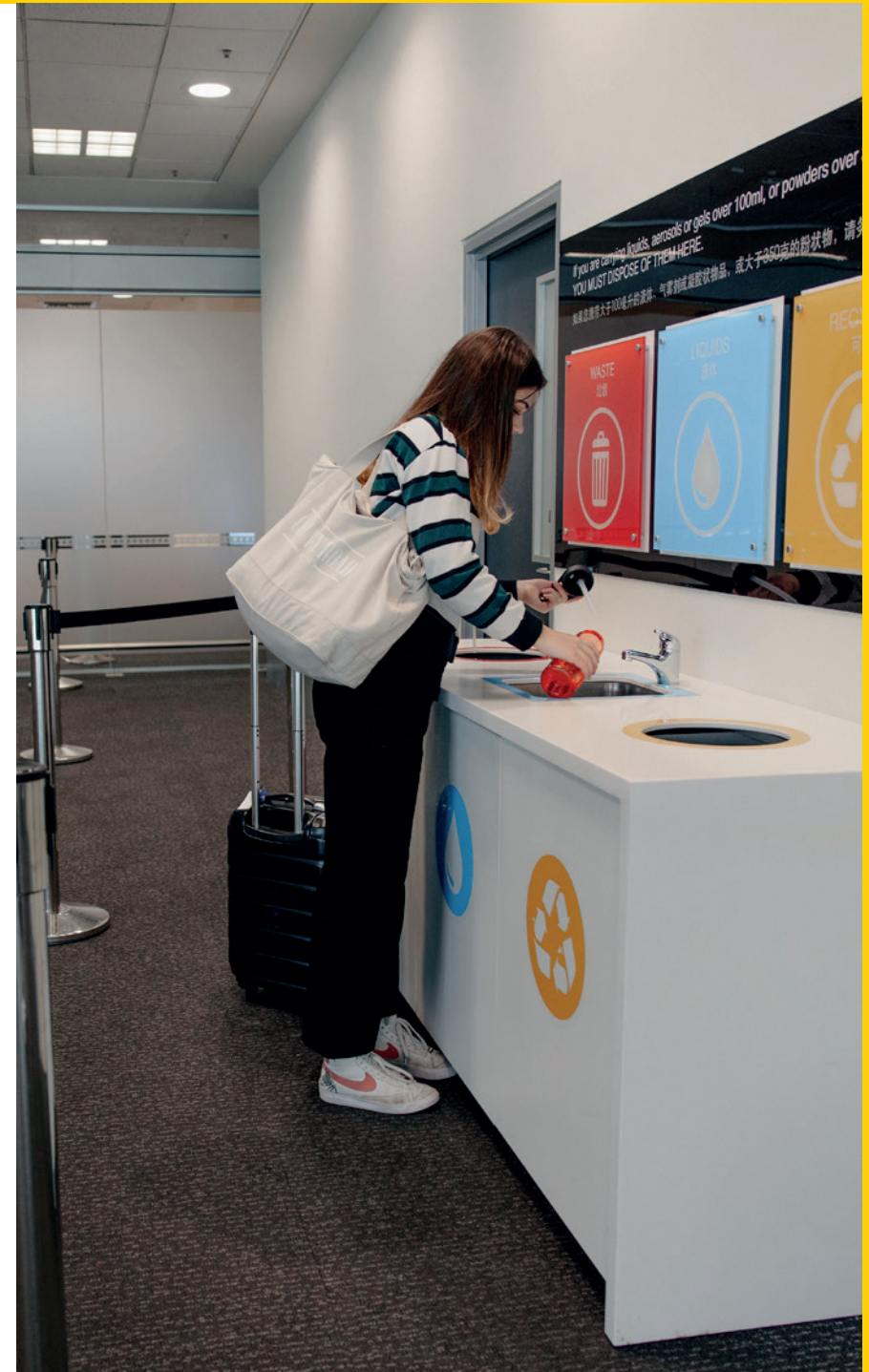
Powders, liquids, aerosols and gels

There is a limit to how much powder, liquid, aerosol and gel you can take onto an international flight.

Here are the limits for these items:

aviation.govt.nz/passenger-information/powders-liquids-aerosols-and-gels-plugs/

You can empty your water bottle before you enter security screening, then refill it from a drinking water fountain when you enter International Departures.



Security screening

When you get to the front of the queue, please take a tray to put your items in.

You may need to remove your belt, jacket or boots. If you are carrying a small bag, please put it in a tray on its own. Smaller things like phones, iPads and soft toys also need to go in a separate tray.

Your carry-on bags and trays go through the screening machine. You will get them back on the other side.



Security screening

After placing your items in trays you will need to walk through security screening.



Sometimes you might also be asked to go through a body scanner. The scanner won't hurt you. It checks whether there is anything you might have forgotten to put in a tray.



Security screening

If the scanner finds something that needed to go in a tray, a security officer might need to pat the outside of your clothes to find it.

You might also have to open your bag so something can be checked.

Now you can collect your items.



Customs

After you have been through security checks you will need to go through Customs.

You can go through the eGate by scanning your passport or you can go to a staff member at the desk.

If it's busy you will need to line up.



Using the eGate

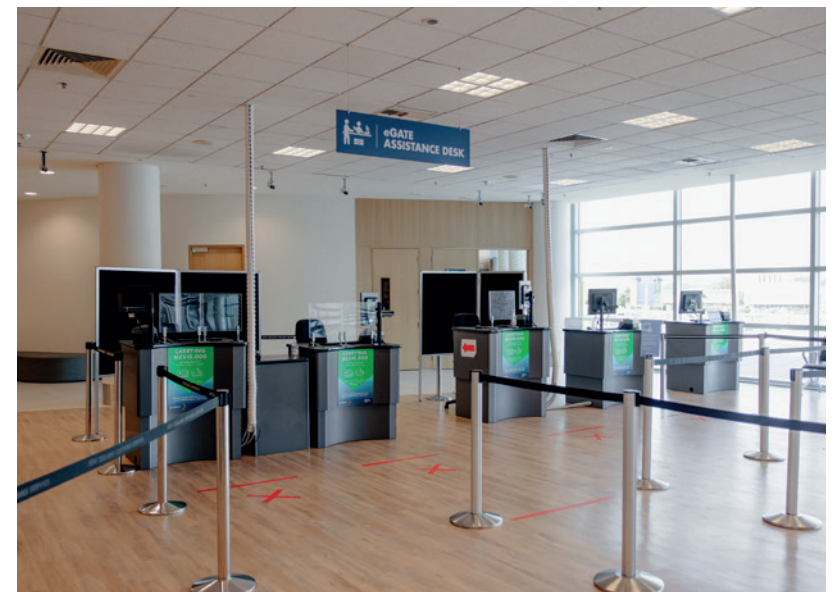
The eGate is easy to use and can save you time.

Simply scan your passport on the reader.

Stand still and look at the camera.

Wait for the gate to open.

Sometimes you may be asked to repeat this process or see the staff member at the counter.



Duty Free store

Now you will walk into the Duty Free store which leads into International Departures.

The Duty Free store is a place where you can buy many different things before your flight.

There might be lots of people here, as well as different colours, smells and noise.



International Departures

Now you can relax in International Departures. Look for the gate number you will leave from and find a seat nearby.

Now you can simply sit here and wait for the announcement telling you it's time to board your flight.

The gate your flight is boarding from will be clearly numbered.



Boarding the plane

You will hear an announcement from the airline when it's time to get on the plane. That will be earlier than the time the flight takes off, usually about 30 minutes before the scheduled departure.

You will line up with everyone else who is getting on the flight. Airline staff will check and scan your boarding pass, then you will board the plane from an air bridge or stairs.

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



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



Finding your way

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



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