

Media | Release

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Get Ready to Fly Through Departures at Christchurch Airport

If you are leaving New Zealand from Christchurch Airport on or after 1 July 2010 you will be delighted to learn you no longer need to pay a NZ\$25 international departure fee after check-in at the airport. This is as a result of the long awaited transition to a Passenger Service Charge (PSC), where the departure fee is included in the airfare costs. The shift from one system to another will occur at midnight on June 30th 2010.

"Travellers and airlines have been telling us for quite some time that the old departure fee process was a real hassle," said Christchurch Airport Chief Executive Jim Boulton. "This new system streamlines the departure process, and makes it simpler and easier for passengers, airlines and Customs."

"This change also brings Christchurch International Airport into line with Auckland, and with other major gateways around the world," said Boulton.

The travel and tourism industry has welcomed the move. "Any initiative which makes a trip to New Zealand more enjoyable and streamlined for international visitors is advantageous to our industry", said Tourism New Zealand Chief Executive Kevin Bowler. "New Zealand has some of the best tourism attractions and experiences in the world, and we applaud any move that improves the visitor experience."

For flights up to midnight on 30 June 2010, departing international passengers will still pay a departure fee after check-in and before proceeding to Customs. However if they are returning after 1 July 2010, they will generally only need to pay half the departure fee, as the other half will already be included in the airfare costs.

Passengers who purchase tickets before July 2010, and who travel after 1 July 2010, will have the PSC included in their airfare costs. There are exemptions from the departure charge for infants, children aged under 12 years, diplomats, government officials, military personnel, airline crew on duty, and transit passengers who stop in Christchurch Airport for less than 6 hours and stay in the departure lounge.

Information on the new system of charges is available on the Christchurch Airport website www.christchurchairport.co.nz, and can also be obtained from travel agents, airlines, check-in counters and the BNZ airport branch.

Frequently Asked Questions:

How is the departure fee changing?

From 1 July 2010, travellers will no longer be required to pay an international departure fee at Christchurch Airport. Up to this date, travellers will pay the usual NZ\$25 international departure fee at Christchurch Airport before boarding their departing flight. From 1 July 2010, this fee will be included as part of the airfare costs, which means the departure fee no longer needs to be paid separately at the airport.

How much is the new Passenger Service Charge?

The new PSC is NZ\$12.50 including GST. This levy is payable for both departing and arriving travellers, and will be included as part of the airfare costs from 1 July 2010. On a return airfare, the total PSC would be \$25. On a one-way airfare, the PSC would be \$12.50. The policy of having no charge for children aged under 12 years will continue.

Why is Christchurch Airport doing this?

Having a PSC will bring Christchurch Airport into line with Auckland Airport and other international airports around the world, and will greatly improve the departure process for departing travellers. Feedback from travellers shows that the current departure fee collection process is a major inconvenience for them.

When do the changes take place?

For travels from 1 July 2010, a Passenger Service Charge (PSC) will be included in the costs of an airfare and collected by the airlines. From that date onwards, travellers will not have to pay a separate international departure fee at Christchurch Airport.

What does this mean for travellers?

It will significantly improve the traveller experience. It will improve the ease and simplicity of the departure process, and reduce traveller processing time. Airline travellers will have a much more streamlined departure process and therefore an improved travel experience.

What happens to those travelling either side of 1 July 2010?

There is no change for travellers leaving Christchurch before July 2010, and returning before 1 July 2010. They will pay the standard \$25 PDC. However if a traveller leaves Christchurch *before* 1 July 2010, and returns to Christchurch *after* 1 July 2010, there is the potential for them to pay both the \$25 departure charge, and the \$12.50 PSC for their return flight as part of the airfare costs. To ensure this does not occur, all international travellers who leave Christchurch before 1 July 2010 will be asked for their return date when they pay their departure charge at the bank. Relevant travel documentation such as an itinerary will be required. If the return date is after 1 July 2010, they will only pay \$12.50 departure charge, as the PSC for the return leg of their trip will be included in their return airfare costs.

In most cases however, Air New Zealand passengers who leave Christchurch before 1 July 2010, and return after 1 July 2010 will continue to pay the \$25 PDC, as the PSC is not included in their airfare costs for the return leg of the trip.

Any passenger who thinks they have paid both the departure charge and the passenger service charge can request a refund from Christchurch International Airport Ltd. Further information is on the website, christchurchairport.co.nz.

Ends

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Christchurch International Airport – New Zealand’s Tourism Gateway

Christchurch International Airport welcomed nearly 6 million passengers in 2008/2009, ranking as New Zealand’s second largest airport. The Airport occupies a unique position economically, as the South Island’s busiest and most strategic air connection to the world’s trade and tourism markets. In addition, the airport plays an important role as the South Island’s major domestic hub servicing all New Zealanders, enabling passengers to connect to a full spectrum of destinations throughout New Zealand. Christchurch International Airport is a major driver of the regional Canterbury economy, generating airport precinct related jobs for nearly 5000 people.

Christchurch International Airport is owned and operated by Christchurch International Airport Limited (CIAL). CIAL was established as a limited liability company in 1988, and ownership of CIAL is now shared by Christchurch City Holdings Limited with 75% and the New Zealand Government with 25%. The company’s vision is to be recognised as New Zealand’s leading tourist gateway.

Christchurch International Airport is a carbon neutral company and has received carboNZero certification from Landcare Research following a detailed measurement and analysis process. CIAL is the first airport company in the Southern Hemisphere to attain certified carbon neutral status and is the second carbon neutral certified airport company in the world.

Visit christchurchairport.co.nz for more information.