

Arrivals Project



The Project at a Glance

Auckland Airport is undertaking a multi-million-dollar expansion to its international arrivals area – the touch-down point for more than five million international travellers every year.

Kicking off in 2020, the project will add more than 30,000m² of floor space – roughly three rugby fields – to the current footprint of the international terminal, bringing a significant increase in space for border processing, customer facilities, public meet-and-greet areas, as well as behind-the-scenes baggage handling and administrative areas.

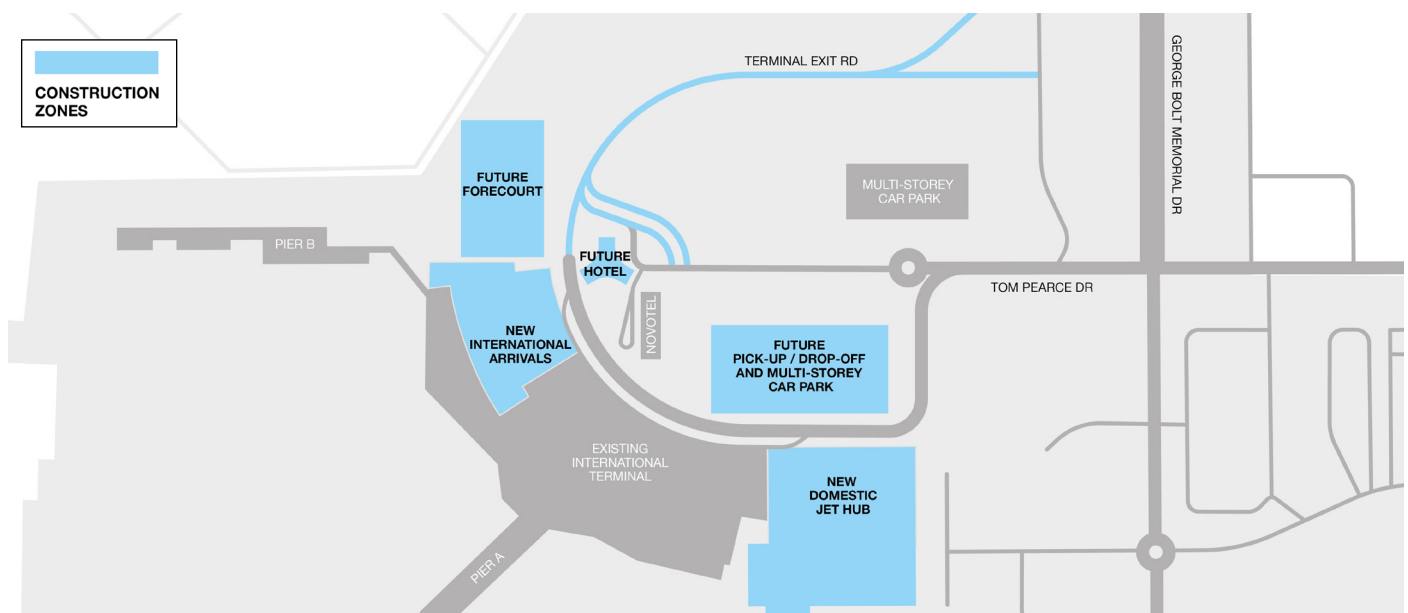
Through its form and function, the new international arrivals area will embody manaakitanga – a uniquely Aotearoa New Zealand experience of hospitality that offers a generous, warm and caring welcome to everyone arriving at Auckland Airport.

With more than a third of the expanded area dedicated to the border agencies, the project will provide an anticipated 50% capacity boost for border processing.

The expansion of the arrivals area is one of eight key anchor projects to be carried out at Auckland Airport, as part of a multi-billion-dollar upgrade of the airport precinct. Over the next 10 years, the airport will be transformed to create an airport of the future, with projects ranging from a new domestic jet hub and a second runway to a major upgrade of the roading network to enable public transport.

The site will extend from the western end of the international terminal and link into the existing immigration and baggage reclaim area. A new forecourt area providing an easy connection through to pick-up zones for taxis, shuttles and other transport operators will be built adjoining the extension.

This project is expected to be completed in 2023, connecting with other planned developments transforming the international terminal, including a new multi-storey car park, enhanced pick-up and drop-off zones and a new domestic jet hub.



Arrivals Project FAQ



What is the arrivals expansion project?

Auckland Airport is adding more than 30,000m² of floor space to the arrivals area at the international terminal. That's roughly equivalent to three rugby fields.

This brand-new arrival area will include zones for border formalities, an atrium for greeting arriving travellers, and retail spaces.

We want to create an arrival space that will be distinctively Aotearoa New Zealand with a sense of manaakitanga – a generous, caring and warm welcome. We think our expanded arrival design will make New Zealanders proud of that welcome and give visitors their first glimpse of what makes this country unique.

The new area is going to create a lot more space for our border agency partners to operate – both the front-of-house and back office functions – allowing them to introduce new processes and technology to further strengthen New Zealand's border and improve the arrival experience for travellers.

A new forecourt area will provide a safe and easy connection through to pick-up zones for buses, taxis, shuttles and other transport operators.

How will it connect to the existing building?

The arrivals area will connect with our existing tomokanga (carved gateway), karanga and birdsong welcome, and immigration areas. Travellers will then move into a reconfigured baggage reclaim area, and on to an expanded biosecurity zone before stepping into a large, light-filled arrivals atrium. Timber and finishes featuring local material, plus design elements created in partnership with mana whenua will add to the uniquely New Zealand arrival.

The expanded arrivals area will be built to the west of the existing international terminal.

It feels like there is construction happening at the airport all the time. Why are you always building?

With an expected 40 million passengers and 260,000 flights a year by 2044 – double the number of passengers we accommodate today – Auckland Airport is investing in ensuring a fast, easy and welcoming entry into New Zealand, now and into the future.

We have committed to a multi-billion-dollar transformation over the next 10 years that will include a new domestic jet hub, upgrades to the roading network to boost public transport capacity, an expansion of the airfield, new hotels and a new multi-storey car park.

That means there will be a lot of work happening around the precinct. This may mean changes to familiar buildings, detours around construction zones, and different places for car parking and pick-ups or drop-offs, but we are working hard to keep disruption to a minimum and ensure everyone is safe through this period.

Will construction be disruptive?

Travellers arriving into New Zealand will continue to use the existing arrivals area right up until the project is complete. So, there will be no change to the current public meet and greet area, the arrivals duty free shopping or border processing areas.

The expansion will be built alongside the existing terminal building so while there may be some hoardings, dust or noise, it shouldn't directly impact arriving passengers.

The construction area will be in the current rideshare, pre-booked shuttle/taxi zone and rental car pick-up zone. These operations will move to a newly created transport hub for the duration of the construction, before returning to a forecourt alongside the new arrivals building. Coach parking will also move during construction.

When will it be open?

Work on preparing the site began in 2019, with the vertical construction starting in 2020.

We've worked with the border agencies and our airline partners to ensure the expanded area provides enhanced functionality and fit-for-purpose spaces to support their work – now and into the future.

When the new arrivals area opens in 2023, the existing area will be converted for use for other operations.