

Ferry Group booking

Disclaimer

- Group booking requests can only be made in advance, preferably at least 3-4 weeks prior to the desired travel date.
- The group representative or organizer should provide accurate information regarding the number of members in the group, including any children, infants, seniors and accessible needs.
- The group booking request must be made through an authorized representative, who will be responsible for all communication and coordination between the group and the AT representative.
- The group organizer should be aware that the availability of group bookings is subject to the capacity of the ferry and the operator's discretion, we recommend booking during non-peak hours i.e. weekdays 09:00 – 15:00. Booking during peak hours is most likely to be declined due to non-availability.
- The group is expected to arrive well before the departure time, to help the crew attend to regular passenger and sort required capacity.
- Once the group booking is confirmed, payment must be made in full within the stipulated timeframe provided by the AT representative.
- Any change in the number of members in the group after the booking has been confirmed will not result in a partial refund. The full amount for the initial booking will still be charged.
- In case of operational or weather-related challenges leading to the cancellation of the service, no refund will be provided unless the service has been completely suspended. The organiser can co-ordinate with the AT representative to arrange another service at a later date or time.
- Refunds, if applicable, will be processed only after the ferry operator confirms the total suspension of the service. The processing time for refunds is a minimum of 12 weeks.
- Should a service be cancelled, the customer will be promptly notified by the ferry operators, so they can make arrangements to rebook for another suitable date.
- It is highly recommended to plan group bookings during off-peak hours, as it increases the chances of availability and reduces the likelihood of operational challenges.
- Please note that all other conditions of carriage specified by the ferry operator will also apply to group bookings.
- In case of any unforeseen circumstances or issues not covered in these guidelines, Auckland Transport reserves the right to make decisions and provide appropriate solutions on a case-by-case basis.