



PICK-UP PROCEDURES

Courtesy pick-up's are available between 8.00am – 4.30pm, with pick-up briefings taking approximately 45 minutes to 1 hour. Our friendly staff will show you through your motorhome/campervan to ensure you know how everything works, and to answer any of your questions about its operation before you begin your holiday.

Every motorhome also includes an easy to read Operating Manual containing relevant photos and diagrams for later reference, along with traffic rules and regulations. Additionally we are happy to supply you with any national or regional travel maps, as well as discuss any holiday advice or questions you have.

Pick-up's can be confirmed at any of the following locations:

- **Auckland Airport**
Once the client has cleared customs with their luggage, they should call NZ freephone **0800 705 893** for their pick up instructions.
Note: The team will be expecting a call and do not enter the airport terminal.
Please confirm your arrival details (time & flight number) with us as soon as they are known.
- **Wellington Airport**
Once the client has cleared customs with their luggage, they should call NZ freephone **0800 808 882** for their pick up instructions.
Note: The team will be expecting a call and do not enter the airport terminal.
Please confirm your arrival details (time & flight number) with us as soon as they are known.
- **Christchurch Airport**
Once the client has cleared customs with their luggage, they should make their way outside the terminal through Terminal Door 2, and head to the far right end of the terminal to Service Lane 2, where our team will be waiting with the motorhome.
Note: The team do not enter the airport terminal. However the client can call NZ freephone **0800 808 882** for any assistance if needed.
Please confirm your arrival details (time & flight number) with us as soon as they are known.
- **Wellington Ferry Terminals**
Courtesy transfers are available from the Wellington ferry terminals.
The name of the ferry company (InterIslander or Bluebridge) and the time for pick-up should be confirmed as soon as it is known.
- **Auckland, Wellington or Christchurch Hotel/Motel**
Courtesy transfers are available from any city hotel or motel.
The name of the accommodation and the time for pick-up should be confirmed as soon as it is known.



DROP-OFF PROCEDURES

All motorhome drop-off's are to be made prior to 4.30pm at the agreed location, and the vehicle must have a full fuel tank of diesel and an empty toilet/waste water tank.

Courtesy transfers are available following motorhome drop-off to any Airport, Ferry terminal or Hotel/Motel, and again the name of this should be confirmed as soon as it is known.

Drop-off's can be made at any of the following locations:

- [Auckland](#)
Pacific Horizon is located at 164 Montgomerie Road, Mangere, Auckland (approx 4kms from Auckland Airport).
For any assistance call 0800 705 893.
- [Wellington](#)
Pacific Horizon is located at 25 Ulric Street, Plimmerton, Wellington (approx 30kms north of Wellington city, up State Highway 1).
For any assistance call 0800 808 882.
- [Christchurch](#)
Pacific Horizon is located at 31 Sheffield Crescent, Christchurch (approx 4kms from Christchurch Airport).
For any assistance call 0800 808 882.