

Terminal Fees - New Zealand International Export Cargo

Fees are effective from **March 3, 2025** and are subject to change with a minimum of seven days' notice. All fees are in New Zealand Dollar, exclusive of GST and subject to a GST of 15% where applicable. ¹

Terminal Handling Fees

Facility Fee	\$65.6 for shipments <=450kgs or
Applies to all AWB's.	For shipments >450kg, a min fee of \$65.6+0.041 per kg for every kg over 450kg
	Min. fee of \$65.60 per AWB
Loose Cargo Handling Fee	\$0.115 per Kg
Applies to AWB's presented loose.	Min. fee of \$20.5 per AWB

Special Handling Fees

Express Handling Fee	\$0.473 per kg
Applies to express AWB's.	Min. fee of \$97.89 per AWB
Special Handling Service Fee	\$0.772 per kg
<ul style="list-style-type: none"> Applies to Dangerous Goods (Class 1-8) AWB's (excluding motor vehicles with empty fuel tanks and aircraft engines). Applies to AWB's held within the terminal's cool store facility that is presented outside of published acceptance windows. Applies to valuable cargo. Applies to other special handling. 	Min fee of \$45.61 per AWB Max. fee of \$597.05 per AWB (per 24 hours or part thereof)
Note: Chiller/freezer space is not guaranteed but will be made available as space permits.	
Motor Vehicle/Aircraft Engine Special Handling Fee	\$155.80 per vehicle/engine
Applies to motor vehicles that have an empty fuel tank and aircraft engines.	
Customised Handling Fee	Pricing on request
Provision of services not specified in this rate card or handling of non-standard AWB's.	

Checking & Screening Fees

Dangerous Good Check Fee	\$9.99 per AWB per piece
Applies to Dangerous Goods AWB's that require checking and documentation.	Min. fee \$99.94
Note: This will be applied for the first check and again for each recheck (if required).	
Dry Ice Check Fee	\$26.14 per AWB
Applies to Dry Ice AWB's that require checking and documentation.	
AVI Check Fee	\$37.92 per AWB
Applies to AVI AWB's that require checking and documentation.	
Security Screening Fee	\$0.140 per kg
Applies to AWB's from non-regulated air cargo agents or unknown customers.	Min. fee of \$41.00 per AWB
Alternative Screening Fee	\$311.60 per AWB
Applies to AWB's not able to be screen by x-ray.	

Additional Fees

Undeclared Dangerous Goods Processing Fee	\$597.58 per AWB/CN38
Applies if undeclared Dangerous Goods are found in the AWB/CN38.	
Acceptance Outside of Published Acceptance Hours	\$0.202 per kg
Subject to prior arrangement.	Min. fee of \$398.73 per AWB/CN38
Non-Electronic Data Processing Fee	\$39.98 per AWB/HAWB
Applies to the manual data capture of an AWB/HAWB at the time of acceptance, where no prior electronic transmission of FWB/FHL is received.	
Customs Clearance Fee	\$45.61 per AWB for commercial value < \$1,000.00 or
Applies to retail consignment that require customs clearance.	\$71.75 per AWB for commercial value > \$1,000.01

¹ Cargo acceptance outside Published Acceptance hours, storage fee, Undeclared dangerous good processing fee.

Terminal Fees - New Zealand International Import Cargo

Fees are effective from **March 3, 2025** and are subject to change with a minimum of seven days' notice. All fees are in New Zealand Dollar, are exclusive of GST and subject to a GST of 15% where applicable. ^{1, 2, 3, 4}

Terminal Handling Fees

Facility Fee Applies to all AWB's.	\$65.60 for shipment <450kg or for shipments >450kgs Min. fee of \$65.60 + \$0.041 per kg >450kg
Loose Cargo Handling Fee Applies to AWB's presented loose.	\$0.115 per kg Min. fee of \$20.5 per AWB

Special Handling Fees

Express Handling Fee Applies to express AWB's.	\$0.473 per kg Min. fee of \$97.89 per AWB
Special Handling Service Fee	\$0.772 per kg
<ul style="list-style-type: none"> • Applies to Dangerous Goods (Class 1-8) AWB's (excluding motor vehicles with empty fuel tanks and aircraft engines). • Applies to AWB's held within the terminal's cool store facility that has not been uplifted by the agent/customer < 24 hours from ATA. • Applies to valuable cargo. • Applies to other special handling. 	Min fee of \$45.61 per AWB Max. fee of \$597.57 per AWB (per 24 hours or part thereof)
Note: Chiller/freezer space is not guaranteed but will be made available as space permits.	
Motor Vehicle/Aircraft Engine Special Handling Fee Applies to motor vehicles that have an empty fuel tank and aircraft engines.	\$155.80 per vehicle/engine
Storage Fee For cargo held > 48 hours from the time of notification sent. Fees do not apply on weekend of arrival (if applicable) or on public holidays.	\$0.059 per kg Min. Fee of \$90.71 per AWB (per 24 hours or part thereof)

Animal & Inspection Fees

AVI Handling Fee	\$54.32 per AWB
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Applies to AVI AWB's that require checking and documentation.	
MPI Assistance Recovery fee Applies to AWB's from Australia only, for the provision of animal handling assistance during MPI inspection.	\$59.76 per animal
Transitional Facility Inspection Room Fee Applies to AWB's containing uncleared goods that require an inspection for biosecurity risk.	\$65.20 per AWB

Additional Fees

Cargo Delivery Outside of Published Delivery Hours Delivery of AWB's outside of the published terminal delivery hours. Subject to prior arrangement.	\$0.202 per kg Min. fee of \$398.73 per AWB
ULD Demurrage Fee Applies for ULD's that are not returned by the due date. First 48 hours are free, calculated from midnight of the day of pick-up. Note: Approval for use of ULD's is on request and by prior agreement only.	\$63.55 per ULD (per 24 hours or part thereof)
Customised Handling Fee Provision of services not specified in our published rate card or handling of non-standard shipment.	Pricing on request and by agreement only.

¹ Cargo acceptance outside Published Acceptance hours, storage fee, Undeclared dangerous good processing fee.

Terminal Fees - New Zealand National Cargo

Fees are effective from **March 3, 2025** and are subject to change with a minimum of seven days' notice. All fees are in New Zealand Dollar, are exclusive of GST and subject to a GST of 15% where applicable.^{1,2,3,4,5}

Terminal Handling Fees

Facility Fee	\$0.064 per kg
Applies to all national AWB's & CN38.	Min. fee of \$6.66 per AWB
Cargo Booking Fee	
Applies to new bookings and booking amendments made at the time of lodgement for account customers and at the customer's request.	\$61.50 per AWB

Special Handling & Screening Fees

Dangerous Goods Check Fee	\$9.99 per AWB
Applies to dangerous good AWB's that require checking and documentation.	Min fee \$99.93
Note: This will be applied for the first check and again for each recheck (if required).	
Dry Ice Check Fee	\$26.14 per AWB
Applies to Dry Ice AWB's that require checking and documentation.	
Animal Handling Fee	\$18.45 per AWB
Applies to AVI AWB's that require checking and documentation.	
Security Screening Fee	\$12.30 per piece
Applies to all unknown customers, or when screening is required to meet regulatory requirements or as required by the carrier.	
Note: This will be applied for first check and again for each recheck (if required).	
Alternative Screening Fee	\$311.60 per AWB
Applies to outbound AWB's not able to be screened by x-ray.	

Inbound Storage Fees

Auckland Inbound Storage Fee (AKL only)	\$18.45 per loose piece \$62.52 per ULD (per 24 hours or part thereof)
Collection on day of arrival will not incur a storage fee; additionally, non-special handling AWB's that arrive after 20:00 can be collected up until 08:00 on the day following arrival before incurring storage fees, thereafter a fee is applicable.	
Christchurch/Wellington Inbound Storage Fee	\$18.45 per loose piece \$62.52 per ULD (per 24 hours or part thereof)
Collection < 24 hours from the actual aircraft arrival time will not incur a storage fee, thereafter a fee is applicable.	

Additional Fees

Undeclared Dangerous Goods Processing Fee	\$597.58 per AWB
Applies if undeclared dangerous goods are found in the AWB.	
ULD Demurrage Fee	\$63.55 per ULD (per 24 hours or part thereof)
Applies for ULD's that are not returned by the due date. First 48 hours are free, calculated from midnight of the day of pick-up.	
Note: Approval for use of ULD's is on request and by prior agreement only.	
Acceptance of Delivery of Shipments Outside Published or Acceptance Hour fee	\$398.73 per AWB
Applies to all AWB's and CN38's that have been dropped off before Acceptance Window or delivery of AWB outside of the published terminal delivery hours. Subject to prior arrangement.	
Customised Handling Fee	Pricing on request and by agreement
Provision of services not specified in our published rate cards or handling of non- standard shipment.	

⁵ When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand.

Acceptance Windows – New Zealand

Auckland Cargo Terminal

Exports

From	Will accept flights up to STD
06:00	18:00 (same day)
12:00	23:59 (same day)
17:00	12:00 (next day) (Friday 10:00, next day)

National

> 5 hours prior STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

Christchurch Cargo Terminal

Exports

< 24 hours prior to STD

National

< 24 hours prior to STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

Wellington Cargo Terminal

Exports

< 24 hours prior to STD

National

< 24 hours prior to STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

International Close Out Times – New Zealand

Close off (from STD)	CAANZ Rule Part 109	
	RACA or Known Customer	Unknown Customer
PAX Aircraft		
General – Loose	3 hours	6 hours
General – Unitised	3 hours	6 hours
Express	90 minutes	3 hours
Freighter Aircraft		
General – Loose	5 hours	6 hours
General – Unitised	5 hours	6 hours
Express	90 minutes	3 hours

National Close Out Times – New Zealand

Fly it Fast (FSN)	60 minutes					
Fly it Firm (FFN)	2 hours					
Fly It (FIN)	4 hours					
Fly it for You (FYN)	General	Perishables	Pets	Livestock	Valuables	Dangerous Goods
	75 minutes	75 minutes	75 minutes	75 minutes	75 minutes	2 hours

¹ Cargo acceptance outside Published Acceptance hours, storage fee, Undeclared dangerous good processing fee.

Operating Hours & Contact List

Air New Zealand Cargo is available outside of these published hours, with prior arrangement. Additional fees will apply.

Auckland International Cargo Terminal

3 Ogilvie Crescent, Auckland Airport, 2022, New Zealand

	Imports	Exports
Phone	0800 747 777	0800 747 777
Email		
(first escalation)	CargoOperationsAKLImports@airnz.co.nz	CargoOperationsAKLExports@airnz.co.nz
(second escalation)	CargoOperationsAKLImportsTeamLeaders@airnz.co.nz	CargoOperationsAKLExportsTeamLeaders@airnz.co.nz
(third escalation)	CargoOperationsAKLTerminalManagers@airnz.co.nz	CargoOperationsAKLTerminalManagers@airnz.co.nz
Opening Hours		
Retail	n/a	08:00 - 18:00 (Mon - Sun)
General Loose	04:00 - 18:00 (Mon - Sun)	06:00 - 20:00 (Mon - Sun)
General Unitised	04:00 - 22:00 (Mon - Sun)	04:00 - 22:00 (Mon - Sun)
Express	24/7 (notification required outside of standard hours)	24/7 (notification required outside of standard hours)
Container Park	07:00 – 18:00 (Mon - Sun)	07:00 – 18:00 (Mon - Sun)

Auckland National Cargo Terminal

3 Ogilvie Crescent, Auckland Airport, 2022, New Zealand

Phone	0800 747 777
Email	
(first escalation)	CargoOperationsAKLNational@airnz.co.nz
(second escalation)	CargoOperationsAKLNationalTeamLeaders@airnz.co.nz
Opening Hours	
General	05:00 – 23:00 (Mon - Sun)

Christchurch International Cargo Terminal

10 Ron Guthrey Road, Christchurch Airport, Harewood, 8053, New Zealand

	Imports	Exports
Phone	0800 747 777	0800 747 777
Email		
(first escalation)	CargoOperationsCHCImportsTeam@airnz.co.nz	CargoOperationsCHCExportsTeam@airnz.co.nz
(second escalation)	CargoOperationsCHCTeamLeaders@airnz.co.nz	CargoOperationsCHCTeamLeaders@airnz.co.nz
Opening Hours		
Retail	n/a	09:00 - 17:00 (Mon - Fri)
General Loose	08:00 - 17:30 (Mon - Sun)	04:00 - 20:00 (Mon - Sun)
General Unitised	08:00 – 17:30 (Mon - Sun)	04:00 - 20:00 (Mon - Sun)

Express

24/7 (notification required outside of standard hours)

24/7 (notification required outside of standard hours)

Christchurch National Cargo Terminal

10 Ron Guthrey Road, Christchurch Airport, Harewood, 8053, New Zealand

Phone

0800 747 777

Email

(first escalation)

CargoOperationsCHCNational@airnz.co.nz

(second escalation)

CargoOperationsCHCTeamLeaders@airnz.co.nz

Opening Hours

General

0500 – 2230 (Mon – Sun)

Wellington International Cargo Terminal

Freight Drive, Wellington Airport, Rongotai, 6022, New Zealand

Phone

Imports
0800 747 777

Exports

0800 747 777

Email

(first escalation)

CargoOperationsWLG@airnz.co.nz

CargoOperationsWLG@airnz.co.nz

(second escalation)

CargoOperationsWLGTeamLeaders@airnz.co.nz

CargoOperationsWLGTeamLeaders@airnz.co.nz

Opening Hours

Retail

n/a

09:00 – 17:00 (Mon - Fri)

General Loose

09:00 – 17:00 (Mon - Fri), 08:00 – 12:00 (Sat - Sun)

09:00 - 17:30 (Mon - Fri), 08:00 - 16:30 (Sat - Sun)

General Unitised

09:00 – 17:00 (Mon - Fri), 08:00 – 12:00 (Sat - Sun)

09:00 - 17:30 (Mon - Fri), 08:00 - 16:30 (Sat - Sun)

Express

24/7 (notification required outside of standard hours)

24/7 (notification required outside of standard hours)

Wellington National Cargo Terminal

Freight Drive, Wellington Airport, Rongotai, 6022, New Zealand

Phone

0800 747 777

Email

(first escalation)

CargoOperationsWLG@airnz.co.nz

(second escalation)

CargoOperationsWLGTeamLeaders@airnz.co.nz

Opening Hours

General

05:00 – 22:30 (Sun - Fri), 05:00 - 21:00 (Sat)

Other Cargo Contacts

Auckland Container Park

CargoOperationsAKLContainerPark@airnz.co.nz

Service Recovery (missing or damaged)

CargoOperationsServiceRecovery@airnz.co.nz

Invoice Queries
Cargo Booking Queries

CargoOperationsFinance@airnz.co.nz
Cargo-customer.service@airnz.co.nz