

FAQs - Car Park Booking Platform Changes

Changeover to the new car park booking platform from **1 September 2026** results in the closure of the old car park booking platform.

- **Car Park Booking Platform change:**

From 1 September 2026, Christchurch Airport has a new car park booking platform, making it easy to book and track new bookings. [Click here to make a new booking](#)

Our old car park booking platform will no longer be available, including access to the current Log In portal.

- **Is my booking still valid?**

Yes, your existing booking made through our old car park booking platform remains valid and is to be used normally. You will not have any issue entering our car park at your booking time.

- **I have a booking which enters our car park on or before 31 August 2026:**

Your existing booking made through our old car park booking platform and which enters our car park on or before 31 August 2026 remains valid. Please continue to use your current booking reference and use your car park booking as normal.

- **Can I cancel my booking?**

Yes, if you want to cancel your booking, you can cancel your booking through the old car park platform until 31 August 2026. [Cancel your booking here](#).

From the 1 September, if you want to cancel your booking made through the old car park platform, please email parking@christchurchairport.co.nz. A full refund will be processed for you.

- **Can I extend my booking past 1 September?**

If you have an existing booking and want to extend your booking past 1 September 2026, please cancel your [existing booking here](#) and [rebook here](#).

From the 1 September, if you want to extend your booking made through the old car park platform, please email parking@christchurchairport.co.nz. Your booking in the old system will be cancelled and a full refund will be processed for you. Then a new booking can be made in the new car park booking platform.

- **Current Log In portal function:**

From 1 September 2026, our old car park booking platform will no longer be available, including access to the current Log In portal.

Our new car park booking platform will have a Log In portal function available in the near future. The new Log In function will look and feel slightly different to our old system but can be used to view and manage all your bookings in a similar way.

- **Will my details saved in the old car park platform Log In portal, will they shift over to the new booking platform?**

No. Once the new car park Log In portal becomes available, the first time you use the new platform you will have to sign up with your detail in the new system for the first time.

- **Where do I find my booking reference?**

Booking references are found in the confirmation email that were sent at the time of booking.

- **How do I know if my booking is through the old booking platform or the new booking platform:**

Bookings made through the old car park booking platform remain valid. Please continue to use your current booking reference and use your car park booking as normal. As a reminder, booking references from the old car park booking system begin with three letters followed by two digits (for example, FDA42), whereas bookings made through the new car park booking platform all begin with 'CHC' followed by 7 digits (for example, 'CHC-428654').

- **Will the new platform recognise my old car park booking reference number?**

No, the new platform will not recognise the previous booking reference number. However, your existing reference is still valid, and you will have no issue entering our car park with your current booking.

- **How do I amend my booking using a booking from the new car park booking system when there is currently no Log In portal?**

Use your email address and the booking reference provided to you in your booking confirmation email to make changes in the new booking system. This Order ID/booking reference number begins with CHC followed by six digits [Click here](#).

- **Are there any changes to the car park amendment or cancellation policies with the new platform?**

No, all our car park amendment and cancellation policies remain unchanged.