

Frequently Asked Questions



Q: What is SeePort?

A: SeePort is an open-day style event giving Aucklanders the opportunity to see their port in action. Daily bus tours led by Ports of Auckland staff are an opportunity to get a rare glimpse behind the 'red fence' and to see some of the most technologically advanced (and biggest!) boys toys in the country.

SeePort also includes displays by our dancing tug boats at the end of Princes Wharf, and exhibits at the historic Captain Cook Gate, opposite Gore St.

Q: Where does the tour go and what will I see?

A: The bus will travel around Ports of Auckland's commercial wharves, stopping at areas of key interest and importance. You will see the working port in action, getting a close up view of operations, including the cranes and straddles carriers, and any ships in port. You'll also see points of historical importance including the site of the Rainbow Warrior bombing.

Q: Is there a commentary?

A: Yes, the tour includes interesting and informative commentary by a Ports of Auckland staff member.

Q: How long with the tour last?

A: The tours last approximately one hour from departure to return to Captain Cook Gate. Please arrive at least 10 minutes early to help ensure tours depart on time.

Q: Why do I have to show photo ID to go on a bus tour of the port?

A: Due to New Zealand Government safety and security regulations, including the NZ Maritime Security Act of 2004 and the Customs & Excise Act of 1996, we cannot give open public access to the Customs Controlled Area of the port. Customs and Ministry of Agriculture and Fisheries regulations also apply for the protection of New Zealand's boundaries and its environment. To satisfy these regulations we need proof of your identity. For most people this simply means showing your driver's licence before boarding the bus.

Children under 16 years old do not require photo ID, but must be accompanied by an adult with photo ID.

Q: Can I take photos on the tours?

A: Again, due to New Zealand Government regulations, photographs are not permitted on the bus tours. However, you can take photos at Captain Cook Gate, from the public walkway at Mechanics Bay, and of course of the tug display at the end of Princes Wharf.

Q: Is it okay to bring children?

A: Yes. The tours are suitable for all ages and abilities. We encourage people with children to bring them on the weekend tours, which are specially tailored to be family-friendly.

Q: Are refreshments available on board?

A: No, but you are welcome to bring your own drinks and snacks.

Q: Is there disabled access onto the bus?

A: Yes – contact the Ports of Auckland staff for assistance upon arrival.

Q: Why are group bookings restricted to 10 people?

A: Our last SeePort event was very popular and we think this is a fair way of ensuring a wide cross-section of people can attend. If you have a very large group please contact Jesse-Lee on 09 336 4810 – we may be able to do something special for you.

Q: What are the best ways to get to the departure point?

A: The tour departure point at Captain Cook Gate is opposite Gore St, handy to the Britomart Transport Centre for bus and train travel, and to the Auckland Ferry Terminal and parking facilities such as the Downtown car park and the Eastern Viaduct carpark. For directions to the departure point please see the map on our website.

Q: What happens if I miss out on my chosen tour, or all tours are booked out?

A: We also offer regular free public boat tours of the port on Tuesdays – see www.poal.co.nz for more information.