

General FAQs



What destinations do you travel to?

Queenstown Bay, Frankton Marina, Bayview Jetty, and Hilton Jetty.

Can I pay by Bee Card?

Yes, you can. We accept Bee Card and Bank Card Payments onboard. Bee card purchases and top-ups are available at the RealNZ Kiosk/Queenstown Bay stop.

What is the ferry capacity?

Depending on the available ferry, we can accommodate 25-40 passengers.

How far in advance should I arrive for my ferry departure?

For all ferry services, we recommend arriving at the ferry terminal at least 5-10 minutes prior to ferry departure, especially on public holidays and during the busy summer season. Please note once the ferry reaches capacity, no more passengers will be allowed to board.

How can I buy ferry Tickets?

You can buy these onboard the ferry from the skipper. All payments are to be via contactless payment, payWave only. Cash payments will not be taken.

Are all ferries wheelchair accessible?

Unfortunately, they are not accessible as standard.

Where can I enquire about lost property?

If you have left personal belongings on one of our vessels, please pop us an email at info@queenstownferries.co.nz

How much luggage can I take on the ferry?

Like an airline or bus service, our ferries have limited luggage capacity. Therefore, while travelling with us, you'll need to ensure you can carry your luggage onboard, and we recommend only one large item each for the comfort of yourself and other passengers.

Can children travel unaccompanied?

We strongly recommend a parent, guardian, or older relative accompany any child under 12 years of age on all services. We cannot and will not take any responsibility for the supervision and care of children under 12 years of age under any circumstances.

Do you have amenities on board?

No. Unfortunately, these are small ferries. There are no toilets, wi-fi or power points.

Is there a different rate for children?

Children aged 0-4 travel free. 5+ pay standard/adult fares.

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Are senior discounts available?

Sorry, Senior Discounts are not currently available.

Are student discounts available?

Sorry, Student Discounts are not currently available.

Can I take my dog on board?

We would love to meet your dog! Yes, dogs travel free with any fare-paying passenger. They do not have to be kept in a crate, cage, or pet carrier, but we require them to be on a lead.

What measures are being taken to keep customers safe on the ferry?

If unwell, crew and passengers are not to board the vessel. We've increased cleaning of all high-used areas.

How often are the vessels cleaned?

Queenstown Ferries has increased cleaning of all key touch points and surfaces in addition to the normal cleaning regime they perform for their facilities.

Are you operating on Christmas Day?

Unfortunately, the ferry service will NOT be running on Christmas Day 2023.

Can I purchase food and beverages on board?

Sorry, there are no food or beverage facilities on this short trip.

Will I need to wear a mask when travelling on the ferry?

Masks are no longer mandatory when travelling on the ferry, but you are welcome to wear one if you want to.

Can I bring a children's stroller?

Yes, that is no problem at all. However, please ensure you look out for the needs and space of other guests during your journey.

Can I take my scooter on the ferry?

Scooters travel free with any fare-paying passenger on most services, subject to available space. As there is limited space, please ensure you position your scooter safely and out of the way of other passengers. This is applicable for E, or Person Powered scooters – not mopeds.