

General FAQs



What destinations do you travel to?

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

How do I catch the Ferry from the Frankton Marina or Bayview stop?

The ferry only stops there on demand, please be waiting on the wharf and wave to the Skipper as they approach the 5 Knot buoys. If it's at night please turn on your Mobile phone light or torch if you have one available.

Do you drop off at the Kelvin Heights golf course?

The closest stop is Bayview around 10 mins walk to the golf course. On occasions weather, lake levels and timetable permitting you can check with the skipper, but we never guarantee it.

How can I buy tickets?

You can purchase onboard for Credit Card and Eftpos. No Bee Card sales. All payment to be via contactless payment, payWave only, no Cash payments.

Can I pay by Bee Card?

Yes, you can, if you have credit. Sorry no Bee Card sales or tops ups available onboard. We only accept Bank Card Payments onboard otherwise. Bee card purchases and top ups are available at the RealNZ Kiosk/Queenstown Bay stop or at the Hilton Reception.

Is there a different rate for children?

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

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 for children under 12 years of age under any circumstances.

Are senior discounts available?

Sorry, Senior Discounts are not currently available.

Are student discounts available?

Sorry, Student Discounts are not currently available.

Is my old Concession Card valid?

No, sorry. As per our T&C they were only valid for One Year from the date of purchase and non-transferable. We honored or refunded them for a period of 20 months. This time has now finished. We are sorry for any inconvenience caused.

Where can I enquire about lost property?

If you have left personal belongings on one of our vessels, email us at kiosk@realnz.com or please pop down and see us at the Kiosk, Queenstown Bay where the service departs from.

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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.

What is the ferry capacity?

Depending on the available ferry, we can accommodate for 25-35 passengers.

Do you serve alcohol or can I consume BYO onboard?

No sorry we have no liquor license. No alcohol refreshments can be consumed onboard the ferry.

Can I purchase food and beverages on board?

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

Do you have amenities on board?

No. Unfortunately, these are small ferries. There are no toilets, wi-fi or power points. Trips are less than 25 mins.

How much luggage can I take on the ferry?

Just like an airline or bus service our ferries have limited luggage capacity. While travelling with us, you'll need to ensure you can carry your own luggage onboard and we recommend only 1 item each for the comfort of yourself and other passengers.

Can I take my bike?

No sorry, our vessels have limited room.

Can I bring a children's stroller?

Yes, that is no problems at all – ideally based please ensure you look out for the needs and space of other cliental during your journey.

Can I take my dog onboard?

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 do require them to be on a short lead.

Are all ferries wheelchair accessible?

Unfortunately, they are not accessible as standard.

Are you operating on Christmas Day?

Unfortunately the ferry service will NOT be running on Christmas Day 2024.