

22 October 2025

Paid Parking Consultation  
Department of Conservation  
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Kia ora

### **Feedback on Paid Parking at Aoraki Mount Cook**

Tourism Industry Aotearoa welcomes the opportunity to submit on the Department of Conservation's pilot for paid parking at Aoraki Mount Cook.

TIA submitted on the earlier consultation process for paid parking pilots at Dolomite Point and Franz Josef.

We are pleased that key points raised have been addressed in the final conditions of the pilot, particularly the exemption for concessionaires, the level of the parking rates and arrangements for locals. We retain concerns around potential cumulative costs on visitors in New Zealand and ensuring the funds raised will be utilised at the place it is collected. We request that DOC continues to factor these points into all its work in generating and utilising funding from tourism activities.

With respect to Aoraki Mount Cook, key features from the other locations are mapped over to this location, and we support this.

In our consideration of the Aoraki Mount Cook pilot, and with input from TIA members in this location, there are specific points of feedback to provide:

1. **Parking Capacity.** The pilot will not solve the core issue that there is insufficient parking capacity compared to demand at peak periods. Over time we expect income generated from visitor parking will be of importance to enable investment in longer term solutions. In the meantime, a charge at one place will likely mean some people will park where charging is not applied, such as on the Hooker Valley Road which could, perversely, lead to greater use of the road for parking compared to the carpark. DOC will need mitigation strategies to address these matters during the period of the pilot and consider longer term responses for the years ahead.
2. **Use of Funds raised.** It is TIA's understanding that funds raised by the pilots will be used at the places where it is collected, and we support this aspect of the paid parking programme. TIA seeks assurance that while funds raised may flow through DOC's financial system, the amount raised will be returned to the location for much needed investment, whether for the carpark system or other visitor facilities such as huts, tracks and information.
3. **Interface with access charging.** TIA notes that the government has announced plans to introduce access charges for international visitors at four sites, including Aoraki Mount Cook. While this is not ready for near-term implementation, it is important that the access charging is factored into the carparking pilot, particularly as more permanent solutions are put in place. As expressed earlier, TIA is concerned about the cumulative costs faced by travellers that can arise from multiple small charges. This is a question that will need to be examined from a system perspective, but it does appear that Aoraki Mount Cook will be a place where questions on dual charges will need to be addressed.

4. **Interface with existing operators.** TIA appreciates the complicated arrangements needed for this pilot given the physical layout and the need to work with commercial operators within the parking zone. TIA members have expressed this concern to us, along with observation that visitors may find it confusing. As such, TIA requests that DOC establish an active management plan for the peak period ahead to ensure the experiences of both operators and visitors are monitored and responded to in appropriate ways.
5. **Enforcement.** The consultation documents on the paid parking pilots have been largely silent on the penalty and enforcement approach that will be used, including level of fines, notification process and actions for non-payment. In our 26 August submission on the parking pilots at Dolomite Point and Franz Josef, we specifically raised this matter and sought clarification on how enforcement would be undertaken<sup>1</sup>.

We would appreciate DOC responding to the questions raised, and also that the Department makes it clear in the documentation material for all three pilots on how this aspect will work in practice. This is a tricky part of the tourism system as rental vehicle operators attest as they need to play a role to get infringements to their customers, many of whom will have left the country by the time the infringement comes through. As always, TIA supports the application of the law, but we are interested that processes are conducted in such a way that overall visitor satisfaction is not unduly impacted.

Overall, we support the progress of the paid parking pilots and hope that our submissions have been of assistance. Also, we hope that our connecting you with experienced staff from Auckland International Airport Limited has been useful for refining the pilots.

In this submission, we raise some points that are specific to Aoraki Mount Cook and we would appreciate your response to the matters raised.

For any clarification on the points raised, please contact Bruce Bassett on 021 609 674 or [bruce.bassett@tia.org.nz](mailto:bruce.bassett@tia.org.nz).

Ngā mihi,

A handwritten signature in blue ink, appearing to read 'R Ingram', followed by a period.

Rebecca Ingram  
Chief Executive

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<sup>1</sup> <https://www.tia.org.nz/assets/Uploads/TIA-feedback-on-DOC-Paid-Parking.pdf>