

FAQs for Cruise Passengers

Frequently Asked Questions

What is the location of New Plymouth?

New Plymouth is located in the Taranaki region on the west coast of the North Island of New Zealand, surrounded by the stunning landscapes of Taranaki Maunga and the Tasman Sea.

How can I reach New Plymouth City from the port?

The city is easily accessible from Port Taranaki. You can take a convenient shuttle service or opt for a pleasant walk along the scenic Coastal Walkway that leads directly to the heart of New Plymouth (allow approx. 30min).

Please note pedestrian access from gangway to gate is currently not available. To walk into the city or explore Ngāmotu Beach and the surrounding area, please board one of the free shuttles to be dropped off at the passenger shuttle stop outside the port gates.

A taxi stand is located at the passenger shuttle stop outside the port gates.

Where can I get local information?

You'll be greeted you as you disembark by isite team members who are ready to help guide you where you need to go, and answer any questions.

Visit the isite desk at Port Taranaki for friendly isite team members available to assist with must-do activities and attractions while you're here.

We'll send you off on your pre-booked tours and can direct you to the New Plymouth isite Visitor Information Centre by foot or by shuttle bus to book a tour independently while you're on shore.

City Ambassadors at the shuttle stop outside Puke Ariki Museum in New Plymouth CBD are also available to guide you with maps, recommendations, and everything you need to make the most of your visit.

Where can I go for currency exchange?

Taranaki doesn't have currency exchange outlet currently - to help convert any currency amount to NZD based on current exchange rates, check out [travellex.co.nz/currency-converter](https://www.travellex.co.nz/currency-converter).

We've considered the average exchange rate over the past week to help work out an approx. currency exchange to NZD:

100 AUD to NZD = \$110 NZD

100USD to NZD = \$168 NZD

100EUR to NZD = \$183 NZD

Do you have a shopping centre?

Centre City Shopping Centre is a few minutes' walk from Puke Ariki Landing. Centre City Shopping Centre is home to a great mix of stores, including department store Farmers, and a selection of eatery options.

In addition to Centre City, we have some great high street shopping areas:

Devon Street thoroughfare Wander up and down the main street of New Plymouth, Devon Street, to browse the specialty retail shops, food stores, cafes, and bars.

West End Precinct (47 Queen Street) is a vibrant community of boutique businesses, international food and wine, coffee and retail therapy, all within a single city block.

Where is the local post shop, medical, pharmacy, supermarkets?

Local post shop:

Taranaki Stationery and NZ Post

Richmond Centre, 4 Egmont Street, New Plymouth Central

+64 6 759 0282

Hours: Mon - Fri: 7am – 5.30pm | Sat: 8am – 5pm | Sun: 8.30am – 4.30pm

Medical

Taranaki Base Hospital

Taranaki's main regional hospital, located in New Plymouth.

+64 6 753 6139

MediCross Urgent Care & GP Clinic

An urgent care and multi-doctor General Practice Centre. Medicross is a 12 hour, 7 days a week Urgent Care Centre with a no appointment necessary policy.

8 Egmont Street, New Plymouth

+64 6 759 8915

Phoenix Urgent Doctors

A 12 hour, 7 days a week Urgent Care Centre with a 24 hour on call service. Visitors from outside Taranaki or

overseas are welcome to attend any time during open hours without an appointment.

95 Vivian Street, New Plymouth

+64 6 759 4297

Taranaki Community Rescue Helicopter

The Taranaki Rescue Helicopter is available for emergency air ambulance response, search and rescue and interhospital transfers. Dial 111 for assistance from the Taranaki Rescue Helicopter.

Pharmacies

Unichem Pharmacy

492 St Aubyn Street, Moturoa, New Plymouth

+64 6 751 0074

Hours: Mon-Fri: 8:30am-5:30pm Sat: 9:00am-1:00pm | Sun: Closed

Life Pharmacy

Inside the Centre City Shopping Centre, Shop 13, 11 Gill Street, New Plymouth

+64 6 759 4023

Hours: Mon-Wed: 9:00am-5:30pm | Thurs: 9:00am-8:00pm Fri: 9:00am-5:30pm | Sat: 9:00am-5:00pm Sun: 10:00am-4:00pm

City Care Pharmacy

10 Egmont Street, New Plymouth
+64 6 757 4614
Hours: Mon-Sun: 8:30am-9:00pm

Supermarkets

New World
78 Courtenay Street

Pak n Save
53 Leach Street

Countdown
174 Courtenay Street

Where can I hire a bike?

Chaddy's Charters

39 Ocean View Parade
Port Taranaki
New Plymouth
+64 6 7589133
To find out more or to book online, visit chaddyscharters.co.nz

Cycle Inn

Cycle Inn offer bike hire on a first-come-first-served basis (bikes cannot be booked in advance).
For more information visit cycleinn.co.nz/pages/bike-hire

133 Devon Street East
New Plymouth
+64 6 7587418

Hours:

Mon - Fri: 8:30am - 5:00pm | Sat: 9:00am - 4:00pm | Sun: 9:00am - 3:00pm | Public Holidays:
10:00am - 2:00pm (may vary)**I'm keen to book a tour, what do you recommend?**

Speak to our friendly isite team members located at the isite container on the gangway as you disembark, they'll have plenty of advice about local experiences and tours, and way to make tour bookings. Alternatively, you can pop into Ngāmotu New Plymouth isite at Puke Ariki Landing, next to the passenger shuttle stop in New Plymouth CBD.

i: Inside Puke Ariki Museum
L1, 65 St Aubyn Street, New Plymouth
Opening hours: 10am-5pm
p: +64 6 759 6146 (from overseas)
F: 0800 639 759 (within NZ)
e: info@npdc.govt.nz

I've pre-booked a tour with the Cruise Ship. Where will my tour depart?

Passengers with pre-booked tours booked with the ship will be picked up from the designated collection point beside the gangway of their cruise ship.

What should I bring with me?

Wherever you go in Aotearoa please be mindful of not contributing to landfill by purchasing single use items. Please bring your own reusable cup, drink bottle, reusable containers and shopping bags.

Most cruise visits are in the peak of our summer, and we'd recommend plenty of sunblock, a sun hat and some good walking shoes to make the most of stretching your legs in New Plymouth. As a coastal centre, we do have changeable weather, so it's also good to carry a warmer top or jacket with you too.

Can I walk on and off the ship?

Passengers are welcome to return to the ship as often as you wish during the day. However, for safety, pedestrian access from gangway to gate and back is not available - passengers are required to be transported across the working port area by passenger shuttle. We provide regular shuttle buses between the ship and Puke Ariki Landing in New Plymouth CBD throughout the day. An additional shuttle stop is located outside the Port Gates for those walking to and from New Plymouth CBD via the Coastal Walkway

Remember to take photo ID with you (such as your passport or driver's licence) so you can get past port security on your return.

How warm is it?

New Plymouth's average summer temperature is in the early 20s, but we get some hot days as well, when temperatures climb to the late 20s. A prevalent coastal sea breeze tends to keep temperatures moderate.

Check out the current temperature [here](#).

Is Wi-Fi available?

Puke Ariki Museum and Library offers free Wi-Fi for visitors to New Plymouth. Select 'NPDC Public Network' and you're connected. It's also available at plenty of eateries and our district libraries.

How safe is this city?

Pickpockets and serious crime are not major issues here. But be sensible with your belongings – don't leave valuables on display or unattended.

Do I need to tip?

No - tipping is not expected or required anywhere in New Zealand. All prices already include our 15% Goods and Services Tax (GST).