



FAQs

What are the CRL First Look Events?

The CRL First Look Events are free public open days that give Aucklanders the opportunity to explore Auckland's new City Rail Link stations before they open for passenger services.

When are the events taking place?

- **8 August** – Maungawhau Station
- **15 August** – Karanga-a-Hape Station
- **22 August** – Te Waihorotiu Station

What time do the events run?

Each event runs throughout the day, with ten one-hour sessions scheduled between 8am and 6pm.

How much does it cost to attend?

The events are free.

Do I need a ticket?

Yes. All attendees require a ticket to enter. Capacity is limited and tickets must be booked in advance through iTICKET.

Can I register for ticketing information?

Aucklanders can pre-register their interest in these events now using this [Link](#). Tickets will be available one week ahead of each event. Those who pre-register will get an email alert as soon as tickets are available to sign up for.

Why are tickets required?

Tickets help manage visitor numbers and ensure a safe, comfortable and enjoyable experience for everyone.

Can I attend more than one event?

Yes. Visitors are welcome to book tickets for multiple stations, subject to availability.

What will I be able to see and do?

Visitors will be able to:

- Explore the stations before they open.
- Learn about their design and cultural narratives.
- Discover how the future rail network will operate.
- Enjoy entertainment, performances and activities that celebrate the surrounding communities.

Will there be trains running?

Trains will not be operating through the City Rail Link or at the new stations, however trains will be running on the current network (the Southern, Eastern, Western and Onehunga Lines). Check the [journey planner](#) on the AT Mobile app to see the best way to get to the event.

Can I access the platforms?

Yes. Visitors will be able to access public station areas, including platforms, subject to operational requirements.

Are the stations fully complete?

The stations are substantially complete and undergoing final readiness activities ahead of opening.

When is CRL going to open?

The project has entered its final readiness but before passenger services can begin, Auckland Transport, KiwiRail and Auckland One Rail must complete final testing, safety assurance, training and operational readiness activities to ensure Aucklanders receive a safe and reliable service from day one.

We'll announce the opening date as soon as we're confident everything is ready, and we'll continue to keep Aucklanders updated on our progress. Not long now!

Why are you opening the stations before CRL begins operating?

The events give Aucklanders an opportunity to become familiar with the stations and learn more about how the future rail network will operate before services begin.

Are the events family friendly?

Yes. The events are designed for people of all ages.

Are the events accessible?

Yes. Accessibility is a key focus of the events. Accessibility tickets are available and provide lift-priority access where required.

Can I bring a guide dog or assistance dog?

Yes. Guide dogs and assistance dogs are welcome.

Will there be low-sensory sessions?

Yes. Low-sensory sessions will be available to help ensure the events are accessible to a wide range of visitors. These will have dimmed lights and reduced PA announcements. Look out for these session titles when booking!

What should I wear?

Visitors are encouraged to wear warm, comfortable clothing and enclosed flat-soled footwear.

Can I bring food and drink?

Food and drink are not permitted inside the stations beyond the ticketing area.

Can I bring a pram, scooter or other wheeled device?

For safety reasons, pushchairs and prams will need to be checked in at entry, where there will be a safe place to leave it. Babies, toddlers and small children will need to be carried or walk during the event.

Scooters, skateboards, bicycles and other wheeled recreational devices are not permitted.

Wheelchair users or those with mobility devices that have accessibility tickets are welcome and will be supported throughout the event with priority lift access. Please make sure to book accessibility tickets when booking to access this offer.

Can I take photos?

Yes. Photography for personal use is welcome unless otherwise advised.

Will event organisers be taking photos and videos?

Yes. Photography and filming will take place during the events for promotional, reporting and archival purposes.

How do I get there?

Travel information, entry points and arrival instructions will be sent to ticket holders before the event.

What if I can no longer attend?

If your plans change, please cancel your booking through iTICKET so your tickets can be released to others.

Will tickets be available on the day?

No. Entry is subject to capacity and advance booking is strongly recommended.

Who is organising the events?

The events are being delivered by Auckland Transport, City Rail Link Limited and KiwiRail, with support from a range of partners, contractors, mana whenua, community organisations and volunteers.

Why are these events important?

The City Rail Link is one of the largest transport infrastructure projects in New Zealand's history. The First Look Events give Aucklanders the opportunity to experience this transformational investment and see how it will reshape travel across the city.