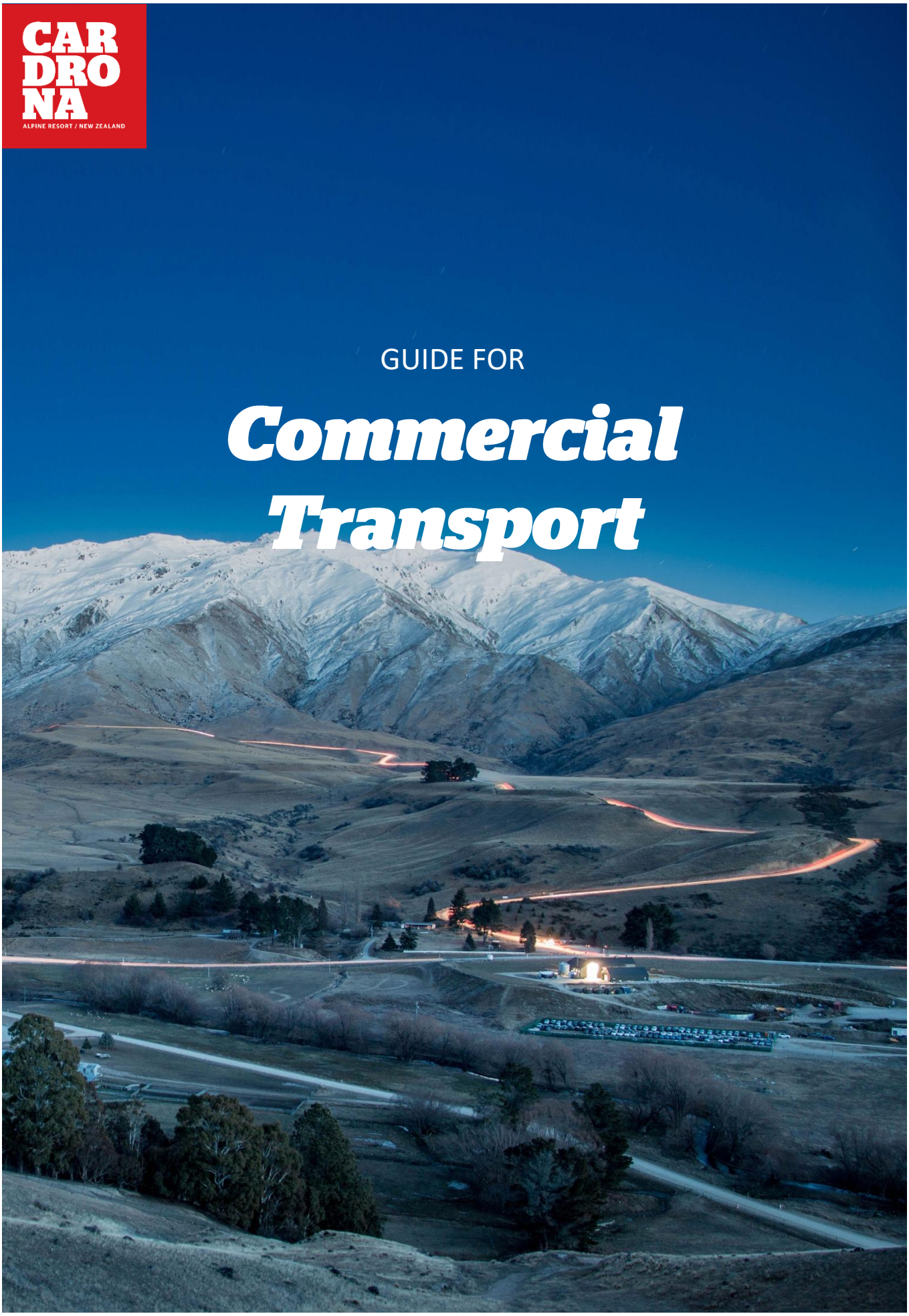
CARDRONA
ALPINE RESORT / NEW ZEALAND

GUIDE FOR

Commercial Transport



Updated June 2025

Welcome to Cardrona Alpine Resort

Cardrona has a long history of inviting commercial operators to bring guests to our maunga, the access road was specifically built with grade and width specifications to enable bus transportation. We look forward to welcoming you up here.

This guide is intended to convey important operational information specific to our road so that your company can bring passengers to and from our mountain safely and conveniently.

Please note this guide is not intended to provide comprehensive information on all aspects of operating commercial alpine transport in New Zealand. This guide should sit alongside the safety management systems of individual operators. Please refer to the Bus and Coach Association Alpine Code of Practice for more information.

Contact and Liaison

- Aoife Breen, Logistics Manager – aoife.breen@cardrona.com
- Karl Roe, Logistics Supervisor – karl.roe@cardrona.com
- Heath Richmond, Head of Operations - heath.richmond@cardrona.com
- Alex Petherick, Health & Safety Advisor - alex.petherick@cardrona-treblecone.com
- Cardrona Guest Services, Groups - groups@cardrona.com
- Mtn Admin, 03 443 7341 - mtadmin@cardrona.com
- In Emergency, **111**

Key Information

The Cardrona access road is a 13km, two-lane, unsealed private road from the Cardrona Valley highway to the resort base. It climbs from 510m to 1,640m. The first 1km of the road, up to the Pine Trees Carpark is sealed.

Up to 5,500 guests can visit Cardrona on a single day, with a total of 7 car parks and 1 drop-off zone which have capacity for over 1,600 vehicles.

Cardrona is the Road Controlling Authority (RCA).

Our staff have authority to restrict access, place chain requirements on vehicles and enforce road closures. These decisions are made by the daily operational mountain manager in conjunction with the road operations team.

There is a 50km/h speed limit on the length of the road, reduced to 20km/h as the road enters the car parks and 5km/h in the Resort Base area. Pedestrians have the right of way in the car parks. Please give people plenty of room and be prepared to stop.

Cardrona always has a designated road crew member during the winter season. They will normally be patrolling the road, assisting guests and directing traffic in a land cruiser with a flashing light.

The road is unsuitable for tag axle coaches.

There are guard rails in place on most outside sections of the road, concentrated on the high-risk areas. This is an ongoing installation programme.

Our road is maintained 24hrs a day by Summit Civil contracting. They work under the direction of Cardrona operational management. We have graders, a large loader and a grit truck on site for the majority of the season.

We operate a scheduled shuttle service on the access road from the Pine Trees Car Park to the Resort Base. We also operate a shuttle service between Car Parks and the Resort Base on busier operational days. These shuttle services are particularly active at the start and end of each day.

Vehicles and drivers

We expect all vehicles, especially commercial vehicles, coming up Cardrona to be fit for winter alpine use.

We expect any driver coming up Cardrona to be trained and competent in alpine driving.

Vehicles must have chains that fit, for all 4 wheels.

Drivers must be competent on fitting the chains and driving the vehicle with chains on.

Chain calls

Cardrona Alpine Resort will make the call as to whether vehicles should have chains on or not. If there is a chain call, chains MUST be fitted.

We ask that all buses fit chains at Chain Bay 1, about 1.5km after the pine tree carpark. This is the only areas that are large enough and flat enough to safely fit chains on larger vehicles.

If the chain call is for 2-Wheel-Drive vehicles, chains should be fitted on the back wheels of the bus. If there is a call for chains on 4-Wheel-Drive vehicles, chains should be fitted on all four wheels of the bus.

Drivers can check the website or the signage at the bottom of the road for road updates. Our Operations teams will be continually monitoring the road and updating the website and signage.

SOPs for Resort Base

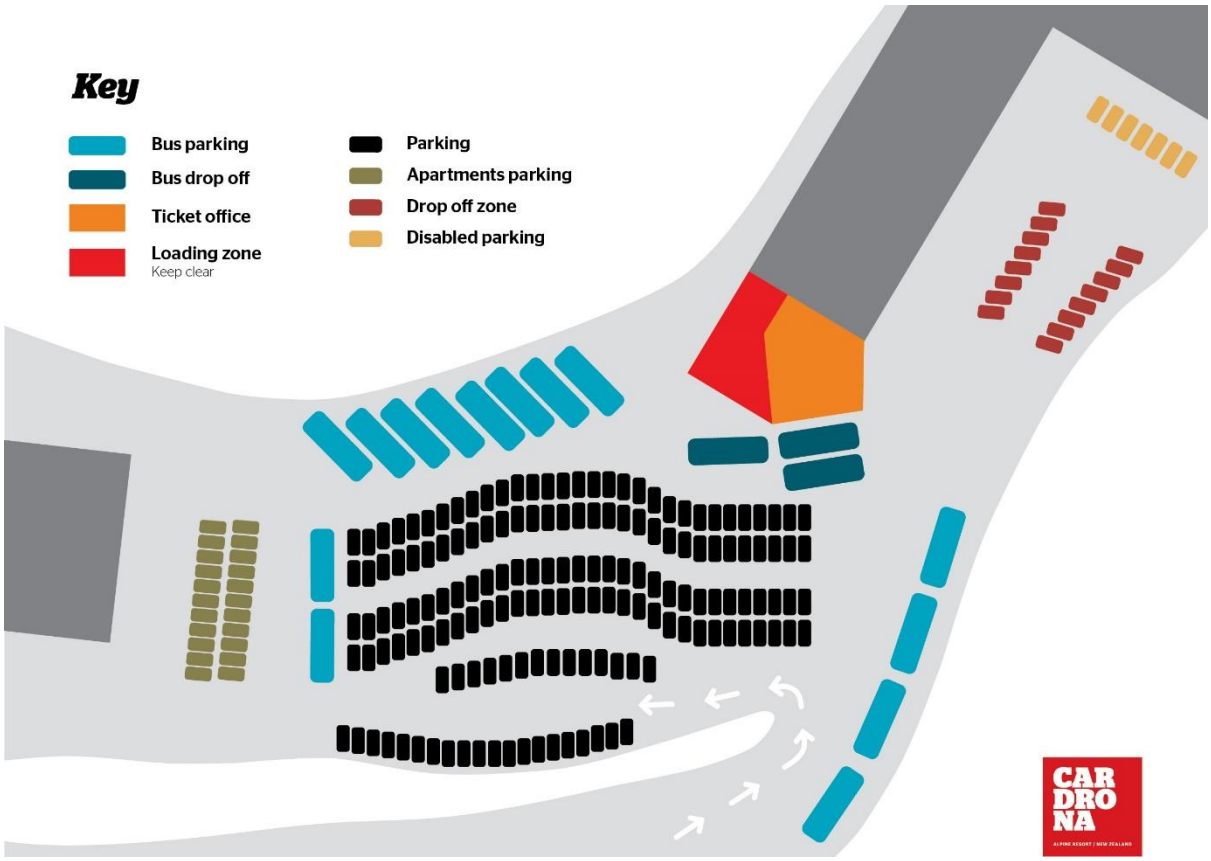
When arriving, make your way around the carpark A loop and drop off your passengers outside the **ticket office** building. Our car parkers will guide you if you are unsure.

Please only park where directed to by the car park staff. They can help you reverse your vehicle into your parking space if required.

If we are at parking capacity, we may ask you to park your bus in one of our parking lots further down the hill. We would then shuttle the driver back to the base area, and vice versa at the end of the day.

Your guests should be informed where and when to meet for end of day departure. The bus lane can be used for pickups if your whole group is present and ready to go. Otherwise please have your guests come to your bus in its parking spot. This is so your bus does not clog up the bus lane.

We ask you not to use the bus lane to pick up your guests between 1500 and 1630. This is our peak loading time for the Pine Trees shuttle.



It is best to load your passengers as a group rather than in dribs and drabs. Please give your passengers a loading time so that they can be ready.

If reversing, a spotter must be used. A Cardrona car parker can help you with this.

Be aware that the Resort Base can become extremely congested, and pedestrians always have right of way. Speed should not exceed walking pace and the instructions of the Cardrona Car Park staff must always be followed. If you are in doubt about any aspect of your trip, whether in advance or on the day, please contact us directly. We are always happy to help with more information or even to arrange alternative transport if necessary.

You must report any incident, accident or near miss on our access road or in our car parks to us directly.

Mountain Capacity

Cardrona has a limited capacity of skiers on the mountain, and we do sell out of day tickets. Please be sure that your whole group has pre-purchased tickets for the mountain.

If you would like to enquire about bringing a group up to Cardrona you can contact: groups@cardrona.com

Giving Cardrona prior knowledge of your group coming on the hill will allow us to be prepared for your arrival. Please let us know in advance of your arrival by contacting logistics@cardrona.com or groups@cardrona.com.