Who is required to use the Gold Coast Airport Ground Transport Gateway?

Applies to Taxi, Bus and Limousine operators wishing to access the Gold Coast Airport facilities.

How does the Gold Coast Airport Ground Transport Gateway work?

Gold Coast Airport Ground Transport Gateway operates in a similar manner to the electronic tolling system where the vehicle is identified and billed via an electronic RFID Tag that is mounted inside the vehicle. The RFID Tag is linked to an online account which is debited for fees incurred when accessing the airport precinct.

The period of access is recorded by long range RFID readers which are located at each entry and exit to the airport facility. The fees are calculated in accordance with the ground transport operator's agreement with Gold Coast Airport Limited and the fees will be debited from the corresponding account when the vehicle exits the airport precinct.

How do I register for the service?

Ground Transport operators are required to register online by using the direct link https://parkcharge.gcagtgateway.com.au/public or by navigating direct to the Gold Coast Airport website and following the instructions below:

1. Click on our online portal - Access Ground Transport Gateway System
2. Complete all your details
3. Select the initial credit you wish to purchase and the minimum credit for your account.
4. Pay the relevant administration fee and the initial payment to finalise the online registration

What do I do after completing the online registration?

Once you have completed your application on the Gold Coast Airport Ground Transport Gateway your application will be pending GCAPL approval. It is a requirement as an operator at Gold Coast Airport to have current Operator Accreditation as well as Motor Vehicle and Public Liability Insurance (a minimum of $20,000,000 is required). Copies of these documents must be supplied if requested.

Please note we will only accept Certificate of Currencies or Confirmation of insurance not tax invoices with balances owing.

How do I monitor the balance on my Electronic Tag Account?

Once your RFID Tag has been issued to you, your account will be activated and you will be able to manage your account and view all your activity online using a desktop, tablet or smart phone. When logged on your account, you will be able to do the following:

· View a history of all your activity including the date and time of access and the fee for each event.

· Change your personal details including contact details

· Change the top-up amount and minimum balance on your account

· Nominate to receive real-time notifications via email and SMS whenever one of the following occurs:

✓ When your account is debited for an access event.

✓ When the balance on your account falls below the minimum amount.

✓ When a top-up of your account is processed.
✓ When a top-up of your account is unsuccessful.

What happens if the balance on my account falls below the pre-set minimum amount?

If your balance falls below the pre-set minimum amount, you will still be able to access the airport but only for as long as your account is still in credit.

If your balance falls below 'zero', your account will be placed on hold and access will be denied until you top-up your account. An 'over limit' fee will also be automatically charged to the account whenever its balance falls below 'zero'.

Can I top up the balance on my account in person at the airport?

Unfortunately not. We do have free Wifi throughout the terminal so if you have an ipad or smartphone you will be able to access the Gold Coast Airport Ground Transport Gateway.

What happens if my RFID Tag is lost or stolen?

If your RFID Tag is stolen or lost you will be able to purchase a replacement Tag. However, lost or stolen RFID tags should be immediately reported by phoning the Ground Transport office on 07 5589 1110 or via email to groundtransport@gcal.com.au, as charges incurred with lost or stolen RFID Tag will not be reimbursed.

What happened to the credit on my account if I cancel the account?

If an account is cancelled the balance of that account will be refunded to the credit card linked to the account. However, the RFID Tag must be returned before the balance is refunded.

Do I have to pre-pay to use the new system?

Yes, pre-payment is mandatory.

Where do I place the RFID sticker on my vehicle?

Please ensure your RFID sticker is applied in a **horizontal position** on the vehicles front windscreen.

Small coaches (24 seaters and under), limousines and people movers should position RFID stickers on the **top corner** of the front windscreen on the **driver's side** at least 2 inches from the edge of the window and at least 2 inches below any solar control coatings. NB: Metalized windshields and/or solar control coatings can interfere with RFID operation.

Coaches with over 24 seats must apply RFID in the **bottom corner** of the front windscreen on the **driver's side** at least 2 inches from the edge of the window.

Compliance with these instructions is important and strongly recommended in order to ensure proper operation of the system. **Please do not remove an RFID once applied to the windscreen or it will no longer be valid.**

Can I remove an RFID sticker from one vehicle and place on another?

No, once a RFID sticker is removed it will no longer be valid.