

# Route 10

Rotorua Airport/Lee Road  
via Ngapuna and Owhata

ROUTE

10

This accessible version of our bus timetable is formatted in plain text and 18-point font to enhance readability. We're committed to providing easy-to-navigate transit options for you to plan your journey with confidence. For additional help or feedback, please reach out to our customer service team.

## Route 10

### Rotorua Airport/Lee Rd via Ngapuna and Owhata

Monday to Saturday (except Public Holidays)

|                               | AM   |      |      |      |      |      |       |       |       |       |       |   |
|-------------------------------|------|------|------|------|------|------|-------|-------|-------|-------|-------|---|
| <b>Rotorua CBD - Arawa St</b> | -    | 7:05 | 7:35 | 8:05 | 8:35 | 9:05 | 9:35  | 10:05 | 10:35 | 11:05 | 11:35 | - |
| Rotorua Central Mall - South  | -    | 7:08 | 7:38 | 8:08 | 8:38 | 9:08 | 9:38  | 10:08 | 10:38 | 11:08 | 11:38 | - |
| Te Ngae Rd – Fronting No. 238 | -    | 7:13 | 7:43 | 8:13 | 8:43 | 9:13 | 9:43  | 10:13 | 10:43 | 11:13 | 11:43 | - |
| Lee Rd – Fronting No.57       | -    | 7:20 | 7:50 | 8:20 | 8:50 | 9:20 | 9:50  | 10:20 | 10:50 | 11:20 | 11:50 | - |
| Rotorua Airport Terminal      | 6:50 | -    | 7:53 | -    | 8:53 | -    | 9:53  | -     | 10:53 | -     | 11:53 | - |
| Te Ngae Rd – Fronting No. 381 | 6:55 | 7:28 | 7:58 | 8:28 | 8:58 | 9:28 | 9:58  | 10:28 | 10:58 | 11:28 | 11:58 | - |
| <b>Rotorua CBD - Arawa St</b> | 7:10 | 7:40 | 8:10 | 8:40 | 9:10 | 9:40 | 10:10 | 10:40 | 11:10 | 11:40 | 12:10 | - |

|                               | PM    |       |      |      |      |      |      |      |      |      |      |      |      |
|-------------------------------|-------|-------|------|------|------|------|------|------|------|------|------|------|------|
| Rotorua CBD - Arawa St        | 12:05 | 12:35 | 1:05 | 1:35 | 2:05 | 2:35 | 3:05 | 3:35 | 4:05 | 4:35 | 5:05 | 5:35 | 6:05 |
| Rotorua Central Mall - South  | 12:08 | 12:38 | 1:08 | 1:38 | 2:08 | 2:38 | 3:08 | 3:38 | 4:08 | 4:38 | 5:08 | 5:38 | 6:08 |
| Te Ngae Rd – Fronting No. 238 | 12:13 | 12:43 | 1:13 | 1:43 | 2:13 | 2:43 | 3:13 | 3:43 | 4:13 | 4:43 | 5:13 | 5:43 | 6:13 |
| Lee Rd – Fronting No.57       | 12:20 | 12:50 | 1:20 | 1:50 | 2:20 | 2:50 | 3:20 | 3:50 | 4:20 | 4:50 | 5:20 | 5:50 | 6:20 |
| Rotorua Airport Terminal      | -     | 12:53 | -    | 1:53 | -    | 2:53 | -    | 3:53 | -    | 4:53 | -    | 5:53 | -    |
| Te Ngae Rd – Fronting No. 381 | 12:28 | 12:58 | 1:28 | 1:58 | 2:28 | 2:58 | 3:28 | 3:58 | 4:28 | 4:58 | 5:28 | 5:58 | 6:28 |
| Rotorua CBD - Arawa St        | 12:40 | 1:10  | 1:40 | 2:10 | 2:40 | 3:10 | 3:40 | 4:10 | 4:40 | 5:10 | 5:40 | 6:10 | 6:40 |

## Route 10

### Rotorua Airport/Lee Rd via Ngapuna and Owhata

Sunday and Public Holidays (except Christmas Day and Good Friday)

|                               | AM   |      |       |       |       |
|-------------------------------|------|------|-------|-------|-------|
| <b>Rotorua CBD - Arawa St</b> | 7:35 | 8:35 | 9:35  | 10:35 | 11:35 |
| Rotorua Central Mall - South  | 7:38 | 8:38 | 9:38  | 10:38 | 11:38 |
| Te Ngae Rd – Fronting No. 238 | 7:43 | 8:43 | 9:43  | 10:43 | 11:43 |
| Lee Rd – Fronting No.57       | 7:50 | 8:50 | 9:50  | 10:50 | 11:50 |
| Rotorua Airport Terminal      | 7:53 | 8:53 | 9:53  | 10:53 | 11:53 |
| Te Ngae Rd – Fronting No. 381 | 7:58 | 8:58 | 9:58  | 10:58 | 11:58 |
| <b>Rotorua CBD - Arawa St</b> | 8:10 | 9:10 | 10:10 | 11:10 | 12:10 |

|                               | PM    |      |      |      |      |
|-------------------------------|-------|------|------|------|------|
| <b>Rotorua CBD - Arawa St</b> | 12:35 | 1:35 | 2:35 | 3:35 | 4:35 |
| Rotorua Central Mall - South  | 12:38 | 1:38 | 2:38 | 3:38 | 4:38 |
| Te Ngae Rd – Fronting No. 238 | 12:43 | 1:43 | 2:43 | 3:43 | 4:43 |
| Lee Rd – Fronting No.57       | 12:50 | 1:50 | 2:50 | 3:50 | 4:50 |
| Rotorua Airport Terminal      | 12:53 | 1:53 | 2:53 | 3:53 | 4:53 |
| Te Ngae Rd – Fronting No. 381 | 12:58 | 1:58 | 2:58 | 3:58 | 4:58 |
| <b>Rotorua CBD - Arawa St</b> | 1:10  | 2:10 | 3:10 | 4:10 | 5:10 |

## How to get around with Baybus

### Plan your journey

 In addition to the large print timetables, you can also check out the online journey planner and live tracking at [baybus.co.nz](http://baybus.co.nz), or download the Transit app on your mobile from the App Store or Google Play Store. You can also call our Customer Service Team.

### Catch the bus

Stay on the curb at your marked stop and give a clear, friendly wave as the bus approaches, to signal the driver that you intend to board. Some stops are used by multiple routes, and signalling helps our drivers spot you, stop carefully, and pick you up.

### Pay for your journey

You can either pay cash to the driver or tag on and off with your Bee Card. Bee Card is a prepaid smartcard that makes bus travel easier and is usually cheaper than paying with cash. You can purchase and top up your Bee Card on board the bus using cash, online with your debit or credit card at [beecard.co.nz](http://beecard.co.nz), or by visiting your local Bay of Plenty Regional Council customer service centre. The minimum top up amount is \$5.00.

## Fares, discounts, and concessions

Bus fares vary per trip depending on the distance you are travelling and generally range between \$3.50 and \$15.80. Discounts are available, and concessions may require an application and a registered Bee Card. Available concessions include:

Infant (under 5 years old)

Child (5-12)

Youth (13-18)

Tertiary (student ID required)

Senior (over 65), SuperGold

Accessibility, and Community Connect.

 [View detailed fare tables and concession information at baybus.co.nz.](https://baybus.co.nz)

## Transfers

Free transfers between buses are available for one hour from the time of cash ticket purchase or two hours when using a Bee Card. The transfer time between buses can be no more than 30 minutes. You are allowed one free transfer per journey with a cash ticket, or two free transfers when using a Bee Card. You will need to present your ticket when transferring to the next bus, but this is applied automatically when tagging on and off with your Bee Card.

## **On-board facilities**

Free wifi is available on-board; look for the Bay of Plenty Regional Council network in your mobile device settings. Bike racks are fitted on Tauranga, Whakatane, and Rotorua buses. Please note that electric and children's bikes cannot use the racks due to weight and size restrictions. Placing the bike on the rack is the responsibility of the cyclist.

## **Accessibility support**

Wheelchair access is available with super-low floors and ramps on Tauranga and Rotorua urban buses.

## **Lost property**

For lost property, please contact the bus operator directly.

## **Safety and security**

Everyone deserves a friendly, clean, safe, and comfortable journey on our buses. Our passenger Code of Conduct outlines the behaviours expected when using our network and can be viewed at [baybus.co.nz](http://baybus.co.nz). Failure to comply may result in prosecution and/or revocation of your right to use the bus service.

## **Need help, have feedback, or a complaint?**

Use our online form at [Baybus.co.nz](https://baybus.co.nz), call 0800 4 BAYBUS (0800 4 229 287), or email [support@baybus.zendesk.com](mailto:support@baybus.zendesk.com)

You can also visit in person at a Bay of Plenty Regional Council service centre at the following locations:

Rotorua: Level 2, 1118 Fenton Street, Rotorua 3010

Tauranga: Regional House, 1 Elizabeth Street, Tauranga 3110

Whakatane: 5 Quay Street, Whakatāne 3120