



Townsville Airport Operator User Guide – Park Charge.

Park Charge is an online self-management tool which allows Ground Transport Operators to register and gain access to the Townsville Airport front of terminal Ground Transport areas.

Once approved, accounts can be self-managed to update personal details, top-up account balances, and review and download tax invoices.

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Owner/Operator Sign up Process

All Owner/Operators are required to sign up to access the Townsville Airport's Restricted Commercial Vehicle Zone.

Once the sign up is approved by Townsville Airport the Owner/Operator must register each **Vehicles/Driver** to receive an RFID (Radio Frequency Identification Device) Tag.

To gain entry to the Restricted Commercial Vehicle Zone each Vehicle must display a valid RFID.

Step 1.

To sign up as a new Owner/Operator at Townsville Airport, follow the link to the Ground Transport Operator Payment Platform:

<https://parking.tsvgateway.com.au/public/TOWNSVILLE/home.htm>

Step 2.

Click the **Sign Up** button next to **Owner/Operator Sign Up** to commence registration process.

A screenshot of the 'Townsville Airport Ground Transport Payment Platform' website. The page has a light blue header with the title and a 'How To Guide' link. Below the header, there are two input fields for 'Email *' and 'Password *', followed by a 'Login' button and a 'Forgot Password?' link. The main content area is divided into two columns. The left column is titled 'Owner/Operator Sign Up' and contains the text 'Register as a Company to operate at Townsville Airport. Your application will be submitted for approval.' and a 'Sign Up' button. The right column is titled 'Vehicle/Driver Registration' and contains the text 'Register a Vehicle/Driver of a Registered Company operating at Townsville Airport. Your application will be submitted for approval.' and a 'Sign Up' button. The 'Sign Up' button in the 'Owner/Operator Sign Up' column is highlighted with a red border.

Step 3.

Click the **Select Licence Type** drop down and select **Commercial Vehicle Operator**

A screenshot of a web application interface for the TSV Townsville Airport. The interface is set against a background image of a beach and ocean. At the top, there is a red rectangular box. Below it, the section is titled '1 Personal Details'. Under this title is a dropdown menu labeled 'Select Licence Type' with a downward arrow. The dropdown menu is open, showing the same label at the top, the selected option 'Commercial Vehicle Operator' highlighted in blue, and a 'Back' button below it. At the bottom of the form, there are two more steps listed in a light grey bar: '2 Terms and Conditions' and '3 Submit Application', each preceded by a circled number.

Step 4.

Fill in your **Company, Contact, Address and Billing Address Details**.

Fields marked with an asterix (*) are mandatory.

Once complete, click **Next**.



1

Commercial Vehicle Operator Details

Commercial Vehicle Operator

Your Company Details

Company Name *

ABN *

ACN

Trading As *

Transport Accreditation Number *

Insurance Policy Number *

Insurance Policy Expiry Date *

Your Contact Details

Contact First Name *

Contact Surname *

Mobile *

Position *

Email Address * Note: will be used as the Login Username

Contact Phone Number for Accounts

Contact Email Address for Invoices

Contact Email Address for Statements

Your Address Details

Address Line 1 *

Address Line 2

Suburb *

Postcode *

QLD

State *

Your Billing Address Details

☐ Same as the Above

Address Line 1 *

Address Line 2

Suburb *

Postcode *

QLD

State *

Back

Next

Step 5.

Click on and review each of the links under **Terms and Conditions**.

Once you have reviewed the links and agree, click each of the check boxes and click **Next**.

A screenshot of a web-based registration form for Townsville Airport. The form is titled '2 Terms and Conditions' and is part of a three-step process. It includes instructions to review links for Training, Privacy, and Standard Terms and Conditions. A red bracket highlights these links with a callout box saying 'Review ALL content within the hyperlinks'. Below the links are three checkboxes for agreement to the terms and conditions. At the bottom, there are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red border. The form is set against a background image of a beach and ocean.

1 Commercial Vehicle Operator Details

2 Terms and Conditions

Review the links below and accept the Training, Privacy and Standard Terms and Conditions below to continue with this application.

[Customer Expectation Training](#)

[Ground Transport Operator Training](#)

[Privacy Policy](#)

[Terms and Conditions](#)

☐ I have reviewed the Training provided and agree that use of this service constitutes acceptance to adhere to the expectations outlined and will also ensure that representatives of this company will undertake this training and adhere to the expectation whilst operating on Airport.

☐ I have read the Terms and Conditions and Privacy Policy and agree that the use of this service constitutes acceptance of the Terms and Conditions and Privacy Policy.

☐ Yes, please keep me updated with Townsville Airport news including operational changes on airport e.g. road closures and terminal access.

Back Next

3 Submit Application

The sign-up process will not be able to proceed unless all the Terms and Conditions have been accepted.

Step 6.

A summary of all details entered is shown on the **Submit Application** page.

Review these details to ensure they are correct.

3 Submit Application

Please review your details below and click Submit to complete your application. You will receive an email to confirm your application status.

Licence Type		First Name	
Company Name		Surname	
Email Address		Mobile	
ABN		Position	
ACN		Accounts Contact	
Trading As		Email for Invoices	
Accreditation Number		Email for Statements	
Address		Billing Address	
Insurance Policy No.			
Insurance Expiry			

Step 7.

Upload a copy of Operator Accreditation and Public Liability Certificate.

These documents must be uploaded as 1 PDF file and must not exceed 1MB

Click **Submit**

Upload a copy of your Operator Accreditation and Public Liability Certificate

* Documents must be uploaded as 1 PDF File only. File must not exceed 1MB.

Upload

Back

Submit

Step 8

Click **Done** to close out of the sign up screen.

Thank you!

Your application has been submitted for approval. You will be notified when your application progresses.

Done

Step 9.

Once the Owner/Operator sign up is submitted and approved by Townsville Airport you will receive an email confirming the log on URL, your username and a temporary password.

You will be able to log on to the ParkCharge site but will have limited access until the application is approved.

You will also need to change the password at the initial log on. See the **Managing Your Account** section for further detail.

As the Owner/Operator you will now have to complete the Vehicle/Driver Registration.

Creating Vehicle/Driver Accounts

Step 1.

To register a Vehicle/Driver follow the link:

<https://parking.tsvgtgateway.com.au/public/TOWNSVILLE/home.htm>

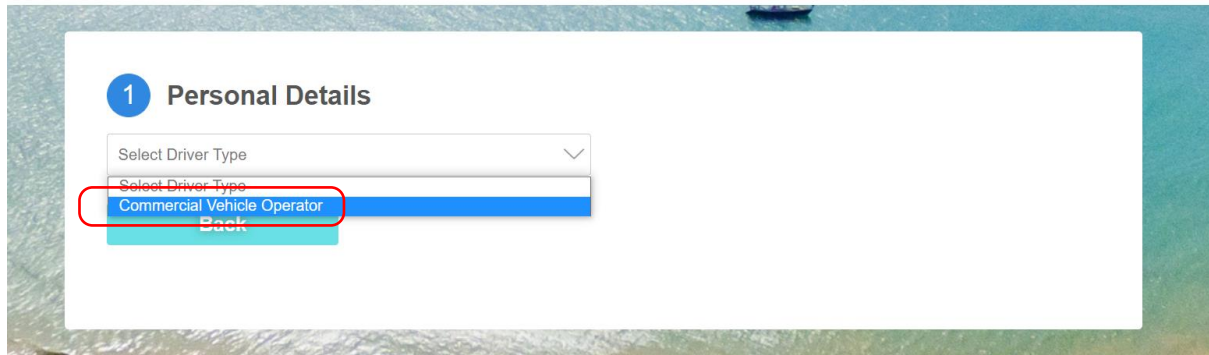
Step 2.

Click the **Sign-Up** button next to **Vehicle/Driver Registration** to commence registration.

The screenshot shows the 'Townsville Airport Ground Transport Payment Platform' interface. At the top left is the 'TSV Townsville Airport' logo. The main header area contains the title 'Townsville Airport Ground Transport Payment Platform' and a link to 'How To Guide'. Below this is a login section with two input fields: 'Email *' and 'Password *', followed by a 'Login' button and a 'Forgot Password?' link. The lower section is divided into two columns. The left column is titled 'Owner/Operator Sign Up' and contains the text 'Register as a Company to operate at Townsville Airport. Your application will be submitted for approval.' and a 'Sign Up' button. The right column is titled 'Vehicle/Driver Registration' and contains the text 'Register a Vehicle/Driver of a Registered Company operating at Townsville Airport. Your application will be submitted for approval.' and a 'Sign Up' button. The 'Sign Up' button in the 'Vehicle/Driver Registration' column is highlighted with a red rectangular border.

Step 3.

Click the **Select Driver Type** drop down and select **Commercial Vehicle Operator**



1 Personal Details

Select Driver Type

Select Driver Type

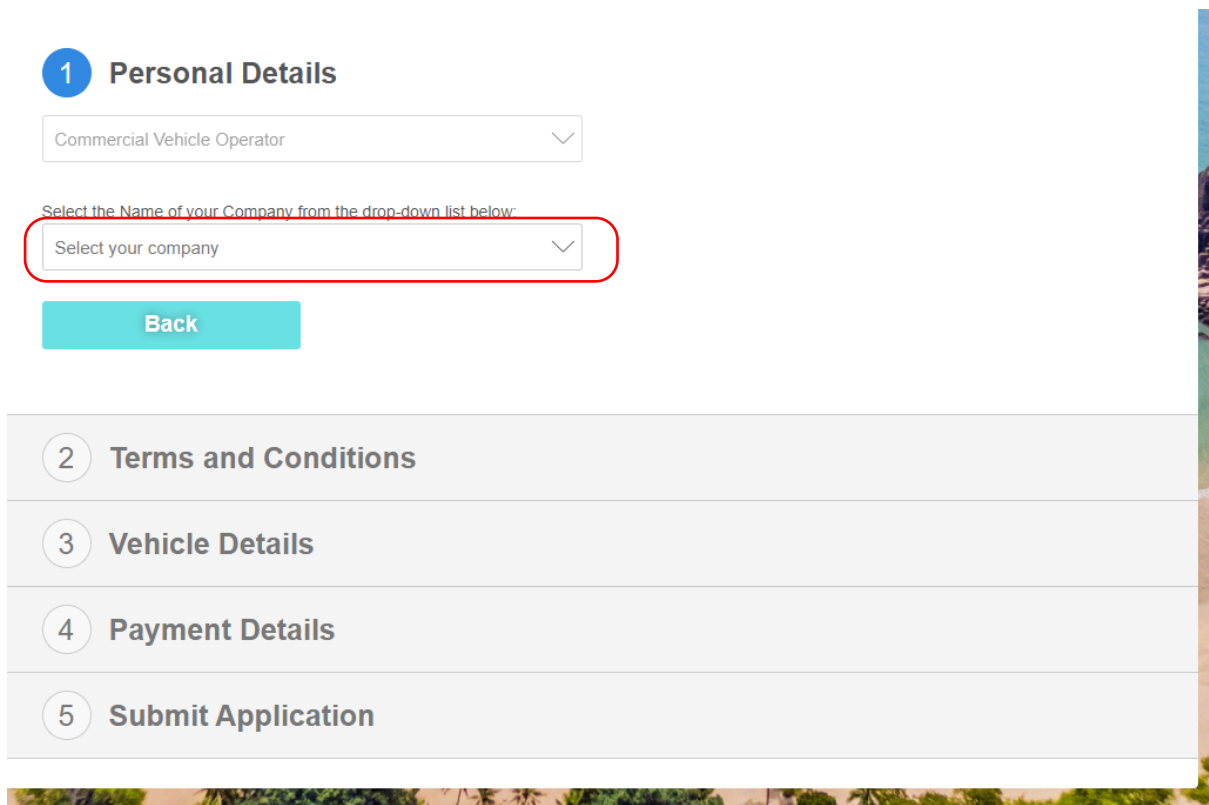
Commercial Vehicle Operator

Back

Step 4.

Once **Commercial Vehicle Operator** is selected, the **Company** drop down will appear.

Select the Company/Operator that you drive for from the drop down list.



1 Personal Details

Commercial Vehicle Operator

Select the Name of your Company from the drop-down list below:

Select your company

Back

2 Terms and Conditions

3 Vehicle Details

4 Payment Details

5 Submit Application

Step 5.

Fill in your **Personal Details**.

Fields marked with an asterix (*) are mandatory.

Once complete, click **Next**.

1

Personal Details

Commercial Vehicle Operator

Select the Name of your Company from the drop-down list below:

My Taxi Company

Your Details

First Name *

Surname *

Email Address * Note: will be used as the Login Username

Licence Number *

ABN *

Mobile *

Your Address Details

Address Line 1 *

Address Line 2

Suburb *

Postcode *

QLD

State *

☐ Yes, please keep me updated with Townsville Airport news including operational changes on airport e.g. road closures and terminal access.

Back

Next

Step 6.

Click on and review each of the links under **Terms and Conditions**.

Once you have reviewed the links and agree, click each of the check boxes and click **Next**.

A driver will not be able to proceed with the registration process unless the Terms and Conditions have been accepted.

A screenshot of a web form titled '2 Terms and Conditions'. The form is part of a three-step process, with steps 1 and 3 visible at the top and bottom. Step 1 is 'Commercial Vehicle Operator Details' and Step 3 is 'Submit Application'. The main content area of Step 2 instructs the user to 'Review the links below and accept the Training, Privacy and Standard Terms and Conditions below to continue with this application.' There are four blue hyperlinks listed: 'Customer Expectation Training', 'Ground Transport Operator Training', 'Privacy Policy', and 'Terms and Conditions'. A red bracket groups these links, with a red callout box containing the text 'Review ALL content within the hyperlinks'. Below the links are three checkboxes with corresponding text: 'I have reviewed the Training provided and agree that use of this service constitutes acceptance to adhere to the expectations outlined and will also ensure that representatives of this company will undertake this training and adhere to the expectation whilst operating on Airport.', 'I have read the Terms and Conditions and Privacy Policy and agree that the use of this service constitutes acceptance of the Terms and Conditions and Privacy Policy.', and 'Yes, please keep me updated with Townsville Airport news including operational changes on airport e.g. road closures and terminal access.' At the bottom of the form are two buttons: a teal 'Back' button and a teal 'Next' button. The 'Next' button is highlighted with a red border.

Step 7.

On the **Vehicle Details** page, enter the registration of the vehicle that will be utilising the Radio Frequency Identification Device (RFID).

Once all the vehicle details are entered, click **Add**



1

Personal Details

Commercial Vehicle Operator

▼

Select the Name of your Company from the drop-down list below:

My Taxi Company

▼

Your Details

First Name *

Surname *

Email Address * Note: will be used as the Login Username

Licence Number *

ABN *

Mobile *

Your Address Details

Address Line 1 *

Address Line 2

Suburb *

Postcode *

QLD

▼

State *

☐ Yes, please keep me updated with Townsville Airport news including operational changes on airport e.g. road closures and terminal access.

Back

Next

2

Terms and Conditions

3

Vehicle Details

4

Payment Details

5

Submit Application

Step 8.

If additional RFID's are required for multiple vehicles, continue to add these vehicle details and select **Add**.

To delete a vehicle, click the red x box in the **Delete** column.

Once all vehicles that require an RFID have been entered, click **Next**.



The screenshot shows a web form for adding vehicle details. At the top, a progress bar indicates five steps: 1. Personal Details, 2. Terms and Conditions, 3. Vehicle Details (current step), 4. Payment Details, and 5. Submit Application. Step 3 is highlighted with a blue circle. Below the progress bar, the text 'Please enter the vehicle details below' is followed by five input fields: 'Vehicle Registration *', 'Vehicle Make *', 'Vehicle Model *', 'Year of Manufacture *', and 'Seating Capacity *'. An 'Add' button is to the right of these fields. Below the input fields is a table with six columns: 'Vehicle Registration', 'Vehicle Make', 'Vehicle Model', 'Year of Manufacture', 'Seating Capacity', and 'Delete'. The 'Delete' column contains a red 'x' icon. At the bottom of the form, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red border.

1 Personal Details

2 Terms and Conditions

3 Vehicle Details

Please enter the vehicle details below

Vehicle Registration * Vehicle Make * Vehicle Model * Year of Manufacture * Seating Capacity *

Vehicle Registration	Vehicle Make	Vehicle Model	Year of Manufacture	Seating Capacity	Delete

4 Payment Details

5 Submit Application

Step 9.

Once vehicle details are completed you are then directed to the **Payment Details** page.

The **Minimum Account Balance** and **Minimum Auto Top Up** amounts default to the minimum amount required.

These amounts can be *increased* in the corresponding text boxes only.

You can opt in for SMS alerts when an automatic top up fails, incurring a cost of \$0.18 per SMS.

Where the account balance falls *below* the **Minimum Account Balance** an SMS will be sent to the mobile number provided in the account incurring a cost of \$0.18 per SMS.

It is a condition of all users to maintain the minimum account balance and this SMS is a reminder that the account is in breach. This option is a mandatory requirement to proceed.

The screenshot shows a multi-step registration process. The steps are: 1 Personal Details, 2 Terms and Conditions, 3 Vehicle Details, 4 Payment Details (current step), and 5 Submit Application. The Payment Details section includes a 'Payment Type' dropdown set to 'Prepay Per Use'. Below this, a note says 'Modify the fields below to nominate a higher minimum account balance or top-up amount'. There are three input fields: 'Minimum account balance (minimum \$20)' with a value of 20.00, 'Minimum auto top-up amount (minimum \$125)' with a value of 125.00, and 'RFID e-Tag' with a value of 30.00. Below these are two checkboxes: 'I understand that an SMS alert will be sent to the mobile number provided when the balance falls below the defined minimum account balance of \$20.00 and that an \$0.18 SMS alert fee will be incurred and debited from this online account. *' and 'Send an SMS alert for failed automatic top-up (\$0.18 per SMS debited from online account)'. At the bottom of the form are fields for 'Card Number *', 'Name on Card *', and 'Expiry *' (with mm and yy dropdowns). There are also VISA and MasterCard logos. 'Back' and 'Next' buttons are at the bottom of the form area.

1 Personal Details

2 Terms and Conditions

3 Vehicle Details

4 Payment Details

Payment Type

Modify the fields below to nominate a higher minimum account balance or top-up amount

Minimum account balance (minimum \$20)

Minimum auto top-up amount (minimum \$125)

RFID e-Tag

☐ I understand that an SMS alert will be sent to the mobile number provided when the balance falls below the defined minimum account balance of \$20.00 and that an \$0.18 SMS alert fee will be incurred and debited from this online account. *

☐ Send an SMS alert for failed automatic top-up (\$0.18 per SMS debited from online account)

Card Number *



Name on Card *

5 Submit Application

Step 10.

Insert credit card details to be attached to the account and for all deposits, balances and top-ups to be debited from.

Click **Next**.

<input type="text"/>	 	<input type="text" value="mm"/>	<input type="text" value="yy"/>
Card Number *		Expiry *	
<input type="text"/>			
Name on Card *			
<input type="button" value="Back"/>	<input type="button" value="Next"/>		

Step 11.

A summary of all details entered is shown on the **Submit Application** page.

Review these details to ensure they are correct.

Click **Submit** to send off the Vehicle/Driver Registration for processing

5 Submit Application

Please review your details below and click Submit to complete your application. You will receive an email to confirm your application status.

Driver Type	Other	Payment Type	Prepay Per Use
Company Name		Card Number	
Email Address		Expiry Date	
First Name		Total Due Amount	
Surname			
Mobile			
Address			
Licence Number			

<input type="button" value="Back"/>	<input type="button" value="Submit"/>
-------------------------------------	---------------------------------------

Step 12.

Click **Done** to close out of the sign up screen.

Thank you!

Your application has been submitted for approval. You will be notified when your application progresses.

Step 13.

An email will be sent to the email address used to register the account confirming the registration request has been submitted to Townsville Airport for approval and will include a temporary password for use when initially logging in to the new account once it is approved.

The Owner/Operator must first **“Endorse”** each Vehicle/Driver linked to the Owner/Operator and final approval is then required from Townsville Airport before the account is fully approved with unlimited access to ParkCharge dashboard options.

Vehicle/Driver Endorsement

Step 1.



Once the Owner/Operator has created Vehicle/Driver accounts an email will be sent to the Owner/Operator email advising that you have a **Parking Driver Request Alert**.

Step 2.

Log in to the **Owner/Operator** ParkCharge account

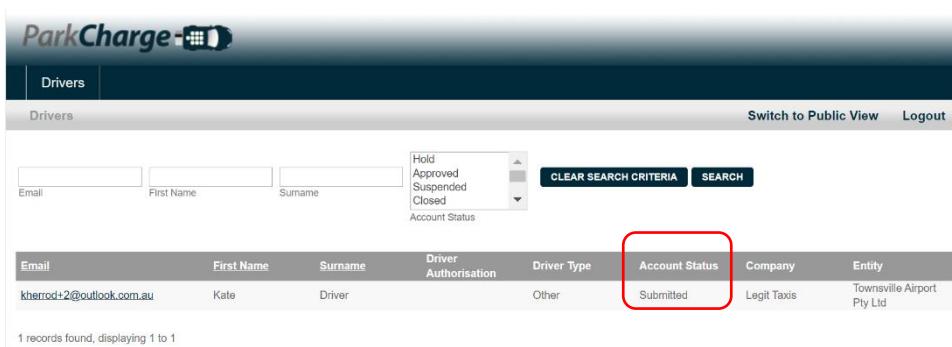
Upon the second log on the following options will be available from the **Home** screen.

Select **Driver List**

 [Home](#)  [View Licensee Account](#)  [Driver List](#)  [Change Password](#)  [Logout](#)

Step 3.

All Vehicles/Driver/s awaiting Operator Endorsement will be sitting under **Drivers** with an **Account Status** of **Submitted**.



The screenshot shows the ParkCharge web interface. At the top, there's a navigation bar with 'Drivers' selected. Below it, there's a search section with input fields for Email, First Name, and Surname, and a dropdown for Account Status (options: Hold, Approved, Suspended, Closed). There are 'CLEAR SEARCH CRITERIA' and 'SEARCH' buttons. Below the search section is a table with the following columns: Email, First Name, Surname, Driver Authorisation, Driver Type, Account Status, Company, and Entity. One record is shown: Email: kherrod+2@outlook.com.au, First Name: Kate, Surname: Driver, Driver Authorisation: Other, Driver Type: Other, Account Status: Submitted (highlighted with a red box), Company: Legit Taxis, Entity: Townsville Airport Pty Ltd. At the bottom, it says '1 records found, displaying 1 to 1'.

Email	First Name	Surname	Driver Authorisation	Driver Type	Account Status	Company	Entity
kherrod+2@outlook.com.au	Kate	Driver	Other	Other	Submitted	Legit Taxis	Townsville Airport Pty Ltd

Step 4.

Click on the email address hyperlink to bring up a view of the Vehicle/Driver submitted application.

Scroll to the bottom and click **EDIT**



Settings

20.00 Client minimum	100.00 Client top-up amount	20.00 System minimum	100.00 System top-up amount	0 CC Failed Attempt
Submitted Account Status	LOCKED Carpark Status			

EDIT BACK

Step 5.

The **Account Status** field has now changed to a drop down.

Select **Endorsed** from the drop down and click **Save**.



Settings

20.00 * Client minimum	100.00 * Client top-up amount	20.00 System minimum	100.00 System top-up amount	0 CC Failed Attempt
Submitted * Account Status	LOCKED Carpark Status			

SAVE CANCEL

Once a Vehicle/Driver account has been endorsed by the Taxi Owner/Operator, Townsville Airport will be notified for the final approval.

Once the approval is processed, an email with instructions will be sent to the email address used to register, advising that the application to operate at Townsville Airport has been approved.

This email also contains the instructions for collection of the Radio Frequency Identification Device (RFID) cards.

Once the account has been approved, the nominated credit card will be debited the minimum auto top up fee of \$125.00.

This fee will be transferred to the Vehicle/Driver online access account.

“Driver” Email Address

For some Owner/Operators, the “Vehicle/Driver” will also be the “Owner/Operator”.

As the email address used for either sign up becomes the username to log in, an email address can only be used ONCE.

However, at either sign up stage by simply adding a “+” and a number to your regular email address. This will allow you to create a separate account in the ParkCharge system, but still have the various emails delivered to your original email address/inbox. *

***Not all email domains allow this to occur. Many of the major email providers support it like Google and Hotmail etc without any issues**

For example:

Original email is = kherrod@gmail.com

Example of adding a + = kherrod+1@gmail.com, kherrod+3@gmail.com, or kherrod+driver1@gmail.com etc.

Ensure if creating addresses as per the instructions above that you write this detail down. An email outlining the username and temporary password will be sent once the either registration is submitted.

Managing Your Account

Once your account is approved you will be able to log into your account.

The log in link is

<https://parking.tsvgtgateway.com.au/public/TOWNSVILLE/home.htm>

Townsville Airport Ground Transport Payment Platform

[How To Guide](#)

<input type="text"/>	<input type="password"/>	<input type="button" value="Login"/>
Email *	Password *	Forgot Password?

Email* is the email provided at registration.

Password* for the first time log on is the temporary password emailed at confirmation of account registration submission.

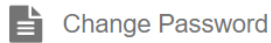
Click **Login**.

The first time you log on you will be required to change your password.

Changing Your Password

Step 1.

The first time you log into your account using the temporary password provided via the confirmation email from Townsville Airport navigate to **Change Password** and set a new password.



Step 2.

Enter the **Old password**. For the first log on will be the temporary password that was emailed to you.

Change Password

Your new password must be at least 8 characters long, contain both letters and numbers and at least 1 capital letter.

Old password *	<input type="password"/>
New password *	<input type="password"/>
Confirm new password *	<input type="password"/>

Save

Cancel

Enter a **New Password**. This must be at least 8 characters in length, contain both letters and numbers and contain at least 1 capital letter.






Step 3.

Once you change your password the system will take you back to the front log in screen.

Log in using your registered e-mail address and your new password you just created.

The 'Home' page will then display with account options to allow you to self-manage your account.

Owner/Operator View

 [Home](#)  [View Licensee Account](#)  [Driver List](#)  [Change Password](#)  [Logout](#)

Vehicle/Driver View

 [Home](#)  [Instant Top up](#)  [Modify Driver Account](#)  [Statement](#)  [Change Password](#)  [Logout](#)

Manually Topping Up Your Account

Step 1.

Log into the **Driver/Vehicle** account

Step 2.

Select 'Instant Top Up' from the menu bar the top of the screen



Step 3.



Enter your credit card details, and top up amount and press 'Pay'

Instant Top-up

Account Summary

Available Balance: \$125

Please enter your credit card details to top up your account and click 'Pay' to proceed.

<input type="text" value="4564456445644564"/>	 	<input type="text" value="12"/>	<input type="text" value="29"/>
Card Number *			Expiry *
<input type="text" value="Test Card"/>	<input type="text" value="123"/>	<input type="text" value="100"/>	
Name on Card *	CVV *	Amount *	

Step 4.

You will receive a confirmation the top up has been processed along with a receipt number for this transaction.

Instant Top-up Complete

Thank you for your credit card payment, your top-up was successfull.

Date	29/07/2021 11:24
Result	Approved
Response Code	00
Receipt	1964392
Transaction Amount	\$100.00
Your New Balance	\$225.00

Modifying Vehicle/Driver Details

Editing Driver Details

Driver details, including addresses, contact details and vehicle specifics can be amended or updated at any time by users.

Step 1.

Select 'Modify Driver Account'



Step 2.

Use the Next button to navigate through the details section and update as required.

1 Personal Details

Driver Type

Commercial Vehicle Operator

Company

My Taxi Company

Your Details

John

Smith

groundtransportoperator+1@gr

123465

First Name *

Surname *

Email Address * Note: will be used as the Login Username

Licence Number *

123456

0421365498

ABN *

Mobile *

Your Address Details

PO Box 7636

Address Line 1 *

Address Line 2

Garbutt

4810

QLD

Suburb *

Postcode *

State *

☒ Yes, please keep me updated with Townsville Airport news including operational changes on airport e.g. road closures and terminal access.

Back

Next

Step 3.

Once you have completed all the updates, confirm they are correct and select 'Submit'

1	Personal Details
2	Terms and Conditions
3	Vehicle Details
4	Payment Details

5 Complete Modify Details

Please review your details below and click **Submit** to complete your application. You will receive an email to confirm your application status.

Driver Type	Commercial Vehicle Operator	Payment Type	Prepay Per Use
Company Name	My Taxi Company	Card Number	456445.....564
Email Address	groundtransportoperator+1@gmail.com	Expiry Date	0429
First Name	John	Total Due Amount	\$0.00
Surname	Smith		
Mobile	0421365498		
Address	PO Box 7636, Garbutt, QLD 4810		
Licence Number	123465		

Back

Submit

Printing Statements/Tax Invoices

Step 1.

Log into the Driver/Vehicle account

Step 2.

Select 'Statement' from the menu bar at the top of the screen



Step 3.

Summary Statements will appear automatically, and individual payment transactions can be accessed by pressing on the blue hyperlink as highlighted below

Statement

28/07/2021 00:00 29/07/2021 23:59
From Date From Time To Date To Time

Status Type

Search

RFID	Type	Description	Status	Date/Time	Amount (\$)
	Payment-CC	Instant Top-up	APPROVED	29/07/2021 11:24	100.00
	Payment-CC	Initial Top-up	APPROVED	29/07/2021 10:52	125.00

2 records found, displaying 1 to 2

Print

Export

Transactions Record reports can be tailored by using the 'Date', 'Status' and 'Type' filters, and selecting 'Search' as per below

Statement

29/07/2021 00:00 29/07/2021 23:59
From Date From Time To Date To Time

APPROVED EFT
Status Type

Search

All transaction records can be printed, or exported to CSV

Forgotten Password

Step 1.

To reset your password, select 'Forgot Password?' at the home screen

Townsville Airport Ground Transport Payment Platform[How To Guide](#)

Email *Password *[Forgot Password?](#)

Owner Operator Sign Up

Register a company/fleet of vehicles including Buses, Shuttles, Limos to operate at Townsville Airport. Your application will be submitted for approval.

Vehicle Driver Registration

Register as a Driver of a Taxi or Registered Company operating at Townsville Airport. Your application will be submitted for approval.

Step 2.

To reset your password, enter your username (email) twice and then press 'Send Password'. Your new password will be emailed to your registered email address

Reset Password

To reset your password please enter your username twice below then press 'Send Password'. We'll send your new password to your registered email address.

Username *

Confirm Username *

Townsville Airport Contacts

Email

If you have any questions or concerns regarding the Ground Transport Payment Platform – Park Charge or Ground Transport Operations in general; you can email the Commercial team at groundtransport@tsvairport.com.au

Office

The Townsville Airport Management Centre is located across the road from the Terminal at:
Corner of Halifax Street and Stinson Avenue
GARbutt QLD 4814
It is directly opposite Qantas Freight and Toll and has its own car park.

Phone

Should you wish to speak to a member of the Commercial team regarding the Ground Transport Payment Platform – Park Charge or Ground Transport Operations in general; you can phone (07) 5536 9573