

# Stakeholder Notice

## Installing Automatic Trolley Dispensers

STK-N I-132  
Date 30 October 2025



As part of ongoing service improvements, new trolley management units have been installed at the International Terminal in preparation for the transition of trolley services to a pay per use trolley model.

### Location

Level 4 Departures.

MLCP L5/2 Lift foyer area.

MLCP Level 1 lift foyer, valet parking area, and the concrete walkway connecting the car park to the terminal.

Open-air carpark

### Scope of Works

The ITB trolley and baggage tub services will transition from Easy Cart to Smarte Carte at 0500 on Thursday, 30 October. This includes the introduction of a \$5 pay per use model for departing passengers, with Smarte Carte staff managing operations during a 2–4 week rollout period.

### Impacts

New trolley management units have already been installed throughout dedicated locations in preparation for a transition to pay per use trollies:

**Departing passengers:** Trollies available for \$5, facilitated through the trolley managed by the pay per use trolley units.

**Arriving passengers:** Trollies will be available in the arrivals hall as per current arrangement

**Valet passengers:** Trollies are available free of charge

**Passengers requiring special assistance:** Kerbside team will be able to facilitate trolley distribution via an agent authority card.

For a period of 2-4 weeks, there will be a phase out of the existing trollies, with some temporarily remaining in circulation, awaiting replacement of additional new trolley stock. Smarte Carte staff will manage both throughout the terminal and carparks at ITB from 5am Thursday.

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