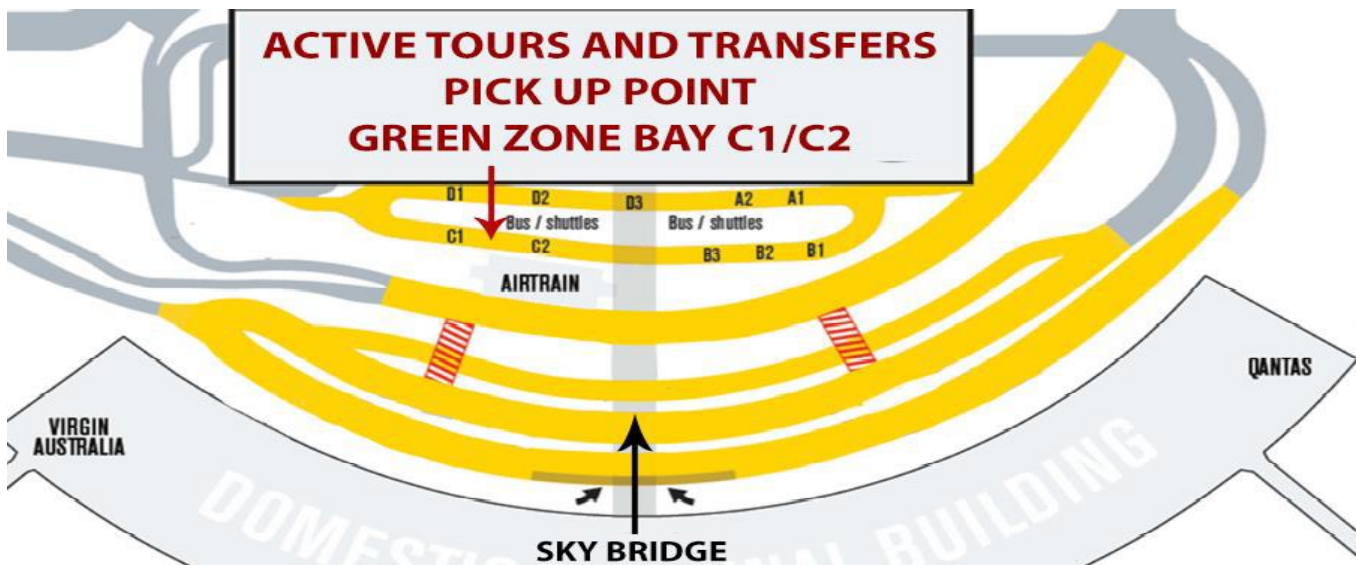


ARRIVAL INSTRUCTIONS AND TERMS AND CONDITIONS

Brisbane Airport – ARRIVAL INSTRUCTIONS

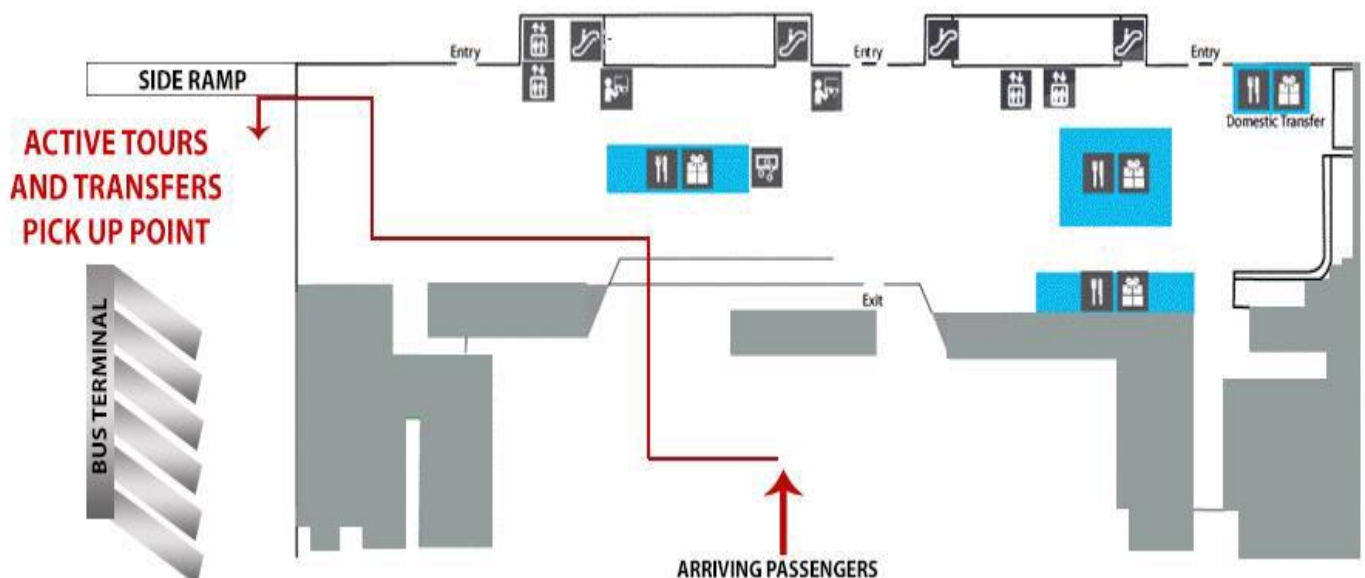
Incoming domestic passengers

Our driver will meet passengers at the **domestic airport bus and coach zone**. From the terminal, make your way up and over the Sky-bridge to the bus area. We will pull into Green Zone Bay C1/C2. Please be ready 15 minutes before our scheduled departure time.



Incoming international passengers

International passengers are collected after domestic passengers. Please go down the side ramp of the arrival's terminal to the bus area. Please switch your mobile phone on (if you have one.) Please do not wait in other areas.



Sunshine Coast – ARRIVAL INSTRUCTIONS

Incoming domestic passengers

Please go out the side doors of the terminal to the bus area. We will meet you at the Bus & Coach pick up point.



TERMS AND CONDITIONS

By making or confirming a booking you agree to the below Terms and Conditions. All Information contained herein is subject to change without notice

POLICY

Standard luggage for carriage on Active Travel includes up to one large suitcase not exceeding 20 kg, or two smaller luggage items equivalent items that are accepted by the airline as carry-on baggage. Excess baggage is charged at a rate of \$10.00 per item. Max 20Kg per item. Please advise us by phone if you are going to the Airport as we need to ensure we will have room to accommodate the extra items.

DAMAGED LUGGAGE

Although we take every care in handling and transporting luggage, we do not accept liability for lost or damaged luggage, other than is required by law. Please ensure that your luggage is loaded into the coach/trailer before you embark and if have concerns about potential damage, you are welcome to load the luggage yourself.

LOST LUGGAGE

Any luggage or personal items left on any Active Travel vehicle is held at the office at 43 Mary St Gympie Q 4570 at the owner's risk for no more than 90 days from the date of loss. Collection of any lost items is at the cost of and is the responsibility of the owner.

RESERVATION & BOOKINGS

Reservations are essential.

BRISBANE transfers may operate in conjunction with other service providers.

UNABLE TO CONTACT – Active Travel reserve the right to recover costs incurred by ourselves if we are unable to contact you or you do not contact ourselves within a reasonable time after landing at the airport. Costs may include but not limited to Parking fees, staff costs and refunds given to other passengers for waiting. PHONE 07 5313 6631.

CANCELLATION & REFUND POLICY

Cancellations Fees are as follows:

- No refund is available for cancellations within 24 hours of pick up time or failing to board.
- 50% refund is available for cancellations between 24 - 48 hours of pick up time
- \$15.00 – \$35.00 admin fee applies to all cancellations and changes
- Cancellation fees apply (50%) where passengers do not travel because of a delayed flight where our last service has departed from the airport for the day unless contact has been made with the reservation office for alternative arrangements.

FLIGHT CONNECTIONS AND MISSED FLIGHTS

It is the responsibility of the passenger to ensure that the service they are booked on is appropriate for the flight they wish to catch or disembark from. Although Active Travel will endeavour to run to on time, and make expected flight connections, no responsibility is accepted for missed connections whether due to weather, traffic or other delays however caused.

DELAYS ON SCHEDULED SERVICE

Active Travel will not be responsible for delays due to circumstances beyond our control. However, we will make every effort to overcome the problem. Due to other commitments, if your flight is delayed for more than 1 hour, we reserve the right to cancel the booking with no refund. If your service is the last of the day and we can wait for you. A waiting fee of \$35.00 per hour will be charged. Contact must be made with Office.

If your plane is diverted to another airport, we will cancel the booking with no refund. Please contact your airline for compensation.

DELAYS ON PRIVATE SERVICE

Active Travel will not be responsible for delays due to circumstances beyond our control. Included in the Private transfer fee is a waiting time of up to 30 minutes from the original time specified. A Waiting fee of \$35 per hour will be charged after this time. Contact must be made with Office.

DRUG AND/OR ALCOHOL

Active Travel may refuse to carry and may elect to remove from a service any passenger who in the reasonable opinion of the driver is intoxicated by drugs and/or alcohol. In such an event the passenger will be held liable for any costs borne by the company for the removal of the passenger and will forfeit any fare paid for the planned travel event. The use of drugs or consumption of alcohol while in a vehicle owned and/or operated by Active Travel is not permitted. Any passenger found to be using drugs or consuming alcohol will be asked to disembark and may be reported to the police.

USE OF MOBILE PHONES & PERSONAL DEVICES

While travelling in confined spaces good manners require that telephone calls be kept brief and voice volume to a minimum. Personal devices are to be used with headphones and are not to be audible to other passengers who may wish to rest. Passengers who engage in lengthy phone conversations at a volume that disturbs other passengers will be instructed by the driver to cease their call or disembark.

VIOLENT, DISORDERLY AND/OR AGGRESSIVE BEHAVIOUR

Any passenger found to be displaying violent, disorderly and/or aggressive behaviour will not be permitted to board, and if on board will be instructed to disembark. Offenders will be referred to the police. Any fares paid will be forfeited.

UNACCOMPANIED CHILDREN

Unaccompanied children must be 15 years of age and be able to travel independently. Additionally, it must not be a requirement of their airline that an adult must sign them in or out of care as our drivers are not able to do this.