Group & Private Charter Terms and Conditions

Booking, payment and travel conditions for private groups, clubs, weddings, events, transfers and extended charters with Sapphire Coast Buslines (SCB).

Please check your booking confirmation carefully.
It records the agreed itinerary, passenger numbers, vehicle requirements, collection times and price. These terms apply to group and private charters, not school charters, scheduled bus services or Sapphire Explorers tours.

01 Your booking agreement

"SCB", "we" and "us" mean Sapphire Coast Buslines. "You" and "the hirer" mean the person or organisation arranging the charter. The hirer remains responsible for the conduct of their passengers, whether or not the hirer travels.

These terms apply when SCB accepts the booking, whether the initial arrangements were verbal or written. Please read them before confirming. Any special conditions must be agreed in writing. Changes to our published terms will be notified and apply to future bookings.

02 Quotes and prices

Quotes are valid for **7 days** from issue and remain subject to vehicle availability until the booking is confirmed. All prices include GST. Unconfirmed quotes may change because of fuel surcharges or other operating cost increases.

Once a booking is confirmed, the agreed price remains unchanged unless the hirer requests a variation or an additional cost applies under the booking. Changes to vehicle size, kilometres, pickup or drop-off points, tolls, airport parking, driver meals and other agreed extras may require a revised quote.

If SCB identifies an obvious pricing error, we will notify the hirer and provide a corrected quote. If the revised quote is not accepted, SCB may withdraw the booking and refund amounts paid for services not provided.

Fuel surcharge

FUEL LEVY REMOVED: No fuel levy currently applies to local or away group and private charters. SCB reserves the right to review this position and introduce or reinstate a fuel levy in future if diesel reaches **$3.50 per litre**.

03 Booking details and changes

Check all dates, pickup and return times, locations, passenger numbers, luggage needs and accessibility requirements. Please advise us promptly of any discrepancies. Booking amendments take effect only when SCB issues an updated written confirmation that the hirer accepts.

Drivers cannot authorise changes to the booking, itinerary or price. Use of a vehicle between drop-off and a later pickup is not included unless expressly stated in your confirmation.

Safe and reliable travel

SCB and the hirer each have a role in ensuring a safe journey and keeping to the confirmed itinerary.

04 Passenger behaviour and safety

The driver is responsible for the safe operation of the bus or coach. The hirer is responsible for ensuring passengers behave appropriately and follow reasonable safety directions. Where fitted, seatbelts must be worn and aisles and exits kept clear.

No food or beverages may be consumed on board. Alcohol and recreational drug consumption are strictly prohibited. Smoking and vaping are not permitted on the vehicle or in prohibited areas nearby.

If passenger conduct becomes unsafe, threatening or disruptive, the driver may stop in a safe location and seek assistance. Any passenger removal must be managed safely and in accordance with applicable law.

05 Driver hours and confirmed times

Driver fatigue, work and rest periods are regulated by Australian law. The hirer and passengers must adhere to confirmed collection and departure times and must not delay or interrupt a journey in a way that would put driver compliance at risk.

If a delay creates a fatigue or safety issue, SCB may need to change the itinerary, pause travel or arrange another driver or vehicle. Any applicable additional costs are dealt with in section 10.

06 Damage to vehicles

The hirer is responsible for reasonable cleaning or repair costs arising from damage or excessive mess caused by the hirer or their passengers, excluding fair wear and tear. SCB will provide photographs and a damage report where charges are proposed.

07 Event bond

For bookings involving celebrations where alcohol-related conduct, excessive mess, damage, additional time or unplanned stops may be a concern, a **$500 refundable bond** is required. The bond is payable through the SCB website at scbuslines.com.au/product/group-charter-deposit/.

SCB will discuss any proposed deduction with the hirer and provide photographs or other evidence where appropriate. Any remaining bond amount will be refunded following the charter and assessment of any charges.

08 Luggage, vehicle features and extended charters

Tell SCB before booking about luggage, sporting gear, eskies, oversized items, mobility aids, accessibility needs and essential vehicle features. Unless otherwise agreed in writing, the **maximum recommended weight is 20 kg per bag, case or similar item**. Drivers may decline to lift or load items that cannot be handled safely.

Items must be stored safely as directed by the driver and must not obstruct aisles or exits. Soft-sided bags are preferred for overnight or extended trips. Vehicle photographs are illustrative: the make, model or livery supplied may differ, but agreed features such as seatbelts and luggage capacity will be matched.

For extended journeys, any agreed driver meals, accommodation, parking or other additional services should be recorded in the booking confirmation.

Payments and cancellations

Please contact our office promptly if arrangements change and quote your booking or invoice number.

09 Payment

Charter payments are made by invoice. **Full payment must be received no later than 7 days before travel**, unless other terms are agreed in writing.

Your invoice will include payment instructions and bank account details. Please include the invoice number as the payment reference. The online group charter deposit link in section 7 is for the refundable bond only, not payment of the charter invoice.

10 Late departures and additional costs

There is a **10-minute grace period** after the confirmed pickup or departure time. If the hirer or passengers delay departure beyond this period, overtime is charged at **$40.00 including GST for each commenced 15-minute period ($160 per hour)**.

If a delay makes the original vehicle or driver unavailable, reasonable additional costs for a replacement vehicle or driver may also apply. No delay charge applies where the delay is outside the hirer's control. An overtime charge does not guarantee the itinerary can be extended.

11 Cancellation by the hirer

Please advise SCB as soon as possible if a charter must be cancelled. The applicable cancellation conditions are summarised below. Notice is measured to the first scheduled pickup.

Notice or circumstance	Local Zone 1 day charter	Out-of-region or multi-day charter
More than 7 days	No cancellation charge	No cancellation charge
1-7 days before travel	No cancellation charge	20% of booking price, plus $80 booking fee
Less than 24 hours	Full or part payment at management discretion, plus $80 booking fee	Full or part payment at management discretion, plus $80 booking fee
Vehicle arrives but charter is not required and was not cancelled	Full booking price may be invoiced	Full booking price may be invoiced

The cancellation terms above are subject to applicable consumer rights. Separate, non-recoverable third-party fees may apply where disclosed and agreed.

Service commitments and your rights

Please speak with our team if you need assistance with your charter or have a concern about the journey.

12 Breakdowns and travel delays

SCB provides journey estimates in good faith, but actual travel can be affected by traffic, accidents, adverse weather, road closures, police directions and other circumstances outside our control. Arrival at a particular time cannot be guaranteed in every circumstance.

If a vehicle breaks down, SCB will take reasonable steps to arrange a suitable replacement or alternative transport so that passengers can continue their booked journey. We will discuss significant changes with the hirer as soon as practicable.

13 Events beyond either party's control

Where severe weather, government restrictions, strikes, supplier disruption or another event outside either party's reasonable control prevents travel, we will discuss postponement, an alternative service or cancellation.

A **full refund of the charter charge** applies if cancellation results from a pandemic, epidemic or other public health emergency, including associated government restrictions or public health orders. Separately agreed, non-recoverable third-party fees may remain payable.

14 Photographs and privacy

SCB uses booking and passenger information to arrange and deliver transport and handle related enquiries. Vehicle photos are illustrative and may not depict the exact make, model or colour supplied.

Identifiable photos of passengers or groups will not be used for marketing without appropriate express written consent from the individuals or authorised representatives, including any consent required for children.

15 Travel insurance and legal rights

Consider appropriate travel or event insurance if timing is critical, such as transfers for weddings, flights or major events. Nothing in these terms excludes any rights or remedies that cannot lawfully be excluded under Australian law.

16 Booking enquiries and office hours

For charter enquiries, contact **info@scbuslines.com.au** or call **02 6495 6452**.

Office hours: Monday to Friday 8:00 am to 5:00 pm; Saturday 9:00 am to 3:00 pm. Closed Sundays and public holidays.