School Charter Terms and Conditions

Booking, payment and travel conditions for school excursions, sporting trips and camps with Sapphire Coast Buslines (SCB).

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

01 Your booking agreement

"We", "us" and "SCB" mean Sapphire Coast Buslines. "You" and "the school" mean the school or organisation making the booking through an authorised representative.

These terms form part of your booking when supplied to you before you accept our quote and we confirm the booking. Schools are asked to acknowledge these terms annually. Any special conditions must be agreed in writing. Changes to these terms apply to future bookings; changes to an existing booking require agreement, except where required by law.

02 Quotes and prices

Quotes are valid for 30 days from issue and are subject to vehicle availability until confirmed. Prices include GST and cover the itinerary and services specified in the quote. Any minimum hire period will be shown in your quote.

Confirmed prices remain unchanged unless you request a variation or an additional charge applies under these terms. Extra stops, kilometres, vehicle changes, tolls, parking, driver meals or accommodation may affect the price. We will explain any revised price and seek your agreement before confirming a change.

If we identify an obvious pricing error, we will explain it promptly and offer a corrected quote. If you do not accept it, you may cancel without penalty and receive a refund of any amount paid for that booking.

FUEL LEVY REMOVED

SCB has dropped the fuel levy for all local and away school charters. No fuel levy applies while diesel remains below $3.50 per litre. SCB reserves the right to review or reintroduce a fuel levy for future bookings if diesel reaches $3.50 per litre or more. Any change will be advised in advance and apply to future bookings; confirmed prices will not change without agreement.

03 Booking details and changes

Check dates, pickup and return times, locations, passenger numbers, luggage and required facilities. Tell us promptly about errors or changes. Changes take effect only once we issue a revised written confirmation and you accept it in writing. Drivers cannot approve booking or price changes.

Tell us before booking about accessibility requirements, mobility aids, additional equipment and assistance needed so that suitable arrangements can be agreed. Vehicle use between drop-off and pickup is included only if stated in your confirmation.

Safe and reliable travel

The school and SCB each have a role in keeping students safe and the itinerary on time.

04 School run commitments and driver rest

Many charter vehicles must return to scheduled school bus services. Please plan excursions around the confirmed departure and return times and have your group ready to board on time. We cannot agree to itinerary changes that compromise school services, safe operation or driver work and rest requirements.

STRICT RETURN TIMES: For between-school charters, the agreed return time is a firm deadline. Schools must allow SCB's required return buffer before afternoon school services, as advised at confirmation. It cannot be reduced to accommodate delays or extra stops; SCB may shorten the trip to protect school runs.

Drivers must comply with applicable fatigue and rest rules. If a delay puts those requirements at risk, we may need to pause travel, change the itinerary or arrange another driver or vehicle. We will discuss the available options with the school contact as soon as practicable. Additional charges are limited as set out in section 10.

05 Supervision and passenger conduct

A teacher must travel on the bus for every school charter, including local and away charters. School staff remain responsible for student supervision, headcounts, behaviour and individual care needs. The driver is responsible for operating the vehicle safely.

AWAY CHARTERS - ONBOARD CONTACT: For away charters, the school must nominate a teacher travelling on the bus and provide SCB with a mobile number reachable throughout the trip. This contact manages headcounts and advises the driver of delays.

Passengers must follow reasonable safety instructions, remain seated while the vehicle is moving, use seatbelts where fitted and keep aisles and exits clear. Food and drinks must not be consumed on board unless SCB has agreed an exception in advance, including any necessary medical arrangements.

Smoking, vaping, alcohol consumption and recreational drug use are prohibited on board. Unsafe or abusive behaviour will not be accepted. A driver may stop in a safe place and contact the school or emergency services if necessary. Students will not be left unsupervised; any removal from travel must involve a safe handover to an authorised adult.

06 Damage to vehicles

The school is responsible for reasonable repair costs for damage caused by its staff or passengers, excluding fair wear and tear and any damage caused by SCB. We will provide photographs, a damage report and an itemised explanation of the charges. Charges will reflect the damage caused and will not include unrelated repairs.

07 Luggage and equipment

Please declare luggage, sporting equipment and mobility aids before booking. We will confirm the available storage and applicable weight or size limits for your vehicle. For overnight trips, soft-sided bags are preferred. Do not assume that additional or oversized items can be carried.

20 KG MAXIMUM PER BAG OR CASE: Schools must advise students and families of this limit before travel. Overweight luggage may be refused unless alternative arrangements are agreed with SCB in advance.

All items must be stored safely as directed by the driver, without obstructing aisles or exits. Unsafe or excess items may be refused. Drivers may decline to lift items that cannot be handled safely. Keep valuables with you and check for belongings before leaving. We will take reasonable care of property; section 15 preserves your legal rights.

08 Driver accommodation and meals

If the school agrees to provide these, the driver needs a quiet single room suitable for uninterrupted rest, with bathroom facilities that are not shared with anyone under 18. Confirm accommodation details, bedding requirements and meals with SCB before travel.

Payments and cancellations

Please contact us as soon as your plans change and quote your booking or invoice number.

09 Payment

Payment is due within 14 days of the invoice date unless different terms have been agreed in writing. Use the bank details on your invoice for direct deposit and include the invoice number as your reference. Contact our office for other available payment options.

If you query an invoice or expect difficulty paying on time, please contact us promptly. We will discuss overdue amounts with you and seek to resolve the matter. These terms do not impose an automatic daily interest charge.

10 Late departures and additional costs

For delays caused by the school or its passengers, the first 10 minutes after the confirmed departure time are free. After that grace period, overtime is $40.00 including GST for each commenced 15-minute period ($160 per hour). For example, a departure 20 minutes late attracts $40.00.

If your delay requires a replacement vehicle or additional driver, reasonable additional costs may also apply. We will explain these costs as soon as practicable, provide an itemised account and avoid charging twice for the same cost. No delay charge applies where the delay is outside the school's control or is caused by SCB. Paying overtime does not guarantee that we can extend the itinerary.

11 Cancellation by the school

Cancel by email to **charter@scbuslines.com.au**. If travel is within 24 hours, also telephone our office or the after-hours contact in your confirmation. We will acknowledge your cancellation. Notice is measured from when we receive it to the first scheduled pickup, using calendar days and local NSW time.

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
24 hours to 7 days inclusive	No cancellation charge	20% of the booking price, plus $80 booking fee
Less than 24 hours	Up to the full booking price, plus $80 booking fee	Up to the full booking price, plus $80 booking fee
Vehicle arrives and booking has not been cancelled	Up to the full booking price	Up to the full booking price

Your quote will identify whether the booking is Local Zone 1, out-of-region or multi-day. Only one cancellation band applies. For cancellations within 24 hours, SCB will explain the amount charged. All cancellation charges, including the booking fee, are capped at our reasonable net loss and costs after allowing for costs saved and any replacement booking. We will not recover the same loss twice.

These charges apply to cancellation by the school for its own reasons. Sections 12 and 13, and any rights under the Australian Consumer Law, take precedence where applicable.

Service commitments and your rights

Please speak with our team if you need help with your booking or have a concern about your trip.

12 Disruptions and cancellation by SCB

We take reasonable care when planning journeys, but traffic, road closures, severe weather and other events can affect travel times. If a breakdown or disruption occurs, we will advise your school contact and take reasonable steps to arrange suitable replacement transport or another agreed solution.

Fleet photographs are illustrative. A different make, model or livery may be supplied, but the vehicle must meet the agreed capacity, seatbelt, accessibility and luggage requirements. If we cannot provide an agreed essential feature, we will discuss alternatives with you.

If SCB cancels or cannot provide the agreed service and you do not accept an alternative, we will refund amounts paid for the unprovided service. Any further rights or remedies available under law remain unaffected.

13 Events outside either party's control

If an event beyond either party's reasonable control makes travel unsafe, unlawful or impossible, we will promptly discuss postponement, an alternative or cancellation. We will take reasonable steps to minimise disruption. If the service cannot proceed and no alternative is agreed, we will refund the unprovided charter service.

A full refund of the charter charge applies if cancellation results from the effects of COVID-19 or another communicable disease, including government restrictions, public health measures or effects on SCB's ability to operate. Any separate third-party charges must have been disclosed and agreed in advance; only lawful, non-recoverable amounts may be retained, with an explanation. Statutory refund rights are not limited.

14 Privacy and photographs

We use personal information to organise and deliver your transport and handle related enquiries, in accordance with our privacy policy at scbuslines.com.au. Provide only information needed for the trip and use an appropriate secure channel for sensitive details.

We will not use identifiable passenger photographs for marketing without appropriate express written consent. For students under 18, parent or guardian consent is required, together with any school permissions. Making a booking does not provide marketing consent.

15 Consumer rights and insurance

Nothing in these terms excludes, restricts or modifies rights, guarantees or remedies that cannot lawfully be excluded under the Australian Consumer Law or other applicable law. SCB remains responsible for matters for which it is legally liable.

We recommend that the school consider appropriate travel insurance for cancellation, personal belongings and travel disruption, particularly for overnight trips. Insurance does not replace SCB's legal obligations or the school's rights.

16 Questions and feedback

Contact **02 6495 6452** or **charter@scbuslines.com.au**, or use scbuslines.com.au/contact/. Our office is at 39 Redfern Close, South Pambula NSW 2549. For urgent travel issues outside office hours, use the contact supplied in your booking confirmation.