

## Table of Content's

Acknowledgement of Country and Welcome	Page 1
General Conditions	Page 2
Fares	Page 3
Hotel Pick Up's	Page 3
Cancellation Policy	Page 3
Road Traffic Rules	Page 3
Smoking and Alcohol	Page 4
Disruptive Behaviour	Page 4
Children and Infants	Page 5
Disabilities	Page 5
Service Cancellations	Page 6
Dress Code and Personal Hygiene	Page 7
Liability and General Conditions	Page 7
Contact Us	Page 8

***Wynyard Bus Lines would like to acknowledge the traditional custodians of this land on which we meet and pay respects to it's Elders, both past and present.***



All clients and passengers accept the following terms and conditions that accompany any booking or service provided by the Wynyard Bus Lines Group.

## General

- Itineraries, prices and days of operation are subject to change or withdrawal without notice. A fuel levy may apply when world oil prices exceed the allowance in the fare.
- All reservations are subject to availability.
- Wynyard Bus Lines reserve the right to deny travel where a risk to customers, public or staff is perceived.
- Passengers are responsible for any damage caused to the vehicle as a direct result of your booking. Examples include vandalism, excessive vehicle cleaning due to food or beverage spillage and breakage of interior or exterior fittings.
- No food or drink is to be consumed on any Wynyard Bus Lines vehicle, with the exception of bottled water.
- You agree that our Wynyard Bus Lines, or its Representatives, may take photographs and films of you while you are on a Tour and that these may be used in our brochures and/or advertising or publicity material or online without obtaining any further consent or payment in respect of such photographs and/ or films.
- All luggage and personal effects are at all times and in all circumstances at the risk of the tour participant. Luggage insurance is strongly recommended as The Wynyard Bus Lines Group will hold no responsibility for any damage to or loss of property.
- Wynyard Bus Lines employees may request assistance in loading or unloading any luggage items.
- Wynyard bus Lines is not responsible for any property left or thought to be left on a Wynyard Bus Lines vehicle. Wynyard Bus Lines will endeavour to search each vehicle at least daily for lost property and store it at the depot office for a maximum of 48 hours. Wynyard Bus Lines reserves the right to dispose of or destroy any lost property after this time.
- Any lost property found must be collected from Wynyard Bus Lines depot within 48 hours.
- Wynyard Bus Lines does not guarantee the security of any lost property.

## Fares

- Fares are in Australian dollars, include GST (Goods and Services Tax) and are subject to change without notice.
- Fares are correct as of the 1/7/2017

## Pick Up's

- To arrange pick up's, please contact the Wynyard bus Lines reception 48hrs prior to departure time

## Cancellation Policy

- A 100% cancellation fee applies for trips cancelled within 48 hours of departure when no notice is given. However, if notice of cancellation is given and the trip is re-booked there is no charge.
- There is a zero cancellation fee when a trip is cancelled more than 48 hours prior to the tours commencement.
- For vehicle charters, a minimum of 36 hours notice must be provided to Wynyard Bus Lines or the client will forfeit 100% of the total cost

## Road Traffic Rules

- Passengers will comply with all directions of Wynyard Bus Lines in relation to Traffic Rules and Regulations.
- Law requires all passengers to wear seat belts in seat belt equipped vehicles. Wynyard Bus Lines employees are not responsible for policing this requirement.
- Parents, guardians or the client are required to ensure all children wear seat belts in seat belt equipped vehicles.
- Wynyard Bus Lines are not responsible for the provision, installation and securing of children and child booster seats, capsules and child restraints. Parents, guardians or the client are responsible to install and secure all child restraint and booster seats in anchor point equipped vehicles.

- Wynyard Bus Lines may provide child seats if available. please contact reception for details.

## Smoking and Alcohol

- Government regulations prohibit smoking, including e-cigarettes, the consumption of alcohol or illegal drugs inside the bus and at some sites. Please restrict smoking to the stops as part of the trip in accordance with directions from the Guides.
- In the interests of the safety and comfort of all passengers Wynyard Bus Lines reserves the right to refuse travel or remove passengers carrying or being under the influence of alcohol or illegal drugs. Any and all additional costs incurred as a result of the refusal to transport, or the removal from the trip, will be borne solely by the passenger

## Disruptive Behaviour

- Violence, disorderly conduct and aggression will not be tolerated.
- Persons behaving in a disruptive manner may be removed from the Tour at the sole discretion of Wynyard Bus Lines. A trip may be halted until inappropriate behaviour has been resolved, including if necessary the involvement of Police.
- Any and all additional costs incurred as a result of the removal from the service, will be borne solely by the passenger.

## Children

- Wynyard Bus Lines drivers reserve the right to red card any child who displays inappropriate behaviour as deemed by the driver. Wynyard Bus Lines drivers are responsible for the safe operation of the vehicle as their primary focus.
- Further action will be taken by Wynyard Bus Lines toward any child who endangers the lives or wellbeing of any other passenger or staff member.

# Disabled Passengers

- It is the customers responsibility to disclose to Wynyard Bus Lines, any physical or mental condition that may hinder access to, from or while on our the coach.
- Wynyard Bus Lines may provide disability vehicles, that can assist passengers in wheel chairs and other physical restrictions. Please contact reception for more information
- NT Day Tours reserves the right at its discretion to exclude from a trip, or to terminate the travel arrangements during the course of the tour without refund, of anyone who:
  - o is unable to cope with the requirements of the trip – this includes embarking and disembarking 4-6 steps that are approximately 30 centimetres high, at each stop of the coach, which on some tours is at least 8 times per day
  - o who may need services or facilities that are not available
  - o fails to comply with the reasonable instructions of Wynyard Bus Lines personnel
  - o engages in illegal or undesirable behaviour or interferes with the enjoyment of or jeopardises the safety of other participants
- Anyone so excluded will be required to disembark at a safe public location, transport from which will be wholly their responsibility.
- You agree that Wynyard Bus Lines is released from all liability for, and you agree not to hold Wynyard Bus Lines responsible for, termination of your travel arrangements in accordance with the previous condition, or any decision made by Wynyard Bus Lines or by any service provider who refuses to provide you with special services that are not available or who refuses to carry you by reason of any disability or medical condition.

## Service Cancellations

- Services maybe cancelled at any time due to unforeseen Operational Circumstances and/or as a result of natural disasters, for example: flooding, road closures, operational requirements and closure of sites.
- Wynyard Bus Lines is not responsible for any costs incurred by passengers as a result of cancelled services.
- Any/All costs incurred by passengers as a result of cancellations will be borne solely by the Passenger.

## Dress Requirements and Personal Hygiene

- Suitable and appropriate clothing and footwear must be worn on all Wynyard Bus Lines trips and must be where possible, suitable to the surrounding environment and conditions.
- Wynyard Bus Lines will not be held accountable for any injuries sustained on the trip as a result of inappropriate attire whilst on tour
- A reasonable standard of clean clothing and footwear is required. Passengers must be sufficiently washed and clean prior to boarding the coach. Any passenger with an odour that, in the reasonable opinion of the company, is objectionable to other passengers or staff may be asked to bathe themselves prior to boarding and/or may be required to travel on another service. If this change incurs a fee, it will be borne by the passenger.

## Liability and General Conditions (continued)

- Wynyard Bus Lines, and or their agents, will not be liable for any accident, injury or death of any passenger, nor loss or damage to personal effects or luggage, irrespective of the conditions from which such accident, injury, death; loss or damage may have arisen.
- Wynyard Bus Lines, and or its agents will not be responsible for any inconvenience, or loss occasioned to delays to Tours and additional cost of accommodation, transport and associated expenses and this includes adverse weather.

- Wynyard Bus Lines, and or its agents reserve the right to cancel, vary or substitute any trip in any way for any reason deemed necessary.
- Wynyard Bus Lines, and or its agents, reserves the right to refuse carriage of any person on any journey and to remove any person from any journey for any reason or in the interest of other passengers.
- For safety reasons certain goods or articles cannot be carried on journey, such as weapons, explosive goods and flammable items.
- Occasionally, it may be necessary to alter or amend itineraries and sightseeing arrangements or use alternative suppliers from those published. This may be due to road, weather and other operational needs prevailing at the time, and is always made in the best interests of the passengers comfort. Any personal expenses incurred by a client as a result of any delay, alteration or curtailment of any tour, whether caused by mechanical defect, strikes or any other cause are the responsibility of the client. Wynyard Bus Lines is unable to guarantee exact arrival and departure times, and is not liable for any failure to make connections with any other service, or guarantee the operation of any particular Tour.

For further information on any of the terms and conditions seen here, please contact the Wynyard Bus Lines reception on (03) 6442 2891 or email us at [sales@wynyardbuslines.com.au](mailto:sales@wynyardbuslines.com.au)

*To connect with us, share photo's, video's or feedback on your tour, please like and follow us on Facebook and Instagram or email us at [sales@wynyardbuslines.com.au](mailto:sales@wynyardbuslines.com.au)*



[www.facebook.com/wynyardbuslines](https://www.facebook.com/wynyardbuslines)

Wynyard Bus Lines PTY LTD is proud to be part of the Wynyard Bus Lines Group

Updated: August 2017