

Whitsunday Transport COMPANY

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www.whitsundaytransportcompany.com.au

IMPORTANT INFORMATION ABOUT YOUR AIRPORT TRANSFER

Thank you for choosing Whitsunday Transport Company to assist you with airport transportation.

YOUR ARRIVAL

Upon arrival you will find your driver waiting in the baggage reclaim area holding a sign with your name on it. Please let your driver know you have arrived BEFORE waiting for luggage. If your flight is delayed, rest assured we will still be there to greet you when your flight does arrive.

YOUR DEPARTURE

When booking your transfers, you will have received a confirmation with all relevant times indicated. However, **PLEASE NOTE** that the evening prior to departure, you will receive a final SMS confirming the departure time from the hotel (Australian mobiles only). The time shown is the time the bus leaves the accommodation. Your punctuality is greatly appreciated. If you do not have an Australian mobile, the same information will be emailed to you.

FLIGHT DELAYS

If your departing flight (from the Whitsundays) is more than 3 hours delayed, we MAY (subject to our own scheduling restrictions) also delay the shuttle to coincide with the new scheduled flight time; in this case we would be in contact with you to inform you of the new pick-up time.

PAYMENT POLICY

We have relationships with the following properties where, for convenience, the cost of the transfers will be added to your room account.

- at Beach Court Holiday Villas
- at Marina Shores
- at Waterfront Whitsunday Retreat
- at Heart Hotel and Gallery Whitsundays
- Mirage Whitsundays
- at Boathaven Bay Holiday Apartments
- at Waters Edge Resort
- at Whitsunday Vista Holiday Apartments
- The Sebel Whitsundays Airlie Beach

All other transfers must be paid directly to ourselves and prior to travel date. **Note:** We shall contact you directly for credit card details.

LUGGAGE POLICY

Baggage is limited to one large suitcase and 1 carry on per person.

Although we take every care in handling and transporting luggage; we accept no responsibility for lost or damaged luggage. We recommend personal and valuable items should be carried with you as hand luggage (computers and electronic equipment). Any oversized items ie bikes, prams, surf boards etc can be accommodated but we require prior knowledge please.

CHILD SEATS

- Infants up to a maximum of 12 months of age may travel free of charge on their parent's lap/ or lap of an appropriate person over 16 years.
- A baby seat or booster seat can be booked and provided for other children over 12 months of age. Please advise in advance of the transfer as child seats are subject to availability.
- There will be no extra charge for using Whitsunday Transport Company's baby seats however, normal seat pricing applies.
- Passengers are welcome to bring their own child seats. Please advise in the comments section when booking your transfers. Normal seat pricing applies.
- All Whitsunday Transport Company baby seats and boosters seats comply with Australian standards.

CONDITIONS OF TRAVEL

- Transfers will be charged in full if less than 24 hours' notice is given to cancel, or the passenger fails to board.
- Food and drinks are not permitted on the bus.
- Under Australian Federal and State Government Regulations, smoking and the consumption of Alcohol or illegal drugs is prohibited in passenger vehicles
- Any passengers displaying violent, aggressive, or inappropriate behaviour will not be permitted on the bus; any fares paid will be forfeited.
- Respectfully, we request passengers refrain from phone calls on the bus. If watching videos etc in consideration for other passengers, we require that you use headphones.
- We will not be held responsible for delays beyond our control; however, we will make every effort to overcome the problem and get you to your destination.
- Cancellations beyond our control due to unforeseen circumstances (road closures, flooding, natural disasters) - no Refunds given (unless more than 24 hours' notice is given); however, we will re-book your shuttle at no extra charge.
- Passengers who miss their flight to the Whitsundays will be charged in full.
- ACT OF GOD – Airline flight cancellations due to extreme weather conditions resulting in cancellations – NO REFUNDS will be given; however, we will re-book your shuttle for future use at no extra cost.