

CONDITIONS OF TRAVEL

Passengers are requested to be ready **5 minutes prior** to pickup time for the consideration of other passengers. GCHT advises that the coach is unable to wait for passengers who are not ready at the agreed pickup time for departures.

We suggest clients reconfirm their departure transfer **24 hours** prior to their pre-arranged pickup time.

Passengers are not permitted to carry any dangerous items onboard the vehicle at any time. These include, but not limited to, gas drums, petrol containers, knives, etc.

GCHT is not responsible for any passenger's illness, injury or death. We require all passengers to keep arms, heads and bodies inside of the vehicle at all times.

GCHT does not permit any animal inside the vehicle, with the exclusion of guide dogs.

At no time should any passenger throw **ANY** objects out of the vehicle.

If a person is found to be intoxicated, or behaving unduly, drivers retain the right to refuse entry onboard the coach, unless using a prescribed medicine.

If a person is found to be behaving in an improper manner, or to be a threat to other passengers, they will be removed from the vehicle and reported to the appropriate authorities.

GCHT is not liable for delays incurred by road works traffic accidents or incidents beyond our control.

(Subject to traffic conditions beyond our control)

These terms and conditions are not negotiable, and may not be altered in any way, with the exclusion of GCHT management. These terms and conditions listed on this page also apply to family, friends and employees of GCHT, and if found to be breaching any of the before mentioned conditions, will be terminated immediately and be referred to the proper authorities.

AIRPORT ARRIVALS

International – Following completion of arrivals procedures, a GCHT representative can be located on the left hand side directly beside the **“Pre Booked Ground Transport Meeting Sign”** prior to the exit doors, holding a GCHT name board.

Domestic - Passengers are met at their respective incoming flight luggage carousel. If you have not been located by our driver within **30 MINS** of the arrival from the pick up points as mentioned, please call our office on **(07) 5531 5888** and you will be updated with the location of your driver.

As GCHT operates a pre booked meet & greet transfer service, sometimes our drivers have to meet other flights with similar arrival times, prior to leaving the airport.

Late Flights - If your flight is delayed beyond your control with no **transfer service available** to your destination, the one-way fare will be refunded (**Conditions Apply**) and passengers can arrange alternative transport with airport provided services at own expense.

GCHT recommends that travellers take out relevant travel insurance to cover such incidents. As we aim to keep waiting time to a minimum, short delays may occur beyond our control.

BAGGAGE INFORMATION

As per airport guidelines, we provide sufficient luggage space by limiting clients to **2 suitcases per person**. Excess or large items will be carried at the discretion of GCHT, and will be subject to an additional charge.

GCHT will exercise all due care when handling your luggage, however, we do not accept responsibility for loss or damage to your luggage and/or valuable items. Passengers are advised to carry jewellery and other valuable items with them at all times.

Passengers are required to ensure they retain all luggages' that is their property upon disembarking the vehicle. Any items of luggage that is left onboard or behind will be kept by GCHT for a maximum of 30 days, and logged on a Lost and Found register. If item is unclaimed after the 30-day period, GCHT is not liable for any loss suffered by the passenger, who has failed to remove all baggage upon disembarking, which will then be disposed off accordingly.

CANCELLATION POLICY

Refunds will only be made subject to the following conditions:

Cancellation in excess of 24 hours, **GCHT** will refund 100% of charges payable.

Cancellations under 24 hours, with more than 12 hrs notice given incur a **50%** penalty.

Cancellation less than 12 hours will incur a **NIL** refund.

Credit card refunds once processed incur a processing fee.

GCHT recommends that travellers take out relevant travel insurance to cover unforeseen circumstances, prior to travel.

AIRPORT CHECK-IN

GCHT advises passengers to book their coach in accordance with Airport Regulations, regarding departure and check-in times. The following information regards the times you need to check-in when travelling overseas or within Australia.

GOLD COAST DOMESTIC – Minimum **1 hour prior** to departure

GOLD COAST INTERNATIONAL – Minimum **2 hours prior** to departure

BRISBANE DOMESTIC – Minimum **2 hours prior** to departure.

INTERNATIONAL AIRPORT – Minimum **3 hours prior** to departure.