



## SHUTTLE & CHARTER TERMS & CONDITIONS

### 1 Introduction

- 1.1 Ranz Complete Solutions Pty Ltd trading as T-Ranz Charters is proudly Australian owned and operated.
- 1.2 We provide a safe, clean and professional service.
- 1.3 Our services include Shuttle and Charter services for airport transfers, weddings, parties, cruise terminal, events, sport events and functions.

### 2 Use of tickets

- 2.1 You must show your ticket to T-Ranz staff as a condition of travel on the bus. If you purchased a ticket online from the T-Ranz website [www.t-ranz.com.au](http://www.t-ranz.com.au) you must present a scannable bar code (either as a print out or on your portable electronic device) to the driver.
- 2.2 All tickets on this service are marked and can only be used on this service and one way or return as noted.

### 3 Booking and payment

- 3.1 When making your reservation we will preauthorise your debit or credit card an amount of \$50. This pre-authorisation will be released back to your account within 4-5 working days.
- 3.2 A private shuttle service is available but must be advised at the time of booking and although we will make every endeavour to meet your request, it is always subject to availability.
- 3.3 If the service you have booked is:
  - (a) a charter service, you must pay the full fare at least 24 hours before the commencement of the service or by cash to the driver before the commencement of the service;
  - (b) The shuttle service, the full fare can be paid to the driver before the commencement of the service.
- 3.4 T-Ranz Airport Shuttle recommends that you pre book your pick up 24 hours or more before you wish to travel to ensure a seat on the service you wish to travel.
- 3.5 You must be at your agreed departure point at least 20 minutes before the departure time on your ticket and waiting charges will be incurred if you are not at the departure point within 5 minutes of the departure time shown on your ticket. The driver will only wait up to 15 minutes from the booked pick up time for private services and 5 minutes for shuttle services after which, in the driver's sole discretion, they may wait or leave because of other reservations. If our driver decides to wait, the waiting charges will be an extra \$20 for 15-30 minutes and \$55 for more than 30 minutes up to one hour.
- 3.6 If you are travelling to the airport please ensure you book the time according to your check in time at the airport. For domestic flights, we recommend 3 hours and for international flights 5 hours, to allow ample time to travel and arrive and check in for you flight.

### 4 Infants & Children

We do not permit children aged less than 10 years to travel unaccompanied by a parent or guardian. Children aged 10 years and over may travel unaccompanied but their supervision and safety is the sole responsibility of their parent or guardian.

### 5 Behaviour, alcohol and food etc.

- 5.1 The consumption of alcohol, other drinks and food (except water in screw top containers) is prohibited.
- 5.2 The smoking of cigarettes or e-cigarettes or the carrying, using or selling of any prohibited/illegal substance is also prohibited.

5.3 You will be charged a cleaning fee if the T-Ranz bus is damaged or soiled by any bodily fluids food or beverages carried on the T-Ranz bus in breach of these terms.

5.4 We will require any passenger to disembark, or permission to board will be refused, if in the opinion of T-Ranz or the driver and in their sole discretion:

- (a) the passenger is affected by alcohol or drugs;
- (b) there is a threat to any passenger or T-Ranz staff member as a result of violent, abusive or aggressive behaviour.

Violence, abuse or aggression in any form will not be tolerated and we will report any such behaviour to the police.

### 6 Baggage

6.1 The T-Ranz baggage allowance is the same as the standard checked and carry-on baggage allowance of the airline for which you hold a ticket. Large items (such as bikes, surfboards, very large items or excess baggage) must be pre-booked and carriage of these items is subject to availability of space on a relevant trip. Extra charges may apply for large items.

6.2 Passengers are responsible for the protection of fragile items and must ensure that no item causes any danger, obstruction or inconvenience to other passengers, the driver or the bus.

### 7 Left Luggage

- 7.1 Any property left aboard a T-Ranz vehicle or in a T-Ranz terminal will be stored at the owner's risk for no more than 14 days.
- 7.2 A reasonable administration fee will be applied for the return of lost property in addition to any freight expenses incurred in the return of lost property, which you must pay in advance.

### 8 Credit Cards

- 8.1 T-Ranz accepts Visa and MasterCard credit and debit cards.
- 8.2 You authorise us to charge your credit or debit card for all costs and expenses incurred as a consequence of your booking and travel on the T-Ranz Charters and Shuttle. All such charges will be made within a reasonable time after your travel.
- 8.3 A credit card fee applies to, and varies depending on, the type of credit or debit card used.

### 9 Fares

Fares are subject to change without prior notice.

### 10 Cancellation

- 10.1 If you need to cancel your booking you must notify us, as cancellation fees apply.
- 10.2 For charter services, the minimum cancellation notification period is one week prior to your booked date and time. Cancellations of between one week and 24 hours prior to your booked date and time incur a cancellation fee of 50% of the ticket price.
- 10.3 For shuttle services, the minimum cancellation notification period is 48 hours prior to your booked date and time. Cancellations of between 48 and 24 hours prior to your booked date and time incur a cancellation fee of 50% of the ticket price.

10.4 For both the shuttle and charter services the full ticket price is payable for cancellations of less than 24 hours prior to your booked date and time or if you fail to travel and there has been no prior notification of cancellation.

### 11 Baby seats/booster seats

- 11.1 Requests for child restraints or booster seats must be made at the time of booking.
- 11.2 If a request is not made and a restraint or seat is not available, any child requiring such a restraint or seat will be unable to travel, as legislation prohibits the carriage of infants of less than seven years of age without the appropriate restraint or seat.

### 12 Mobility

- 12.1 If you have a mobility issue, or require wheelchair access this must be notified at the time of making your booking so that we can ensure that a bus with appropriate facilities is allocated. We will use our best endeavours to accommodate any passengers with mobility or disability restrictions but if prior notice is not given you may be unable to travel.
- 12.2 Each disabled passenger needs to ensure they can board, disembark and move around the bus unaided or, alternatively, to travel with a carer/companion.

### 13 Drivers and Passenger

- 13.1 T-Ranz drivers will provide minor assistance for a passenger at the discretion of the driver.
- 13.2 Passengers must be able to move and place their own luggage on and off the bus and within the bus.
- 13.3 Passengers also acknowledge that their luggage must be stowed safely and securely.
- 13.4 Passengers acknowledge that by boarding the bus they may be filmed by CCTV footage and any film taken may be used by T-Ranz strictly for purposes relating to issues of security and arising from the journey or for the purposes of legal proceedings by T-Ranz or third parties.

### 14 Animals

Pets, with the exception of assistance dogs, cannot be carried.

### 15 Our responsibilities

- 15.1 T-Ranz's professional service will always take the utmost care with your belongings however, we are not be held liable for wear and tear, lost or damage belongs.
- 15.2 It is the passenger's responsibility to ensure their personal belongings, handbags, glass etc. are kept with them at all times and they check their seat before disembarking the bus.

### 16 Limitation of Liability

16.1 You have consumer rights conferred by the Australian Consumer Law and neither this clause nor any other provision of these Terms and Conditions exclude, restrict or modify any implied terms, guarantees or rights you have under that law or any other Federal, State or Territory legislation.

16.2 Subject to clause 16.1:

- (a) all passengers and their property are carried entirely at their own risk;
- (b) T-Ranz will not be liable to the passenger for death, sickness of or any other injury to any passenger or for any other injury, loss or damage suffered by the passenger whether personal or consequential or otherwise, unless as a result of its negligence;
- (c) T-Ranz will not be liable for the loss of or damage to any personal effects, luggage or other goods, whether or not such loss or damage is suffered, or is caused by anything occurring before, after, or in the course of any journey; and
- (d) T-Ranz' liability to a passenger is limited to the amount paid by the passenger to T-Ranz for his/her ticket.

16.3 If travelling to the airport, it is your responsibility to meet your airline's check-in time and to allow sufficient time for unexpected delays, traffic congestion at or near Sydney International or Domestic Airports, unavailability of Car Park space, accidents, road works, delays or inoperability of transport services between the Car Park and the terminal (if any).

### 17 General

- 17.1 We understand that your right to privacy is of the utmost importance. To that end, we are committed to the protection of your personal information. Any information we collect from you is used only to provide you with our service.
- 17.2 We hope you enjoy your travel with us and we welcome you home or if traveling we wish you a safe Journey.