

Flight Delays Policy

Airport Transfer Services — Inbound Arrivals, Delay Management & Passenger Coordination

Issued by	Sydney Charter Bus Pty Ltd ABN: 44 134 888 912
Trading as	Sydney Charter Bus Australia (SCBA)
Accreditation	NSW Accreditation No. 39461 — Transport for NSW
Applies to	All inbound airport transfer services — Sydney Airport T1, T2 & T3
Airport rates	Effective from 1 July 2025 — reviewed annually
Contact	1300 468 199 0413 182 999 info@sydneycharterbus.com.au

Overview	Sydney Charter Bus Australia provides dedicated airport transfer services for inbound arrivals at Sydney Airport's domestic (T2/T3) and international (T1) terminals. This policy sets out the standard waiting periods, delay protocols, parking cost structures, multiple-flight procedures, and the respective responsibilities of Sydney Charter Bus Australia and the hirer in managing flight delay scenarios.
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1. Standard Waiting Periods — What Is Included in Every Quote

All airport transfer quotes include a standard allocated waiting period to accommodate typical arrival, disembarkation, and baggage collection timeframes. The following allowances are built into every inbound airport transfer booking:

- ✓ **Flight delay buffer** — 30 minutes delay allowance is included in all inbound airport transfer quotes as standard.
- ✓ **Domestic terminal baggage** — 30 minutes baggage collection time is allocated for arrivals at Sydney Domestic Terminals T2 and T3.
- ✓ **International terminal baggage** — 60 minutes (1 hour) baggage collection and customs clearance time is allocated for arrivals at Sydney International Terminal T1.

Important	The standard waiting periods listed above are included in every quote as a baseline. Any delay that exceeds these allocated timeframes will be subject to the overtime and parking cost provisions set out in this policy.
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2. Sydney Airport Parking Rates — Effective 1 July 2025

Sydney Airport operates a timed commercial vehicle parking system. All parking fees incurred during an airport transfer service are passed on to the hirer at cost and are not included in the standard charter fare. Rates apply to all terminals (T1, T2, T3) and are subject to annual review by Sydney Airport Corporation.

Vehicle Class	Duration	Rate (incl. GST)
Mini Bus (up to 12 seats)	0–15 minutes	\$8.89
Mini Bus (up to 12 seats)	16–30 minutes	\$17.66
Mini Bus (up to 12 seats)	31–60 minutes	\$34.48
Mini Bus (up to 12 seats)	61–120 minutes	\$51.55
Mini Bus (up to 12 seats)	121–180 minutes	\$68.81
Mini Bus (up to 12 seats)	181+ minutes	\$84.27
Bus (13–24 seats)	0–15 minutes	\$13.11
Bus (13–24 seats)	16–30 minutes	\$26.75
Bus (13–24 seats)	31–60 minutes	\$53.50
Bus (13–24 seats)	61–120 minutes	\$77.91
Bus (13–24 seats)	121–180 minutes	\$103.87
Bus (13–24 seats)	181+ minutes	\$129.84
Coach (25+ seats)	0–15 minutes	\$20.32
Coach (25+ seats)	16–30 minutes	\$41.67
Coach (25+ seats)	31–60 minutes	\$80.89
Coach (25+ seats)	61–120 minutes	\$121.20
Coach (25+ seats)	121–180 minutes	\$161.64
Coach (25+ seats)	181+ minutes	\$197.87

Note

Sydney Airport parking rates are set by Sydney Airport Corporation and are subject to increase on 1 July each year. Rates listed above are effective from 1 July 2025. Current rates will always be applied at the time of service.

3. Multiple Flight Arrivals — Scheduling & Coordination

Where a booking involves passengers arriving on multiple flights, the following protocol applies:

- **Driver arrival timing** — The driver will arrive at the terminal 20 minutes after the last scheduled flight has landed. This policy minimises airport parking costs, terminal congestion, and unnecessary waiting charges for the hirer.
- **Staggered arrivals** — Where multiple flights are scheduled to land within 30 minutes of each other, passengers from the first arriving flight will be required to wait at the terminal until all flights have landed. Passengers should be briefed in advance that waiting at the terminal is a normal part of the pickup procedure for multi-flight transfers.
- **Dedicated dispatcher required** — The hirer, company, or organisation coordinating a multi-flight transfer must assign a dedicated flight dispatcher who is on duty and actively monitoring all active flights throughout the transfer window. This person is responsible for communicating real-time flight status updates to Sydney Charter Bus Australia.

Multiple Flight Protocol

- Driver arrives 20 minutes after the last scheduled flight lands
- Passengers on earlier flights wait at the terminal for the full group
- All passengers must be briefed in advance regarding terminal wait times
- A single dedicated flight dispatcher must be assigned and on duty
- All flight updates must be communicated to us as early as possible

4. Extended Delays — Decision Points & Overtime

Sydney Charter Bus Australia schedules its fleet to allow for standard delay buffers on all airport transfer services. Where a delay extends beyond the allocated waiting period, the following provisions apply:

- ! **Up to 60 minutes** — Covered by the standard delay buffer included in all quotes. No additional charges apply within this window.
- ! **60–90 minutes** — Approaching overtime threshold. The hirer should contact Sydney Charter Bus Australia immediately to confirm the driver can remain on site. Overtime rates will apply from the point the standard buffer is exceeded.
- ! **Over 90 minutes** — A formal decision point is reached. The hirer must elect one of the following options: (a) confirm the driver remains on site at the agreed overtime rate; (b) release the vehicle and arrange alternate transport for the group; or (c) request a rescheduled pickup if the driver's schedule and legal hours permit.
- ! **Over 1.5 hours** — Sydney Charter Bus Australia may be unable to hold the vehicle at the airport if subsequent scheduled services are affected. The hirer will be notified as early as possible and is responsible for arranging alternate transport if the vehicle must be released.

Driver Hours

All drivers are subject to mandatory rest and working hour requirements under the Heavy Vehicle National Law (NSW) and applicable fatigue management regulations. If a flight delay pushes into a driver's mandatory rest period, the service may be required to cease regardless of operational preference. Sydney Charter Bus Australia will notify the hirer as early as possible if driver hours become a constraint.

5. Hirer Responsibilities

The hirer, company, or organisation booking an airport transfer service accepts the following responsibilities:

- ✓ **Flight monitoring** — The hirer is responsible for actively monitoring all flights included in the booking and communicating updates to Sydney Charter Bus Australia as early as possible. Flight delays are typically known at departure, providing advance notice to adjust arrangements.
- ✓ **Dedicated dispatcher** — A single named contact must be assigned as the operational dispatcher for all multi-flight airport transfers. This person must be reachable by phone throughout the entire transfer window and is the sole point of communication with Sydney Charter Bus Australia.
- ✓ **Passenger briefing** — The hirer is responsible for informing all passengers of the relevant pickup procedures, terminal wait times, and contingency arrangements in the event of delays. Sydney Charter Bus Australia is not responsible for communicating directly with individual passengers.
- ✓ **Contingency planning** — The hirer must have a documented backup plan for extended delay scenarios, including contact details for alternative transport providers and a clear decision-making process for releasing or holding the vehicle beyond the standard waiting period.
- ✓ **Liability acknowledgement** — Sydney Charter Bus Australia's obligation is to provide the confirmed transport service. The company accepts no liability for consequential costs arising from flight delays, including connecting transport, accommodation, or other downstream expenses incurred by passengers.

6. Contingency & Backup Planning

Sydney Charter Bus Australia strongly recommends that hirers establish contingency arrangements prior to the date of service, particularly for large groups, multi-flight bookings, or time-critical transfers.

Recommended contingency measures include:

- Identify and retain contact details for one or two alternative coach operators for overflow or emergency vehicle coverage in the event Sydney Charter Bus Australia is unable to extend the service
- Establish a clear internal decision-making process for the point at which alternate transport will be engaged
- For large groups travelling on split flights, develop a plan for transporting a partial group ahead of a delayed connection where timing is critical
- Ensure the designated dispatcher has authority to make binding decisions on transport arrangements without requiring escalation

Optional Add-On Services

Delay Protection Package

A flat-fee add-on covering extended waiting time up to an agreed maximum — eliminates per-minute overtime uncertainty for the hirer.

Priority Dispatch Guarantee

Guarantees vehicle availability within an agreed timeframe even if a substitute vehicle is required — suitable for VIP, government, and critical transfers.

Ask us about these options when booking.

7. Additional Costs — What May Be Charged

The following additional costs may be applicable in airport transfer services where delays or extended operations occur. All applicable charges will be clearly communicated to the hirer prior to being incurred wherever operationally possible.

\$ Sydney Airport parking fees — All parking charges beyond the first 15 minutes are passed on at cost in accordance with the rate schedule in Section 2. Parking charges are not included in standard charter fares.

\$ Overtime — Where the driver is required to remain on site beyond the standard waiting period and overtime is approved by Sydney Charter Bus Australia, overtime rates will apply from the point the standard buffer is exceeded. Overtime must be agreed prior to being incurred.

\$ Additional vehicle costs — Where an additional or substitute vehicle is sourced at short notice to accommodate a delayed group, this will be charged at the applicable rate for the vehicle type and service duration. Availability cannot be guaranteed.

Policy Compliance Notice

This policy forms part of the agreement between the hirer and Sydney Charter Bus Pty Ltd upon confirmation of any airport transfer booking. By confirming an airport transfer service, the hirer acknowledges they have read, understood, and accepted the terms of this policy in full. Sydney Charter Bus Australia reserves the right to amend this policy at any time. The current version is always published at www.sydneycharterbus.com.au/company-policies

Hirer Acknowledgement

By confirming an airport transfer booking with Sydney Charter Bus Australia, the hirer acknowledges that they have read, understood, and accepted the terms of this Flight Delays Policy in full, and accepts responsibility for flight monitoring, passenger communication, and contingency planning as outlined above.

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