

Health, Hygiene & Passenger Safety Policy

Our ongoing commitment to passenger and driver wellbeing on every charter bus, minibus and coach service in NSW

NSW Accreditation No. 39461 | ABN: 44 134 888 912 | Operating Since 2003

While there are no longer any COVID-19 laws governing private charter transport in New South Wales, Sydney Charter Bus Australia maintains a comprehensive set of health, hygiene and passenger wellbeing standards that apply to every service we operate. These standards exist not because they are legally required, but because the safety of our passengers, drivers and staff has always been our highest operational priority.

This document sets out our current legal position on COVID-19, our health and hygiene policy, driver wellbeing standards, vehicle sanitation practices, biohazard incident policy and the onboard conduct requirements that apply to all passengers on all services.

Current Legal Status — COVID-19 in NSW

NSW COVID-19 Public Health Orders	All NSW COVID-19 Public Health Orders were fully repealed effective 30 November 2022 . There are currently no active Public Health Orders in NSW governing any form of transport. Source: NSW Health
Mandatory Isolation — Positive COVID-19 Test	There are currently no rules in NSW which require self-isolation if you test positive to COVID-19. NSW Health strongly recommends staying home until symptoms have resolved. Source: NSW Government
Private Charter Buses — Restrictions	There are no restrictions on private charter bus, minibus or coach travel in NSW. No passenger number limits (vehicle capacity applies), no face covering requirement, no seating restrictions and no contact tracing obligation. Standard road transport laws and driver accreditation requirements apply as normal.

1. If You Are Unwell — Please Do Not Travel

- !** If you are experiencing symptoms of any respiratory illness — including COVID-19, influenza or any other contagious condition — please contact our office before your service date. Travelling while acutely unwell puts your fellow passengers, the driver and the broader community at risk. We will work with you to reschedule your booking wherever possible.
- !** A driver who presents as acutely unwell will not conduct a service. This is a standing operational policy under our Safety Management System (SMS), consistent with our obligations under the NSW Bus Operator Accreditation Scheme (BOAS) and our duty of care to all passengers. If a driver replacement is required at short notice due to illness, you will be notified as early as practicable.
- !** NSW Health continues to recommend that anyone who tests positive to COVID-19 stay home until symptoms have resolved and take reasonable precautions to protect others — particularly in enclosed spaces such as vehicles. We strongly support this recommendation. See current guidance: nsw.gov.au/health/covid-19

2. Our Vehicle Sanitation & Driver Hygiene Standards

✓ Vehicle Preparation — Every Service

- ✓ All minibuses and coaches are cleaned and sanitised before each service — passenger contact surfaces, armrests, seatbelt buckles, door handles and window latches
- ✓ Hand sanitiser is available on board for driver and passenger use

✓ Driver Hygiene Standards — Every Service

- ✓ Drivers conduct a personal health self-assessment before every shift — any driver presenting as unwell does not conduct the service
- ✓ Drivers have access to hand sanitiser throughout their shift

- ✓ The driver's cab area is cleaned separately from the passenger cabin
- ✓ Where a vehicle is used for consecutive services, it is sanitised between each booking
- ✓ All vehicles are fully air-conditioned — fresh air circulation is maximised throughout the service

- ✓ Drivers may choose to wear a face covering at their own discretion — passengers are welcome to do the same
- ✓ Drivers wear disposable gloves when handling passenger luggage and baggage
- ✓ Zero-tolerance drug and alcohol policy — all drivers, all services, at all times

3. Passenger Hygiene Guidance — Best Practice

The following recommendations apply to all passengers. While they are not legally mandated, they reflect responsible travel practice and help protect all members of your group, the driver and the broader community.

- ✓ **Do not travel if you are unwell.** If you have symptoms of a respiratory illness — cough, fever, sore throat, shortness of breath, runny nose or fatigue — contact us before travelling.
- ✓ **Practise good hand hygiene.** Wash hands with soap and water for at least 20 seconds whenever possible. Use the hand sanitiser available on board, particularly before and after handling shared items.
- ✓ **Cover coughs and sneezes.** Use a tissue or the inside of your elbow — not your hands. Dispose of tissues immediately in a sealed bin.
- ✓ **Collect all personal belongings before disembarking.** Take all items — including tissues, wrappers and waste — with you. Do not leave rubbish on the vehicle.
- ✓ **Remain seated throughout the journey.** Unnecessary movement around the vehicle is a safety risk under our Onboard Safety Policy and NSW road transport law.
- ✓ **Be considerate of others.** If you believe you may be mildly unwell but choose to travel, inform the driver and your group organiser, wear a face covering and practise additional hygiene precautions throughout the journey.

4. Biohazard Incidents — Body Fluid Spills on Board

- 4.1 Vomiting and other body fluid incidents on board constitute a **biohazard event** and are subject to a specialist cleaning requirement under our Biohazard Incident Policy. This applies regardless of the cause — illness, motion sickness, alcohol consumption or any other reason.
- 4.2 **Why a Biohazard Spill Kit is required:** Body fluid incidents — including vomit, blood and other excretions — present a genuine blood-borne pathogen risk to the driver, subsequent passengers and anyone handling the vehicle. Under our duty of care obligations, Sydney Charter Bus Australia maintains and deploys a single-use **Biohazard Spill Kit** for every such incident. These kits are designed to safely neutralise body fluid spills including blood-borne pathogens such as Hepatitis B, Hepatitis C and HIV, which can persist on surfaces without proper remediation.
- 4.3 **Air-conditioning system flushing is mandatory** after any passenger vomiting incident. Odour and airborne contamination penetrate the A/C system and can persist for days, affecting all subsequent passengers and services. A full A/C flush must be completed before the vehicle returns to service.
- 4.4 **The vehicle cannot return to service immediately** following a biohazard event. The full remediation process — Biohazard Spill Kit deployment, surface cleaning, A/C flush and inspection — must be completed first. This results in real operational loss of service availability, which is reflected in the fee.
- 4.5 **Biohazard Cleaning Fee: \$550.00 incl. GST per incident.** This charge applies per incident to the client, in accordance with our Terms & Conditions of Charter & Hire. It is invoiced separately at the conclusion of the service. Drivers do not collect this payment on the day — it is charged through our office by credit card only.

5. NSW Onboard Conduct Laws — Apply at All Times

The following rules are **NSW road transport law and our Onboard Safety Policy** — they are **not COVID-19 measures**. They apply on every service regardless of circumstances. The driver has full authority over all safety matters on the vehicle.

- **All passengers must wear a seatbelt at all times while the vehicle is in motion.** One seatbelt per person. Seatbelts must not be shared.
- **All passengers must remain seated throughout the journey.** Standing, moving between seats or walking in the aisle while moving is prohibited.
- **No food or drinks — including tea and coffee.** NSW law requirement applicable to all accredited passenger transport services.
- **No snacks of any kind at any time.** No exceptions without prior written approval from our office.
- **Bottled water is permitted.** This is the only beverage exception.
- **Zero alcohol policy — strictly enforced.** No opened or unopened alcohol on any vehicle at any time. Zero tolerance. No exceptions regardless of service type or event.
- **No smoking or vaping.** Strictly prohibited on all vehicles at all times.

6. Safety Management System & Policy Summary

Our Accreditation & Compliance		Health & Biohazard Policy Summary	
NSW Bus Operator Accreditation	No. 39461 — Transport for NSW	Standard cleaning fee	\$88.00 incl. GST
Safety Management System	BOAS guidelines — effective 24 Oct 2025	Biohazard cleaning fee	\$550.00 incl. GST per incident
Health risk register	Hazards identified, assessed, documented	COVID-19 Public Health Orders	All repealed — 30 Nov 2022
NSW Driver Authority	Current — all drivers, all services	COVID isolation requirement	None — recommendation only
WWCC (school services)	All school-service drivers — mandatory	Face coverings on buses	Not required — voluntary
Drug & alcohol	Zero tolerance — all drivers, all services	Passenger limits — charter buses	None (vehicle capacity applies)

Legislative & Government References

Source	Status / Relevance
NSW Health — COVID-19 Public Health Orders	All orders repealed effective 30 November 2022. No active orders remain.
NSW Government — Positive COVID-19 Advice	No mandatory isolation rules in NSW — stay home recommended until symptom-free. Updated June 2024.
Transport for NSW — Operator Updates	Revised BOAS Safety Management System Guidelines effective 24 October 2025 — no COVID-specific requirements for charter operators.
NSW Government — Transport & COVID-19	No restrictions on private charter buses, tour buses or minibuses — no passenger limits, no seating restrictions.

Disclaimer: The information in this document reflects the current legal position in NSW as at May 2026 regarding COVID-19 Public Health Orders and transport regulations. Laws and health guidelines may change. Readers should verify current requirements with [NSW Health](#) and [NSW Government](#) before relying on this information. Sydney Charter Bus Pty Ltd does not provide legal or medical advice.

Health concerns before your service? Contact our team.
1300 468 199 | 0413 182 999 | info@sydneycharterbus.com.au
 Mon–Fri 9:30am–4:30pm | Weekends 12:00pm–2:00pm | Public Holidays: Operational — Office Closed

Sydney Charter Bus Pty Ltd | ABN: 44 134 888 912 | NSW Accreditation: 39461 | Macquarie Park NSW 2113 | www.sydneycharterbus.com.au