

# Lost Property Policy

Sydney Charter Bus Pty Ltd | Trading as Sydney Charter Bus Australia

Sydney Charter Bus Pty Ltd maintains a concise and secure lost property register for all items found on its vehicles. Whilst we take reasonable steps to assist passengers in recovering lost belongings, the accuracy and efficiency of this process depends entirely on the accuracy and completeness of the information provided to us at the time of reporting.

|                       |   |
|-----------------------|---|
| <b>Operator</b>       | Sydney Charter Bus Pty Ltd (trading as Sydney Charter Bus Australia)   ABN: 44 134 888 912  |
| <b>Accreditation</b>  | NSW Accreditation No. 39461 — Transport for NSW Bus Operator Accreditation Scheme (BOAS)  |
| <b>Storage period</b> | All found items held securely for three (3) months from the date of handover — unclaimed items donated to charity thereafter  |
| <b>Liability</b>      | Sydney Charter Bus Pty Ltd accepts no responsibility or liability for items left on its vehicles. Pre-disembarkation inspection is the responsibility of the Hirer. |

## 1. Reporting a Lost Item

- 1.1 Passengers who believe they have left an item on one of our buses must contact us **as soon as possible** following the service. Prompt reporting significantly increases the likelihood of successful recovery.
- 1.2 Due to the size of our fleet, Sydney Charter Bus Australia is **unable to act on general or unspecific enquiries**. Statements such as "I left my phone on one of your buses" do not provide sufficient information to investigate a lost property claim and cannot be progressed without a verified booking reference.
- 1.3 To investigate a lost property enquiry, we require a **booking reference number or invoice number** associated with the service. These details allow us to identify the specific service, vehicle and driver operating at the relevant time.
- 1.4 If you do not have these details, you must obtain them from the person or organisation that made the booking, as they will have received all booking documentation including the invoice and booking confirmation.

## 2. How to Submit a Lost Property Claim

All lost property claims must be submitted **in writing via email** to [info@sydneycharterbus.com.au](mailto:info@sydneycharterbus.com.au). The following information must be included to enable us to investigate:

| Required Information                       | Details   |
|--|---|
| <b>Booking reference or invoice number</b> | <b>Mandatory</b> — without this we cannot identify the service, vehicle or driver                                   |
| <b>Exact description of the item</b>       | Colour, size, condition, distinguishing features or markings  |
| <b>Brand name (where applicable)</b>       | Particularly important for items easily confused with others — e.g. sunglasses, bags, jackets, headphones, chargers |
| <b>Approximate seating position</b>        | A general estimate is acceptable — e.g. "driver side, front third of the bus" or "middle section, window seat"      |
| <b>Date, time and service details</b>      | Date of travel, approximate pickup time and locations used during the service                                       |

Incomplete claims will delay or prevent investigation. The more detail provided, the higher the likelihood of a successful outcome. All enquiries are recorded in our lost property registry whether or not the item has been located.

### 3. Processing & Storage of Found Items

- 3.1 All items located on our vehicles and handed in by drivers are **stored securely** at our depot. Our team will make reasonable efforts to contact the Hirer associated with the relevant service to arrange prompt return of any found item.
- 3.2 Drivers conduct a visual inspection of the vehicle once all passengers have disembarked. However, **items that are concealed, obstructed by other objects, or hidden beneath rubbish may not be detected** during this inspection. Sydney Charter Bus Australia accepts no liability where a found item is not identified during a standard post-service inspection.
- 3.3 Where a subsequent passenger finds an item and fails to hand it in, this is entirely outside the control of Sydney Charter Bus Australia. All reported lost property enquiries are recorded in our registry should items subsequently be located and handed in.
- 3.4 Found items are held securely for **three (3) months** from the date on which they are handed in. After this storage period has elapsed, all unclaimed items will be donated to charity. Sydney Charter Bus Australia is under no obligation to retain items beyond this period.

### 4. Hirer Responsibilities

- 4.1 It is standard practice — and the Hirer's responsibility — to undertake a **final check of the vehicle**, or to nominate a responsible person to do so, before all passengers disembark at the conclusion of each service.
- 4.2 For large groups, the Hirer should also conduct **internal enquiries with all group members** prior to contacting Sydney Charter Bus Australia, as items reported as lost may have been located and retained by another passenger with the intention of returning it.
- 4.3 The Hirer's obligation to conduct a pre-disembarkation vehicle inspection applies on **every occasion** the vehicle is used — including instances where the same vehicle will be engaged again later in the day, as the vehicle may be reassigned to another service during any interim period.
- 4.4 Before contacting Sydney Charter Bus Australia, the Hirer is strongly encouraged to confirm with all group members whether anyone has located or removed the missing item from the vehicle.

### 5. Limitation of Liability

- 5.1 Sydney Charter Bus Pty Ltd **accepts no responsibility or liability** for any items left on its vehicles. All personal property is carried entirely at the passenger's risk in accordance with the General Terms & Conditions of Charter & Hire.
- 5.2 Sydney Charter Bus Australia is not liable for any **loss, damage, theft or deterioration** of personal property left on its vehicles, regardless of whether the item is subsequently located and returned to the owner.
- 5.3 Where Sydney Charter Bus Australia makes reasonable efforts to locate and return lost property, this does not constitute an admission of responsibility, nor does it create any ongoing obligation on the part of the operator beyond the three-month storage period.
- 5.4 These limitations apply to the maximum extent permitted under the laws of New South Wales, Australia, including without limitation under the *Australian Consumer Law* and the *Civil Liability Act 2002 (NSW)*.

## 6. Unclaimed Property

- 6.1** All found items handed in to Sydney Charter Bus Australia will be **securely stored for three (3) months** from the date on which they were handed in by the driver or located on the vehicle.
- 6.2** Upon expiry of the three-month storage period, all items that remain unclaimed will be **donated to charity**. Sydney Charter Bus Australia will not be held responsible for the disposal of items in this manner once the storage period has elapsed.
- 6.3** Perishable items, items that present a health or safety risk, or items of no apparent value may be disposed of sooner at the discretion of Sydney Charter Bus Australia.

### Submit a Lost Property Claim

All claims must be submitted in writing via email. Incomplete claims cannot be progressed.

- ✓ Your **booking reference number or invoice number** — mandatory, without this we cannot identify the service
- ✓ An **exact description of the item** — colour, size, condition, and any distinguishing markings or features
- ✓ **Brand name** for items easily confused with others — e.g. sunglasses, bags, jackets, headphones, chargers
- ✓ **Approximate seating position** — a general estimate is fine, e.g. "driver side, front third" or "middle section, window seat"
- ✓ **Date, time and service details** — date of travel, approximate pickup time and locations

**Email: [info@sydneycharterbus.com.au](mailto:info@sydneycharterbus.com.au)**

**Policy Compliance Notice:** This policy is to be read in conjunction with the General Terms & Conditions of Charter & Hire. Sydney Charter Bus Australia reserves the right to amend this policy at any time. Current version at [www.sydneycharterbus.com.au/company-policies](http://www.sydneycharterbus.com.au/company-policies)