

# PASSENGER SAFETY POLICY

Conditions of Carriage — Passenger Obligations & Operator Rights

<b>Document Type</b>	Conditions of Carriage — Safety Policy
<b>Applies To</b>	All passengers travelling aboard operator-managed vehicles
<b>Governing Law</b>	Heavy Vehicle National Law (HVNL) & Chain of Responsibility provisions
<b>Version</b>	Current Issue v8.3 — Updated: 21 March 2026

**IMPORTANT: By boarding this vehicle, all passengers acknowledge and agree to be bound by the following conditions of carriage. Non-compliance may result in removal from the vehicle without refund.**

## 1. Luggage and Personal Belongings

All luggage and personal belongings must be securely stowed in overhead parcel racks or beneath passenger seating prior to departure and throughout the duration of travel.

- Aisles, stairwells, and emergency exit pathways must remain unobstructed at all times.
- Improperly stowed items may constitute a hazardous projectile in the event of sudden braking, emergency evasive manoeuvres, or collision.
- The operator accepts no liability for loss, damage, or personal injury arising from items that have not been appropriately secured by the passenger.

## 2. Passenger Conduct and Seating Requirements

All passengers are required to remain seated whilst the vehicle is in motion. The following conduct is strictly prohibited:

- Standing or congregating in aisles, stairwells, or any area not designated for passenger seating.
- Approaching, distracting, or communicating with the driver whilst the vehicle is in motion.
- Any behaviour that may compromise the safety of other passengers or the safe operation of the vehicle.

**Seatbelt Requirement: Where seatbelts are fitted, passengers are legally required to wear them at all times whilst the vehicle is in motion, in accordance with applicable Australian road safety legislation.**

### 3. Onboard Amenities — Toilet Facilities (Where Fitted)

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Where onboard toilet facilities are provided, the following conditions apply:

- Toilet facilities must not be used at any time.
- Sudden braking, cornering, or collision whilst occupying the toilet compartment presents a significant risk of serious personal injury.
- Scheduled comfort stops will be arranged in accordance with the operator's driver fatigue management obligations and applicable regulatory requirements.

### 4. Driver Authority and Distraction Prevention

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The driver holds absolute authority with respect to all safety matters and passenger conduct aboard the vehicle. All passengers must comply with the driver's reasonable directions at all times.

The following conduct is expressly prohibited as it may distract the driver and compromise vehicle safety:

- Generating loud music, excessive noise, or any amplified sound.
- Deploying novelty items, balloons, or any articles capable of causing sudden visual or auditory distraction.
- Congregating in or near the driver's operational area.
- Any conduct reasonably determined by the driver to impair their ability to operate the vehicle safely.

### 5. General Conduct and Use of the Vehicle

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This vehicle is operated as a passenger transport service. Orderly, respectful, and lawful conduct is required of all passengers at all times. The following conduct is expressly prohibited:

- Loud, abusive, threatening, aggressive, or disruptive behaviour directed at any person aboard the vehicle.
- Conduct that interferes with the safe operation of the vehicle or causes distress to other passengers.
- Any unlawful activity or behaviour in contravention of applicable state or federal law.

**The operator reserves the right to refuse boarding, remove passengers, or terminate the journey at any time where passenger behaviour poses a safety risk or breaches these conditions.**

## 6. Food and Beverage Policy

Item	Status	Conditions
Food (all types)	<b>NOT PERMITTED</b>	Medical exemption by prior written approval only
Hot beverages (tea, coffee, etc.)	<b>NOT PERMITTED</b>	No exceptions
Sealed bottled water	<b>PERMITTED</b>	No conditions

Passengers requiring food onboard for medical reasons must obtain prior written approval from the operator before the commencement of travel.

## 7. Alcohol and Prohibited Substances

**ZERO TOLERANCE: No alcohol — whether opened or sealed — is permitted onboard this vehicle at any time. Breach of this condition will result in immediate termination of the service without refund.**

- The consumption of alcohol or any prohibited substance onboard is strictly forbidden.
- Passengers found to be in possession of alcohol (in any form) will be required to disembark immediately.
- The operator's zero-tolerance policy applies regardless of the nature of the journey or any prior arrangement.

## 8. Safety Equipment and Emergency Features

Passengers must not interfere with, misuse, or tamper with any safety or emergency equipment fitted to the vehicle. This includes, without limitation:

- Emergency exit hammers and associated window-breaking devices.
- Emergency doors, emergency hatches, and designated exit windows.
- Fire extinguishers, first aid kits, and any other safety apparatus.

**Misuse or unauthorised activation of safety equipment may result in immediate removal from the vehicle and may expose the passenger to civil liability and/or criminal prosecution under applicable law.**

## 9. Compliance with Authorised Directions

All passengers are required to comply promptly and fully with any reasonable direction issued by the driver or any other authorised representative of the operator. Failure to comply constitutes a breach of these conditions of carriage and may result in:

- Refusal of boarding or removal from the vehicle.
- Termination of the journey without entitlement to a refund.
- Notification to relevant authorities where the conduct constitutes a criminal or regulatory offence.

## 10. Enforcement and Right to Refuse Service

The operator reserves the absolute and unconditional right to take any or all of the following actions where passenger conduct compromises safety or breaches these conditions:

- Refuse boarding to any prospective passenger prior to departure.
- Remove any passenger from the vehicle during the course of travel.
- Terminate the journey at any point without prior notice.

**No refund or compensation shall be payable to any passenger where service is refused or terminated as a consequence of a breach of these conditions.**

### LEGAL NOTICE

These conditions constitute binding terms forming part of the contract of carriage between the operator and each passenger. They are enforceable under applicable transport safety legislation, including obligations arising under the Heavy Vehicle National Law (HVNL) and associated Chain of Responsibility (CoR) provisions.

*Passengers who are uncertain as to their obligations under these conditions are encouraged to seek clarification from the operator prior to boarding.*