

SYDNEY CHARTER BUS PTY LTD

Client Policy Document

**DINING & RESTAURANT
ARRANGEMENTS POLICY**

Effective: January 2026

POLICY SUMMARY

Policy Title	Restaurant Booking & Dining Recommendation Policy
Applies To	All charter clients, event organisers, and authorised representatives
Jurisdiction	New South Wales, Australia — Australian Consumer Law applies
Effective Date	January 2026
Review Cycle	Annual or upon legislative change
Document Owner	Operations & Compliance

IMPORTANT: By proceeding with a booking, you acknowledge that all restaurant and dining arrangements are made independently by you. This Company bears no responsibility for outcomes related to such arrangements.

1. Purpose & Scope

This policy outlines the position of Charter Transport Services regarding restaurant recommendations, reservations, and dining arrangements associated with charter services.

It applies to all charter clients, event organisers, travel managers, and authorised representatives engaging our services.

2. Policy Statement

The Company does not recommend, select, endorse, or make bookings for restaurants, cafés, or other dining venues on behalf of clients. All dining arrangements remain the sole responsibility of the client or their authorised representative.

Drivers and staff are not authorised to recommend specific venues. Any informal suggestion by staff is general in nature only and must not be construed as a professional or endorsed recommendation.

3. Responsibilities at a Glance

The table below summarises each area of responsibility. Client responsibilities are binding and form part of the terms and conditions of service.

Area	Client Responsibility	Company Position
Venue Selection	Select, research, and book all dining venues	No involvement — strictly non-advisory
Reservations	Make and confirm reservations directly with the venue	Will not liaise with venues on your behalf
Dietary Requirements	Advise venues of all allergies and dietary needs	No responsibility for dietary compliance
Arrival Times	Confirm transport arrival times with the venue	Basic arrival notification only if requested
Group Capacity	Verify the venue can accommodate your group size	No verification undertaken
Coach Access	Confirm coach parking and accessibility in advance	Logistical guidance available on request
Billing & Payments	Manage all payments, deposits, and cancellation fees	No responsibility for financial disputes
Service Delays	Allow buffer time; inform driver of delays promptly	Driver schedules governed by fatigue law

4. Rationale

4.1 Liability & Risk Exposure

Restaurant selection involves variables entirely outside the Company's control, including food quality, hygiene standards, dietary compliance, pricing, billing disputes, and venue capacity. Company involvement in recommending or booking venues may give rise to claims of negligence, misrepresentation, or liability from food-related incidents.

4.2 Independence of Third-Party Providers

Restaurants and dining venues operate as independent third-party businesses. The Company has no contractual control over their operations, cannot guarantee service quality or availability, and does not receive commissions, incentives, or referral benefits from any venue.

4.3 Commercial Neutrality

Providing recommendations may create perceived bias, expectations of endorsement, or reputational risk. To maintain transparency and neutrality, the Company adopts a strict non-recommendation stance.

4.4 Operational & Safety Requirements

Driver schedules and fatigue management are governed by strict regulatory and safety obligations. Restaurant delays or service issues can disrupt legally mandated driving hours, impact subsequent bookings, and create safety and compliance risks for all passengers.

5. Limitation of Liability

LEGAL NOTICE: To the maximum extent permitted under Australian Consumer Law and applicable NSW legislation, the Company accepts no liability for any loss, damage, injury, delay, or dissatisfaction arising from restaurant or dining experiences. The Company is not responsible for third-party acts, omissions, or failures, and disclaims all warranties relating to the suitability, quality, or fitness of any dining venue.

Nothing in this policy excludes, restricts, or modifies any consumer guarantee, right, or remedy that cannot be excluded under the Australian Consumer Law (Competition and Consumer Act 2010, Sch 2).

6. Optional Non-Binding Assistance

Upon client request, and strictly on a non-reliance basis, the Company may:

- Suggest general dining precincts or well-known areas near your destination
- Provide logistical guidance regarding coach access and parking near dining areas

Any such assistance: (a) does not constitute a recommendation or endorsement; (b) is provided on a non-reliance basis only; and (c) transfers all responsibility for venue selection and dining outcomes to the client.

7. Recommended Best Practice for Clients

To achieve the best outcomes for your group, we strongly recommend following the checklist below prior to your event date.

CLIENT BEST-PRACTICE CHECKLIST		
<input type="checkbox"/>	Contact venues directly	Reach out to confirm group suitability, menu availability, and accessibility before finalising bookings.
<input type="checkbox"/>	Get written confirmation	Request written booking confirmation including group size, arrival time, and any special arrangements.
<input type="checkbox"/>	Verify coach access	Confirm coach parking, set-down zones, and turning radius with the venue before the event date.
<input type="checkbox"/>	Build in buffer time	Allow at least 30–45 minutes of buffer for service delays. Inform your driver immediately if running late.
<input type="checkbox"/>	Communicate transport details	Share your transport provider's contact details with the venue and vice versa to facilitate smooth arrivals.
<input type="checkbox"/>	State dietary needs in writing	Provide written notice of all allergies, religious dietary requirements, and special requests at time of booking.

8. Client Acknowledgement

ACKNOWLEDGEMENT: By proceeding with a booking for charter services, the client confirms that: (1) all restaurant and dining arrangements are made independently and without Company input; (2) this policy has been read and understood; (3) the Company bears no responsibility for outcomes related to dining arrangements; and (4) this policy forms part of the Company's terms and conditions of service.

If you have any questions regarding this policy, please contact us before confirming your booking.