

SYDNEY CHARTER BUS AUSTRALIA

Driver Commentary & Tour Guide Policy

Client Information Document | Safety, Compliance & Service Delivery

At Sydney Charter Bus Australia, the safety of our passengers and the quality of your experience are our highest priorities. This document outlines our policy on driver commentary and the use of professional tour guides — and explains why this approach delivers a safer, more enjoyable journey for every client.

Our Policy at a Glance

- Drivers are prohibited from providing live tour commentary while operating any vehicle.
- Drivers communicate only essential operational information: safety briefings, timing updates, and logistical instructions.
- All commentary, interpretation, and guided experiences are delivered by a dedicated tour guide.
- Where a tour guide is not engaged, approved alternatives such as pre-recorded audio systems may be utilised.

Why We Separate Driving from Commentary

Safety First

Operating a heavy vehicle requires continuous, undivided attention. Providing live commentary while driving introduces a range of unacceptable risks:

- Divided attention between driving and speaking increases accident potential
- Additional cognitive load reduces situational awareness and hazard identification
- Distraction from mirrors and signalling compromises vehicle control
- Mental engagement in narration slows reaction times in critical moments

Our drivers are highly trained transport professionals — and we keep them focused entirely on getting you to your destination safely.

A Better Experience for You

When a professional tour guide leads your journey, the benefits extend well beyond safety:

Driver Commentary	Professional Tour Guide
<ul style="list-style-type: none"> • Inconsistent quality and delivery • No formal training in public speaking or tourism • Uneven audio across larger coaches • Limited ability to answer passenger questions • Divided focus between road and passengers 	<ul style="list-style-type: none"> • Structured, accurate, and engaging storytelling • Trained in audience engagement and interpretation • Consistent delivery for all passengers • Real-time Q&A and personalised interaction • Full focus on delivering a premium experience

Legal & Compliance Framework

This policy has been developed in alignment with Australian regulatory requirements to protect our clients, drivers, and business partners.

Work Health & Safety Act 2011 (NSW)	Operators are required to eliminate or minimise foreseeable risks. Preventing driver distraction is a core compliance obligation under WHS legislation.
Heavy Vehicle National Law (HVNL)	The HVNL mandates safe driving practices and effective fatigue management. Commentary introduces avoidable cognitive strain that may constitute a breach of these requirements.
Chain of Responsibility (CoR)	All parties in the transport chain share accountability for safety outcomes. Permitting driver distraction may expose operators and clients to shared liability under CoR provisions.
Insurance & Liability	Driver distraction is a factor in incident investigations and insurance assessments. This policy demonstrates proactive risk mitigation and protects all parties involved.

Tour Guide Arrangements

When a Tour Guide is Required

A dedicated, professional tour guide is strongly recommended — and may be required — for the following services:

- Sightseeing and tourism itineraries
- Multi-stop day tours and extended charters
- School excursions requiring educational commentary
- Corporate or VIP transport requiring premium service delivery

Approved Alternatives

Where a professional tour guide has not been engaged, the following options may be arranged in advance:

- Pre-recorded audio commentary systems — consistent, professional, and available in multiple languages
- Client-appointed group leaders or coordinators who assume responsibility for passenger engagement

Your Responsibilities as a Client

Please Note

- Clients must not request or expect drivers to provide ongoing commentary during any service.
- If commentary is required, please arrange a professional tour guide or suitable alternative prior to travel.
- Arrangements should be confirmed with us in advance so we can support a seamless experience.

Our Commitment to Best Practice

The separation of driver and tour guide roles is widely recognised across the Australian transport and tourism industry as the safest and most professional service model. By upholding this standard, Sydney Charter Bus Australia ensures every journey is delivered with the highest level of safety, compliance, and passenger care.

We appreciate your understanding and cooperation in helping us maintain this standard. If you have any questions about arranging a tour guide or alternative commentary solution for your upcoming charter, our team is happy to assist.

Questions? Get in Touch

Our team is ready to help you plan a safe and memorable charter experience.

www.sydneycharterbus.com.au