

POLICY DOCUMENT

Unsealed Roadways Policy

Sydney Charter Bus Australia

Document Type	Client-Facing Policy
Issued By	Sydney Charter Bus Australia
Effective Date	20 April 2026
Applies To	All fleet vehicles and service types
Review Cycle	Annual or as required

At Sydney Charter Bus Australia, passenger safety, vehicle integrity, and regulatory compliance are fundamental to all transport services we provide. In line with industry standards for commercial passenger transport in Australia, our operating policy strictly prohibits travel on unsealed, unpaved, or otherwise unsuitable road surfaces.

1. SCOPE OF POLICY

This policy applies to all vehicles within our fleet, including coaches, minibuses, and charter buses, across all service types including private charter, corporate transport, school transport, event transfers, and regional travel.

"Unsealed roads" include, but are not limited to:

- Gravel, dirt, or sand roads
- Fire trails and access tracks
- Agricultural or rural access routes
- Construction or temporary roadways
- Any roadway not formally sealed with bitumen or asphalt

2. SAFETY CONSIDERATIONS

Unsealed road conditions present a materially increased risk to passengers, drivers, and other road users. These risks include:

- Reduced traction and increased likelihood of skidding or loss of control
- Significantly longer braking distances
- Vehicle instability, particularly for high-capacity coaches with elevated centres of gravity
- Increased likelihood of becoming bogged in soft, wet, or uneven terrain
- Limited visibility due to dust and loose surface materials

Given these factors, operating heavy passenger vehicles on unsealed roads is inconsistent with safe driving practices and risk management obligations under applicable transport safety frameworks.

3. VEHICLE INTEGRITY AND ASSET PROTECTION

Our fleet consists of modern, high-value commercial passenger vehicles designed for sealed road conditions. Travel on unsealed surfaces exposes vehicles to elevated risk of damage, including:

- Stone chips and cracks to windscreens and paintwork
- Dust ingress impacting engine performance, air filtration systems, and onboard equipment
- Accelerated wear to suspension systems and undercarriage components
- Damage from overhanging vegetation, narrow tracks, or uneven surfaces affecting mirrors, panels, and rooflines

Such risks compromise vehicle safety, reliability, and service standards, and may result in costly repairs and service disruptions.

4. INSURANCE AND LEGAL COMPLIANCE

Many commercial motor vehicle insurance policies impose limitations or exclusions for incidents occurring on unsealed or unsuitable roadways. Operating outside these parameters may:

- Void or limit insurance coverage
- Expose the operator and client to financial liability
- Breach contractual or statutory obligations under Australian transport and safety legislation

We are committed to ensuring full compliance with all applicable laws, regulations, and insurance requirements governing passenger transport services.

5. OPERATIONAL CONSTRAINTS

Unsealed and remote road environments often lack the infrastructure required for safe and efficient coach operations. Limitations include:

- Inadequate turning areas for large vehicles
- Absence of safe passenger pick-up and set-down zones
- Restricted access for emergency services
- Increased driver fatigue due to prolonged and demanding driving conditions
- Higher likelihood of delays due to weather or road degradation

These constraints directly impact service reliability and duty of care obligations.

6. ALTERNATIVE ARRANGEMENTS

Where a destination is only accessible via unsealed roads, clients may be required to:

- Nominate a safe, sealed road pick-up and drop-off point; or
- Arrange alternative transport suitable for the final access segment

Our team is available to assist in planning practical and compliant transport solutions.

7. POLICY ENFORCEMENT

Sydney Charter Bus Australia reserves the right to:

- Decline or amend bookings where proposed routes include unsealed roads
- Modify routes where road conditions are deemed unsafe or non-compliant
- Refuse access to locations that present a risk to passengers, vehicles, or staff

All routing decisions are made at the sole discretion of the operator in accordance with safety, legal, and operational requirements.

For enquiries regarding this policy, please contact our operations team.

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