

Vehicle Allocation Policy

Passenger Numbers, Vehicle Assignment & Service Compliance

Issued by	Sydney Charter Bus Pty Ltd ABN: 44 134 888 912
Trading as	Sydney Charter Bus Australia (SCBA)
Accreditation	NSW Accreditation No. 39461 — Transport for NSW
Office	Macquarie Park NSW 2113 Depot: Botany NSW
Contact	1300 468 199 0413 182 999 info@sydneycharterbus.com.au
Policy applies to	All charter, hire, transfer, tour, and event transport bookings
Review	Current version 2.8 — subject to amendment at any time

Overview This policy outlines how Sydney Charter Bus Australia allocates vehicles to confirmed bookings, the basis on which charter fares are calculated, and the responsibilities of clients in providing accurate passenger numbers. Understanding this policy ensures correct pricing, appropriate vehicle allocation, and a fully compliant service on the day of travel.

1. Fare Calculation — Based on Confirmed Passenger Numbers

Charter fares quoted by Sydney Charter Bus Australia are calculated on the basis of the **total number of passengers confirmed at the time of booking**. The fare reflects the passenger numbers supplied by the client, not a guaranteed vehicle size or model.

Clients are responsible for providing accurate and complete passenger numbers when requesting a quote or confirming a booking. Fares will not be recalculated downward following confirmation if actual passenger numbers are lower than those originally advised.

2. Vehicle Allocation — Operational Discretion

Sydney Charter Bus Australia reserves the right to allocate any suitable accredited vehicle from its fleet to fulfil a confirmed booking. On the day of service, the vehicle provided may differ from the vehicle class or model referenced at the time of quoting, subject to fleet availability, scheduling requirements, and overall operational movements.

Important Clients should not assume that a specific vehicle model, configuration, or size will be supplied beyond what is operationally required to safely and legally seat the confirmed number of passengers.

In certain operational circumstances — particularly for larger group bookings — vehicle allocation may result in a combination of vehicles being deployed rather than a single bus. All such arrangements will fulfil the confirmed passenger booking in full.

3. Passenger Safety & Regulatory Compliance

Regardless of the vehicle or vehicle combination allocated on the day of service, Sydney Charter Bus Australia guarantees that

- ✓ **All passengers booked and paid for will be safely and legally seated in accordance with the Passenger Transport Act 2014 (NSW) and applicable Transport for NSW regulations.**
- ✓ **All allocated vehicles are fully accredited under the NSW Bus Operator Accreditation Scheme (BOAS) and maintained in accordance with regulatory requirements.**
- ✓ **All drivers are formally authorised by Transport for NSW and hold current credentials appropriate to the vehicle class operated.**
- ✓ **Seatbelts are fitted and operational across all vehicles in the Sydney Charter Bus Australia fleet.**

4. Passenger Number Changes — Upgrade Recommendation

Sydney Charter Bus Australia strongly recommends that clients upgrade their booking if there is any reasonable possibility that confirmed passenger numbers may increase prior to or on the day of service.

If actual passenger numbers on the day of service exceed the confirmed booking:

- ! Additional transport may not be available at short notice due to scheduling and fleet deployment commitments.
- ! Excess passengers who were not included in the confirmed booking may not be able to be accommodated.
- ! Sydney Charter Bus Australia accepts no liability for passengers unable to travel as a result of undisclosed or increased numbers.
- ! Any additional vehicles sourced at short notice may be subject to premium rates and cannot be guaranteed.

Recommendation

To avoid disruption, disappointment, or additional cost on the day of travel, we strongly encourage clients to confirm their maximum anticipated passenger numbers at the time of booking rather than their minimum expected numbers.

5. Client Responsibilities

Clients confirm the following responsibilities upon booking:

- ✓ **Accurate passenger numbers —** The passenger count provided at the time of booking is the total confirmed number of travelling passengers.

- ✓ **Prompt notification of changes** — Any increase in passenger numbers must be communicated to Sydney Charter Bus Australia as early as possible prior to the service date.
- ✓ **Acceptance of vehicle allocation** — The client accepts that the vehicle allocated on the day of service may differ from any vehicle referenced at the time of quoting, provided all confirmed passengers are safely and legally seated.
- ✓ **Compliance with onboard requirements** — All passengers must comply with the onboard safety requirements of the allocated vehicle, including seatbelt usage and passenger conduct obligations.

6. Why Accurate Booking Numbers Matter

Confirming accurate passenger numbers at the time of booking delivers the following outcomes:

- Correct fare calculation with no post-confirmation adjustments
- Appropriate vehicle allocation matched to your group
- Smooth operational planning and scheduling
- Full regulatory compliance on the day of service
- Elimination of last-minute logistical issues
- Confidence that all passengers will be accommodated

Need to Update Your Numbers?

Contact our team as early as possible if your passenger numbers change. We will do our best to accommodate revised requirements subject to fleet availability.

Phone: 1300 468 199

Mobile: 0413 182 999

Email: info@sydneycharterbus.com.au

Policy Compliance Notice

This policy forms part of the agreement between the client and Sydney Charter Bus Pty Ltd upon confirmation of any booking. By proceeding with a booking, the client acknowledges they have read, understood, and accepted the terms of this policy. Sydney Charter Bus Australia reserves the right to amend this policy at any time in accordance with changes to applicable legislation, regulatory requirements, or operational standards. The current version is always published at www.sydneycharterbus.com.au/company-policies

Client Acknowledgement

By confirming a booking with Sydney Charter Bus Australia, the client acknowledges that they have read, understood, and accepted the terms of this Vehicle Allocation Policy in full.