

## TRAVEL INFORMATION

Passengers must check-in or be at pickup point 20 minutes before scheduled coach departure.

Photo identification in the form of a driver's licence, passport, student ID or similar may be required.

The Company will endeavour to adhere to stated departure and arrival times but will not be liable for any failure to do so. For any schedule change that may affect your booking we will - advise you by email, SMS and/or phone call, using the relevant contact details provided in your booking; if you are not available and your voicemail is active, we will leave you a message.

## TERMS and CONDITIONS

- ◆ Bookings are non-transferable to other persons.
- ◆ Failure to board renders the sector void and no refund is applicable
- ◆ Tickets for Foo Fighters concert coach services and Spirit of Tasmania connections are not transferable to other services or dates, and are not refundable.

For full terms and conditions visit our website [www.wearekinetic.com/au/launceston-north-east/event-transport](http://www.wearekinetic.com/au/launceston-north-east/event-transport) or call 1300 360 000.

**Luggage** A limit of two (2) standard items per passenger applies and each must be less than 20 kilos each. Extra luggage (bikes surfboards golf clubs etc) will be charged at the applicable rate. All personal effects including but not limited to; computers and electronic equipment, jewellery, sunglasses luggage and other goods are carried at passenger's own risk. Fragile and valuable items should be included in carry-on luggage. Extra luggage must be booked with staff the day prior to travel as limited availability. The Company will take all care but accept no responsibility for passenger's luggage or personal items.

**Smoking and Alcohol** Smoking and the consumption of alcohol or illegal drugs is prohibited on all services. In the interests of the safety and comfort of all passengers the company reserves the right to refuse travel or remove passengers carrying or being under the influence of alcohol or illegal drugs. The term "Company" means Kinetic Tasmania Pty Ltd

**Disabled Passengers** It shall be the customers responsibility to disclose to the company, any physical or mental condition that may hinder access to, from or while on our coach. Every passenger must be able to board, disembark and move around the coach unaided or with minimal assistance from the Coach Captain. Any passenger who cannot do these functions unaided may be required to be accompanied by a Personal Assistant/Carer for the duration of the journey. Drivers will provide minor assistance for a passenger where required, provided that in doing so they do not bear the majority of the passenger's weight and do not put themselves at risk of injury. Due to safety requirements the company may require any passenger traveling with a wheelchair to be accompanied by a carer or escort at all times. We recommend that you contact the company a minimum 72 hours prior to departure, as the allocation of a wheelchair accessible coach on a specified or requested service is subject to availability. A wheelchair



accessible coach on any service is not guaranteed. Please contact staff by phone or email for confirmation.

**Animals** Only assistance animals (Seeing Eye Dog, Hearing Assistance dogs) and certified companion animals are permitted to travel onboard coach services.