

## TERMS AND CONDITIONS

1. South West Coach Lines (SWCL) or its accredited agents finalise all arrangements of these travel sectors and/or tours upon the definite condition it shall not be liable for any personal injury, damage, loss, accident, brochure misdescription, inadvertent booking errors, schedule irregularity, vehicle defects or through acts of default by any company, tour operator, tourist venue, travel agent or person engaged in conveying accommodation, feeding and booking passengers on all services and tours.
2. Is not liable for any and all requests of reimbursement made by an individual in which any of our conditions of carriage apply in regard to service cancellations, human error or in the case of a service failing to collect a booked passenger for any given reason.
3. Reserves the right to amend and cancel any scheduled departure for any reason without prior notice to passengers. Attempts to contact passengers will be made regarding cancellations or changes however if unsuccessful, ticket will be changed to the next available service or opened as a personal credit in the name of the booked passenger for travel within 3 months.
4. Takes no responsibility for ticket confirmation times or dates where system or human error occur. It is the sole responsibility of the passenger to check ticket details thoroughly to ensure all times and or services are correct and contact our booking office should an error have been made.
5. May or may not utilise a signed South West Coach Lines vehicle. Subject to vehicle maintenance and or breakdowns, another branded vehicle may be used on any given South West Coach Lines Service without prior notice. It is the sole responsibility of the passenger to approach any coaches in and around their designated stop location prior to their scheduled departure.
6. Has the right as the principal operator to change prices without notice at any time before or after a booking/reservation has been accepted/paid and cannot accept responsibility for subsequent change, withdrawal of service and price increases from tourist venues, tour operators and accommodation/restaurant properties used as a component of our tours.
7. Reserves the right to refuse transport to any person who is considered not fit for or suitably dressed to travel and/or any baggage or goods without assigning a reason.
8. Takes no responsibility for any passenger disembarking any South West Coach Lines service prior to their scheduled departure location.
9. Passengers are not permitted/advised to disembark the coach whilst in transit to their destination to avoid being abandoned.
10. Does not permit consumption of alcohol, food, beverages including alcohol or smoking on its coaches. Assorted confectionary, snacks and fruit are permitted to be consumed onboard providing the passenger is responsible with disposing of their litter. Bins are located on board all coaches and are available for passenger use.
11. Reserves the right in the event of a ticket or booking being cancelled by a customer, to charge a cancellation fee or refuse a refund as per our terms & conditions with ticket purchases being strictly non-refundable or transferrable.
12. Takes no responsibility for lost, damaged, stray baggage or freight whilst in transit or storage.
13. Reserve the right to inspect any and all luggage either prior to passengers boarding the coach, or whilst in transit.
14. Requires all suitcases, luggage and freight items exceeding 5kg to be stowed in the coach's luggage bins and cannot be taken inside the coaches.
15. Reserves the right to change the conditions of travel without notice at any time before or after a reservation has been accepted and cannot accept responsibility for any consequences arising from the subsequent changes experienced by the passenger and any / all personal information collected is subject to South West Coach Lines Privacy Policy.

## CANCELLATION POLICY

1. Ticket purchases are strictly non-refundable and named passenger is non transferrable.
2. Providing notice is given prior to the booked scheduled service departure - a ticket may be converted to a credit on file for the named passenger to travel within twelve months.
3. Providing notice is given prior to the booked scheduled service departure - a ticket may be transferred to the next South West Coach Lines service of equal or lesser fare value. Additional payment will be required should the fare increase.
4. If a passenger is marked by a driver as a 'no show' (failure to board scheduled services) – Ticket is non-refundable or transferrable and is forfeited by the passenger due to not providing prior notice.

### UNPAID BOOKINGS

Unpaid bookings are not permitted on any South West Coach Lines service and will be cancelled instantly. Any onward/additional or return sectors will also be cancelled at the same time, should payment not be received at the time of booking either online or via phone. Notice regarding unpaid booking cancellations may or may not be provided to the passenger. Failure to pre-purchase a ticket can result in a service not stopping at any given stop location.

### CREDIT ON FILE

Ticket holders can use their credit on file for any given service via adding in the reference number to the code section at check out or calling our bookings team. Credit on file is held for 12 months only. Reservations using credit must be paid for prior to the date of departure. Failure to re-book within 12 months will result in loss of credit.

### FARES AND CONCESSIONS

Infant 0-2 years travel free if not occupying a seat. Discount to children 3-14 years. Discount to Western Australian students aged 15+ provided a current Western Australian student card is produced. Discount to Western Australian Pensioners and Seniors, provided a Western Australian Pensioner or Seniors card is produced. Passengers 15 years and over require a full adult fare. Concession cards must be presented at time of payment and/or on request. Student and Pension concession bookings cannot be made online.

### PASSENGER CONDITIONS - CHILDREN

Infant 0-2 years if travelling free must sit on knee of an accompanying adult - minimum age 18 years; CHILDREN 3-10 years inclusive must be accompanied by a person 18 years and over; CHILDREN 10-14 years inclusive must be accompanied by a person 18 years and over unless deemed fit for unaccompanied travel by the parent/guardian. Children booked unaccompanied on any South West Coach Lines service are done so at the discretion of the parent/guardian who acknowledges that the child will not be under any given supervision whilst in transit. Written consent is required to be sent to [bookings@swcl.com.au](mailto:bookings@swcl.com.au)

### BAGGAGE ALLOWANCE

One (1) suitcase up to 20kg and one (1) carry on up to 5kg is permitted. Excess baggage is carried at South West Coach Lines' standard rate per sector and may have to follow on another service should the coach be at full luggage capacity. Hard luggage or any items above 5kg must be stowed under the coach, not in the overhead storage compartments.

### ACCOMPANIED FREIGHT ITEMS

All freight items are subject to a flat rate per item and is carried at the sole discretion of Management. All freight including surfboards, bicycles, scooters and skateboards must be stowed under the coach. Freight is carried only if capacity exists in the luggage bins. If there is no capacity, then the freight will be transported on the next available service which has room. Correct labelling and appropriate insurance coverage is the passenger's responsibility. Items stowed under the coach are to be packaged appropriately to avoid damage. South West Coach takes no responsibility for lost, damaged, stray baggage or freight whilst in transit or storage.

### CONCESSION FARE AND TICKET CONDITIONS

Concessional fares are offered conditionally to the following passengers who can comply with requirements to demonstrate identity and eligibility.

- **Infant** – Aged up to 2 years (to be nursed by accompanying adult)
- **Child** – Aged 3 to 14 years (inclusive).
- **WA Student** – Aged 15+ years and in full-time accredited studies, to the named cardholder on presentation of a valid Transperth Student SmartRider.
- **WA Pensioner** – To the named cardholder on presentation of a valid WA Pension Concession Card.
- **WA Senior** – To the named cardholder on presentation of a valid WA Seniors Card.

### RESERVATION CHANGE AND CANCELLATION CONDITIONS

- No refunds on ticket purchases will be provided.
- Providing 24 hours notice a credit of your ticket amount will be provided valid for 12 months.
- Providing 24 hours notice is given a ticket may be transferred to the next South West Coach Lines service of equal or lesser fare value.
- **NO SHOW** (failure to board scheduled services) No refund, not transferable.
- **TOUR PACKAGES AND OVERNIGHT CHARTERS** No refunds can be made in respect of travel sections, accommodation, meals, sightseeing, entrance fees or any other services which are included in the cost but not utilised as per Responsibilities and Conditions on relevant tour brochures.

- Cancellation – OPEN TICKETS / BULK TICKETS – No refunds on OPEN TICKETS or BULK tickets. No transfers on BULK tickets.
- All tickets and booking confirmations are valid for travel for the named passenger only.
- Tickets are strictly non-transferable.

## LUGGAGE CONDITIONS

All luggage carried, stored or stowed is subject to South West Coach Lines Luggage Policy, as stated on South West Coach Lines website. SWCL takes no responsibility for lost, damaged, stray baggage or freight whilst in transit or storage.

- **General Allowance** – Standard luggage allowance per fare-paying passenger includes one item of stowed luggage not exceeding 20kg; and one item of carry-on luggage not exceeding 5kg.
- **Excess Baggage** – Additional or exceptional luggage items will incur a fee per item and is subject to a maximum of two items approved by South West Coach Lines, based on availability and suitability of baggage carriage and holding facilities.
- **Manual Handling** – All items to be carried must be packed properly, sealed, be of a manageable size and shape. Where the physical attributes of a South West Coach Lines staff member makes lifting and handling of such items difficult, the passenger will be obliged to render the staff member assistance.
- **Cabin carry-on items** – For the comfort and safety of all passengers, hard luggage or any items above 5kg must be stowed in luggage areas under the coach, and are not permissible inside the cabin, including the overhead cabin storage compartments.
- **Labelling** – Passengers are responsible for the appropriately labelling and handling of their own luggage.
- **Prohibited Luggage** – For the comfort and safety of all passengers prohibited items detailed within South West Coach Lines Luggage Policy will not be accepted on South West Coach Lines services under any circumstances.

South West Coach Lines Luggage Policy is published and available online. A copy can also be obtained in electronic or hard copy format on request by contacting a South West Coach Lines Booking Centre.

## TRAVELLING WITH A PET

South West Coach Lines strictly refuse the transportation of any live stock or domestic animals on board and or stowed in our luggage compartment. Transportation in this instance is classified as a breach of the "Australian Animal Welfare Standards and Guidelines" and the "RSPCA Policy for the Transportation of Animals". Service animals such as seeing eye dogs are permitted to travel on board with passengers who have certified approval.

## COMPANION DOGS

Persons requiring assisted travel with a Companion Dog are permitted to travel with the appropriate certification on South West Coach Lines services. Companion dogs will require a valid identification card issued by a training organisation prescribed under the Dog Regulations 2013. Companion Dogs must have a suitably marked identifying dog coat or harness. More information about Companion Dogs can be found by contacting [Seeing Eye Dogs Australia](#), [Visibility](#) or [Assistance Dogs Australia](#).

## PRIVACY

Any and all personal information provided is protected by and subject to South West Coach Lines Privacy Policy. This policy describes how personal information will be collected, used, stored and disclosed in accordance with the Australian Privacy Principles by South West Coach Lines or on our behalf. This policy applies to any personal information which you or others provide to us or our agents in the course of our business dealings with you relating to the Services.

South West Coach Lines Privacy Policy is published and available online via South West Coach Lines website. A copy can also be obtained in electronic or hard copy format on request by contacting a South West Coach Lines Booking Centre.

## REVISION

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