



Terms & Conditions

Business Information:

This service is owned and operated by Craig and Pauline Toole T/A Travel Our Way Pty Ltd ABN 51 671 432 938 under Booking Entity Authority Number 228756 hereby noted as Travel Our Way.

Cancellation Policy:

- Cancellations in excess of 24 hours from time of travel (arrival or departure time at Whitsunday Coast Airport) will be eligible for a full refund.
- Cancellations less than 24 hours from time of travel (arrival or departure time at Whitsunday Coast Airport) are not refundable.
- Pre-Booked (discounted) Return Transfers are non-refundable at any time for any reason.

Priority Boarding:

Travel Our Way will prioritise the pickup and drop-off of Airlie Beach Hotel (ABH) guests but is not limited to transferring ABH guests only. Inbound guests travelling to ABH from the Whitsunday Coast Airport (PPP) will be prioritised where possible, before affecting drop-offs at other hotels and residential addresses (where practicable). Outbound passengers not staying at ABH will be picked up prior to ABH guests travelling to PPP (where practicable). Pickup times will reflect this and will allow for departure from ABH to be no less than 90 minutes prior to flight departure time and outbound guests are asked to refer to the confirmation of pickup times sent by text the night before the transfer date, for confirmation

Pick up Window Procedure:

Travel Our Way transfer services should arrive during a 10-minute window of your pick-up time. Passengers must be ready and waiting outside the designated pickup location for the entirety of the pickup window. Our services will depart immediately once they reach each pickup point and will not wait for passengers that are not ready to board. Drivers are not responsible to locate passengers if they are not readily waiting at the designated pickup area. Passengers that are not ready and waiting during the outlined times resulting in a missed transfer; may not be eligible for refund or reimbursement. If your bus has not arrived within the pickup window please call Travel Our Way on [0460 020 832](tel:0460020832) ASAP. If you are concerned you are at risk of missing your flight, please make contact with Travel Our Way immediately. Do not arrange alternative transport without calling Travel Our Way first to discuss options. Clients who choose to take alternate transport without calling to cancel their service may not be eligible for a refund or reimbursement. Passengers who miss their service and are not contactable by phone or who choose to take alternate transport without calling to cancel their service may not be eligible for



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a refund or reimbursement.

Service Interruptions:

Pick-up and drop-off times are approximate, Travel Our Way does not take responsibility for delays due to traffic or any other factors outside of our control. Due to the geographical logistics of the Whitsunday Region; a secondary service may be required to minimise travel time in an endeavour to provide a more timely service, this option shall be utilised at the sole discretion of Travel Our Way. Refunds/Reimbursements are not given due to service interruptions or changes outside of our control. We just want to get you to your destination.

Mobility:

All passengers need to ensure they can board, disembark and move around the bus unaided or, alternatively travel with a care assistant or companion.

Pricing Policy:

All prices are retail, include GST and are shown in Australian dollars.

See item "Cancellation Policy" for further information on "regular" bookings.

Please note: All fares and times are subject to change without notice.

Baggage Information:

Luggage is unlimited in a fair use policy (per airport weight guidelines) for arrivals and departures. All luggage must be clearly labelled by the passenger/s, including name and residential address. Passenger/s should carry valuable and fragile items (e.g. jewellery, expensive equipment, cash etc.) on-board. Travel Our Way shall not be liable for the loss of-or damage to any personal effects, luggage or other goods, whether or not such loss or damage is suffered, or is caused by anything occurring before, after, or in the course of any journey. Excess luggage falling outside the above specification will have the cost confirmed by the driver upon boarding.

Passenger Info:

- Infant = 0-1 years old.
- Infants travel is free on the lap of a passenger 16 years or older.
Please note this includes all persons younger than 12 months only unless in a baby seat



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at which point a full person charge of \$29.90 is payable. Rearward and forward facing seats are available at no charge upon pre-booking.

- Child = 1-7 years old.
- Children aged more than 1 years old and less than 7 years old can be restrained using a seat belt in their own seat at which point a full person charge of \$29.90 is payable. Children must not sit in the front seat.
- Infant, Child Seats and Booster Seats are available at no charge upon pre-booking.
- Passengers under the age of 16 years old must be accompanied by an Adult.

Further information can be found under '[Exemptions from complying with standard child restraint laws](#)' on the Queensland Government website.

Late Flights:

Passengers that have booked the last service for the day who have missed their allocated pickup service and have arrived late due to a delayed flight will need to make alternative travel arrangements at their own expense. A full refund will be issued for the arrival journey unless the delay is caused by the passenger.

Travel Our Way is not responsible for delayed flights. If your flight has been delayed and you are NOT on the last service of the day, please contact the office [0460 020 832](tel:0460020832) and we will put you on the next available service.

*Please note: Whilst every effort is made to support all customers, our services are unable to wait for delayed flights or late passengers.

Travel Insurance:

Passenger/s are strongly advised to purchase travel insurance prior to their initial flight into The Whitsundays, as protection against any loss, damage or cancellations - ask your travel consultant for details.



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Lost Property:

Lost property can be claimed by contacting our office via email on: info@travelourway.com.au: The Transfer Bus takes no responsibility for any lost property. If any lost property has been located, it will be held at our base of operations for a period of 3 months. After the 3 month, period has passed all lost property items will be donated to charity. If you wish to have your lost property delivered to you, additional freight costs may apply.

Website:

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Links:

The Operator may link our site to other sites. It is your choice to visit these sites. We cannot take responsibility for the content or security on these sites and will not be responsible if you suffer any loss or damage from visiting these sites or using another's products or services. Travel Our Way recommends that you check privacy policies, terms, and conditions of these other sites.