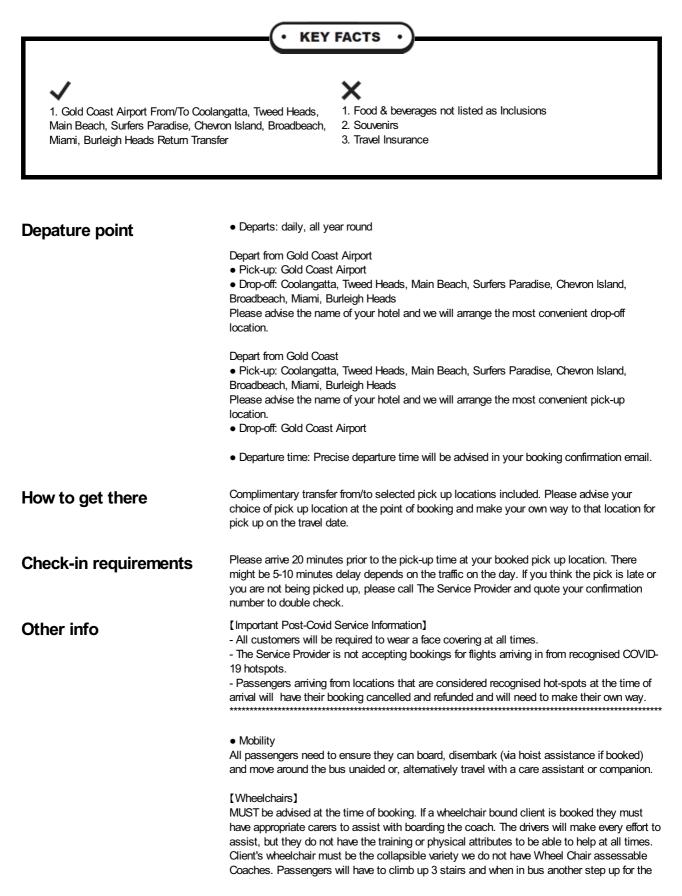
Gold Coast Airport Return Transfer: Coolangatta, Tweed Heads, Main Beach, Surfers Paradise, Chevron Island, Broadbeach, Miami, Burleigh Heads



large coach. For the smaller coach they have 1 step up.

The Service Provider reserves the right to alter the times and destinations as necessary. The Service Provider does not take responsibility for delays due to traffic or any other factor. Pick up times are approximate due to traffic conditions and number of pick ups

• Baggage Information

Luggage is limited to one suitcase and one piece of hand luggage per person (per airport weight guidelines). Any one piece of luggage exceeding 23kgs may require passenger assistance to load/unload. Surcharges apply to additional luggage items (see below). All luggage must be clearly labelled by the passenger, including name and residential address. Passenger/s should carry valuable and fragile items (e.g. jewellery, expensive equipment, cash etc.) on-board. The Service Provider is not liable for the loss of, or damage to any property, luggage or other goods. The Service Provider will not be liable for any reported loss or damage that is suffered, or is caused by anything occurring before, after, or in the course of any journey.

• Passenger Info

• Infant = 0-1 years old. Infant travel is free on an adult passenger's lap. (Please note this includes all persons younger than 12 months only.)

• Child = 1-13 years old. Charged at the child rate. Children aged 1-3 can be held on the lap of adult travelling passenger. (Please note this includes from 12 months up to 13 years old.)

Children 3-13 years old must occupy their own seat.

• Family = 2 adults and 2 children inclusive.

Passengers under the age of 16 years old must be accompanied by an adult.

- Return booking eligibility:
- Both the inbound and outbound service must be booked during the initial reservation.
- The pick-up and drop off locations must exactly correspond (i.e. the same address or hotel), otherwise the booking must be booked as two one way fares.

OVERVIEW

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GOLD COAST (OOL) DOMESTIC ARRIVAL PROCEDURE

- On arrival please collect your luggage and proceed toward the glass sliding exit doors at the northern end of the terminal.
- Please wait inside the terminal under the Transit Centre Sign.
- Your driver will make contact with you there. Please keep an eye out for your driver who will be wearing a blue shirt and red hat.
- The shuttle services depart on the hour.
- If you require assistance the Gold Coast Tourism Visitor Information Centre is located in the terminal opposite the car rental booths.
- · Please ensure your mobile phone is switched on after arrival.
- If you need to make contact with the Service Provider please phone 1300 873 517 or +61 7 5556 9888.

GOLD COAST (OOL) INTERNATIONAL ARRIVAL PROCEDURE

- On arrival please collect your luggage, clear customs and proceed toward the glass sliding exit doors at the northern end of the terminal.
- Please wait inside the terminal under the Transit Centre Sign.
- · Your driver will make contact with you there. Please keep an eye out for your driver who will be wearing a blue shirt and red hat.
- The shuttle services depart on the hour.
- If you require assistance the Gold Coast Tourism Visitor Information Centre is located in the terminal opposite the car rental booths.
- Please ensure your mobile phone is switched on after arrival.
- If you need to make contact with the Service Provider please phone 1300 873 517 or +61 7 5556 9888.

LATE FLIGHTS

Passengers arriving from delayed flights who missed the last service of the day are required to make alternative travel arrangements at their own expense. Pre booked passengers who miss the last service out will be eligible for a refund for the unused service. If your flight has been delayed please contact the Service Provider immediately on 1300 266 946 or +61 7 5556 9888

Please note: The services are unable to wait for delayed flights or late passengers. The Service Provider is not responsible for delayed flights.

GOLD COAST DEPARTURE PROCEDURE

- Your service should arrive during the 20-minute window outlined on your confirmation. You must be ready and waiting outside your pickup point and in view of the road for the entirety of your pick up window.
- If you miss your allocated service please make contact with the Service Provider directly on +61 7 5556 9888 (international) ASAP. Ask your hotel/concierge if you require assistance.
- Please ensure your mobile is switched on in case we need to contact you.
- · Unfound passengers may not be eligible for refund or reimbursement.
- Please do not depart in a taxi without first making contact with the Service Provider.



Cancellation Policy

All sales are final and incur 100% cancellation penalties.

