Gold Coast Airport Return Transfer: Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, Helensvale Paradise Point

KEY FACTS

✓

1. Gold Coast Airport From/To Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, and Helensvale Paradise Point Return Transfer

✗

1. Food & beverages not listed as Inclusions
2. Souvenirs
3. Travel Insurance

Depature point

● Departs: daily, all year round

● Pick-up: Gold Coast Airport
● Drop-off: Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, Helensvale Paradise Point
Please advise the name of your hotel and we will arrange the most convenient drop-off location.

● Pick-up: Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, Helensvale Paradise Point
Please advise the name of your hotel and we will arrange the most convenient pick-up location.
● Drop-off: Gold Coast Airport

● Departure time: Precise departure time will be advised in your booking confirmation email.

How to get there

Complimentary transfer from/to selected pick up locations included. Please advise your choice of pick up location at the point of booking and make your own way to that location for pick up on the travel date.

Check-in requirements

Please arrive 20 minutes prior to the pick-up time at your booked pick up location. There might be 5-10 minutes delay depends on the traffic on the day. If you think the pick is late or you are not being picked up, please call The Service Provider and quote your confirmation number to double check.

Other info

【Important Post-Covid Service Information】
- All customers will be required to wear a face covering at all times.
- The Service Provider is not accepting bookings for flights arriving in from recognised COVID-19 hotspots.
- Passengers arriving from locations that are considered recognised hot-spots at the time of arrival will have their booking cancelled and refunded and will need to make their own way.
****

● Mobility
All passengers need to ensure they can board, disembark (via hoist assistance if booked) and move around the bus unaided or, alternatively travel with a care assistant or companion.

【Wheelchairs】
MUST be advised at the time of booking. If a wheelchair bound client is booked they must have appropriate carers to assist with boarding the coach. The drivers will make every effort to assist, but they do not have the training or physical attributes to be able to help at all times. Client's wheelchair must be the collapsible variety we do not have Wheel Chair assessable

Coaches. Passengers will have to climb up 3 stairs and when in bus another step up for the 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 •

Gold Coast Airport Return Transfer: Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, Helensvale Paradise Point

If you're traveling between Gold Coast Airport & Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, and Helensvale Paradise Point, be sure to catch this Gold Coast Airport shuttle bus for a hassle-free travel to your destination. Regular daily services are available so you get to choose times and pickup and dropoff points suitable to your requirements. Hop aboard, sit back and relax, and let this service transfer you in stylish comfort to your destination.

Gold Coast Airport Return Transfer: Sanctuary Cove, Hope Island, Oxenford, Monterey Keys, Gaven, Studio Village, Pacific Pines, Santa Barbara, Helensvale Paradise Point

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.

• POLICY •

Cancellation Policy

All sales are final and incur 100% cancellation penalties.