

# Melbourne Tullamarine Airport One Way Transfer: Melbourne CBD Accommodation

## • KEY FACTS •



1. Tullamarine Airport From/To Melbourne CBD Accommodation One Way Transfer



1. Drop-off services back to pickup location
2. Food & beverages not listed as Inclusions
3. Souvenirs
4. Travel Insurance

## Departure point

- Departs: daily, all year round

Depart from Melbourne Tullamarine Airport

- Pick-up: Melbourne Tullamarine Airport
- Drop-off: Melbourne CBD Accommodation

Please advise the name of your hotel and we will arrange the most convenient drop-off location.

OR

Depart from Melbourne

- Pick-up: Melbourne CBD Accommodation

Please advise the name of your hotel and we will arrange the most convenient pick-up location.

- Drop-off: Melbourne Tullamarine Airport

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

## How to get there

Complimentary pickup from selected locations included before departure time. Please indicate your choice at the point of booking - the most convenient pick-up location and time will be advised in your booking confirmation. No drop-offs after the tour. Please make your own way back to hotel.

## 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-up 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.

From airport:

- First service will commence at 6:30am and the last service will be at 6:30pm.
- The Service Provider will be advertising that clients can book for every 30 minutes but, there can be wait times of 30 to 45 minutes and that the booking times are only guides as to possible services.
- There will be no meet and greet at the airport until such time as passenger numbers warrant such a service and passengers numbers can sustain the cost of doing so.

From the CBD:

- There is no change other than a reduction of the hours The Service Provider operate at night. The last service will depart, starting from Zone 3(south), at 6:45pm and reach the airport at 8pm.

- This is provided that the Victorian State government has borders open and clients can freely travel between states.

- As The Service Provider is starting to operate in very uncertain times and it is impossible to predict passenger volume and dynamics. The Service Provider will have to monitor the situation very closely and adjust schedules and operating hours depending on passenger volume.

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#### • 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.

## • OVERVIEW •

### **Melbourne Tullamarine Airport One Way Transfer: Melbourne CBD Accommodation**

If you're traveling between Melbourne Airport & Melbourne City, be sure to catch this Melbourne Airport transfers from/to Melbourne City 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.




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## Melbourne Tullamarine Airport One Way Transfer: Melbourne CBD

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### MELBOURNE DOMESTIC & INTERNATIONAL TERMINALS

#### MELBOURNE ARRIVAL PROCEDURE

When you arrive and have collected your luggage please proceed to the Service Provider Meeting Point located in Terminal 1 at the Experience Oz counter.

Please check-in and confirm your details with the staff at the Experience Oz desk who can also assist you with any queries you may have & direct you to the waiting area for the shuttle-bus pick up.

**T1:** Collect your luggage and proceed to the Experience Oz desk located in the arrival terminal of T1 opposite carousel 1

**T2:** On exiting the customs area, turn left & proceed to the Experience Oz desk located in the arrival terminal of T1 opposite carousel 1

**T3:** Exit the terminal

Turn left & proceed to the Experience Oz desk located in the arrival terminal of T1 opposite carousel 1

**T4:** Exit the terminal

Turn left & proceed to the Experience Oz desk located in the arrival terminal of T1 opposite carousel 1

If the Experience Oz desk is unattended please make your way outside directly to the pickup point in Lane 2. If your flight has been delayed please contact us immediately on +61 7 5556 9888 or Starbus on +61 3 8378 8700. We have regular services departing the airport until 22:00 which is our LAST SERVICE.

#### LATE FLIGHTS

Passengers arriving from delayed flights who miss the last service out are required to make alternative travel arrangements at their own expense – these passengers will be eligible for a refund for the unused service. If your flight has been delayed please contact The Service Provider immediately on +61 7 5556 9888 and you will be put you on the next available service. Clients who choose to not wait for the next available service may not be eligible for a refund.

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

#### MELBOURNE 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 or Starbus on +61 3 8378 8700 ASAP. Ask your hotel/concierge if you require assistance.
- Please ensure your mobile is switched on in case we need to contact you.
- Passengers that are not found 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.



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