

Terms and Conditions

Compass Tours endeavours to ensure your planned activity is a special and enjoyable occasion. The following Terms and Conditions are in place to help ensure your day outing or transfer meets expectations.

Full Terms of Carriage, including cancellation policies and payment details, are available in the FAQ and Legal sections on our website. For further assistance, please contact our office on 1300 850 676.

Compass Tours reserves the right to amend these Terms and Conditions at any time without notice.

By confirming a booking, the hirer acknowledges and agrees to these Terms and Conditions.

Payments

Methods of Payment

Payments may be made via cheque, EFT, or credit card.

Prepaid Customers

Final payment is due 7 days prior to departure. Invoices are issued upon request. No cash payments will be accepted on the day of travel.

Credit Card Payments

Payments via Visa or Mastercard can be made over the phone. A 2.5% surcharge applies.

Cheques

Cheques must be cleared at least 3 days prior to departure.

Account Customers (including Government Schools)

Invoices are issued on the day of departure. Payment terms apply from the invoice date.

GST

All prices are inclusive of GST unless otherwise stated.

Fuel Levy

Due to fluctuations in fuel prices, Compass Tours reserves the right to apply a fuel levy surcharge to any booking. Any applicable fuel levy will be advised prior to final payment and must be accepted before the booking proceeds.

Booking Confirmation

Customers must reconfirm bookings and passenger numbers at least 24 hours prior to travel.

Amendments

Any changes to a confirmed booking are subject to availability and may incur additional charges, including amendment or cancellation fees.

Overtime and Delays

Customers are responsible for any additional charges resulting from extended hire time, delays, or changes to the agreed schedule, including those caused by traffic or flight delays.

Cancellations

Cancellation fees apply as follows:

- 28 days or more prior: 25% administration fee
- Within 14 days: 50% of booking cost
- Within 7 days: 75% of booking cost
- Within 24 hours: 100% of booking cost
- Failure to cancel or non-use of vehicle: 100% charge

Additional costs incurred may also be charged.

No refunds will be issued for unused portions of a booking once travel has commenced.

Food, Beverages & Conduct

- No food or beverages (except bottled water or for medical purposes) are permitted on board.
- Smoking is strictly prohibited by law.
- Alcohol is not permitted unless prior written approval is granted (minimum 48 hours in advance), and additional fees and bond requirements apply.



Cleaning and damage fees will be charged at the discretion of Compass Tours and must be paid immediately upon invoicing.

Damage and Responsibility

The hirer is responsible for any damage, cleaning costs, fines, or penalties incurred during the hire. The driver reserves the right to remove passengers behaving in an unsafe or inappropriate manner.

Safety Requirements

All passengers must remain seated while the vehicle is in motion. Seatbelts must be worn where fitted and all passengers must comply with NSW transport laws. Unsafe behaviour may result in termination of the service.

Vehicle Breakdown / Substitution

In the event of a vehicle breakdown or unforeseen issue, Compass Tours will endeavour to provide a replacement vehicle as soon as possible. Delays caused by such events do not entitle the hirer to a refund.

Force Majeure

Compass Tours shall not be liable for failure to perform services due to events beyond its control, including but not limited to weather conditions, natural disasters, road closures, mechanical breakdowns, strikes, or government restrictions.

Liability

To the maximum extent permitted by law, Compass Tours shall not be liable for any indirect, incidental, or consequential loss, including loss of time, inconvenience, or missed events.

Passenger Property



All personal belongings are carried at the owner's risk. Compass Tours accepts no responsibility for loss, theft, or damage to personal items.

Additional Conditions

- Quotes are valid for 14 days unless otherwise stated
 - Bookings may be outsourced where necessary
 - Late payments incur 8.5% monthly compound interest
 - Debt recovery and legal costs will be charged to the client where applicable
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Overnight and Extended Trips

The hirer must provide accommodation and meals for drivers. A detailed itinerary must be submitted at least 2 weeks prior, with final confirmation 1 week before departure.

Lost Property

Lost items are held at the Compass Tours depot and can be collected during business hours.

Governing Law

These Terms and Conditions are governed by the laws of New South Wales, Australia.