

KARRATHA AIRPORT GROUND TRANSPORT TOUR & CHARTER OPERATORS

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1. OBJECTIVE

The objective of the policy is to provide guidelines for the operation of ground transport services, namely for tour and charter operators at Karratha Airport.

2. PRINCIPLES

2.1 DEFINITION OF TOUR AND CHARTER OPERATORS

Pursuant to the *Transport Coordination Act 1966* Applicable as of 19 November 2007:

“Tour and Charter includes both passenger tours and passenger charters.

Passenger tour: a pre-planned or packaged trip to various places of interest for business, pleasure or instruction, for a predetermined individual fare. It can be of any duration and can include meals and accommodation. Short tours of less than one day would normally be expected to start and finish at the same location.

Passenger Charter: A “charter trip” is one where the vehicle and driver are hired or leased for the exclusive use of an individual or group of travellers and it has not been publicly advertised, announced, notified or otherwise made known with a view to securing the patronage of the general public. Individual fares cannot be charged.”

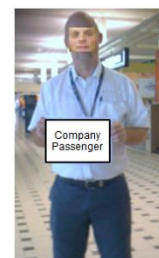
2.2 POLICY PROVISIONS

This policy is relevant to operators holding a current Government of Western Australia Department of Transport tour and charter omnibus licence operating at the airport. Shuttle service omnibus licence holders are referred to in the separate policy AP-GT-SS Karratha Airport Ground Transport Shuttle Service Operators.

Council adopt as general guidelines the following requirements for organisations undertaking these ground transport services to and from Karratha Airport.

- Each vehicle must hold an authorised airport bus permit and display the permit sticker in a visible location on the vehicle.
- No tour and charter vehicle displaying TC licence plates is to drop off or pick up passengers in the ~~front~~ general public drop off/pick up lane. Vehicles found to do so will incur an infringement and possible revocation of proximity card and airport parking access.
- If no bay is available in the bus and commercial vehicle~~pick-up-drop-off~~ lane, drivers must continue through and park in the designated bus parking area. Blocking of car park roads and entries will not be tolerated and infringements will apply.
- It is an offence to bring or consume alcohol at Karratha Airport except where the facility is licensed under the *Liquor Control Act 1988*. Any driver found to supply alcohol for consumption by them or their passengers, or supply on behalf of a passenger within the airport boundary will face immediate removal from the airport and be reported to the police and the Department of Transport.

- The operator is not entitled to a booth or advertising within the airport terminal or car park. This advertising restriction includes, but is not limited to, the installation of any type of advertising device, structure or equipment (e.g. stands or the like). However, to facilitate identification and to enable meeting and greeting of passengers, an operator's driver will be authorised to hold an A4 sized tablet or clipboard with their company's name and the passengers name on it similar to this example.
- Rude or discourteous behaviour to airport staff, passengers or other drivers will not be tolerated and will be reported to the Department of Transport. The driver may be asked to immediately leave the airport by airport staff or their representatives and must comply with this request.
- On the receipt of a complaint about an operator, their service or staff the Council will require the operator to respond within 3 working days with a written report, which is to be detailed and acceptable in relation to the matter raised.
- Should the Council receive three complaints about the operator, their service or staff the Council will require the operator to show cause why their agreement to offer a service at the airport should not be suspended or terminated. The Council retains the right to make determination regarding an operators continuing access to the airport.
- Should the Council identify non-compliance with Airport policies, such as this document, the Council will require the operator to show cause why their permission to offer a service at the airport should not be suspended or terminated. The Council retains the right to make determination regarding an operators continuing access to the airport.
- There is no designated parking space/bay within the airport car park for tour and charter operators.
- Operators are required to remit full payment for access to ground transport lanes in accordance with the Conditions of Entry at the barrier gates.



3. REFERENCES TO RELATED DOCUMENTS

- Omnibus Licence Policy, Department of Transport, Government of Western Australia
- Omnibus Licensing tour and charter, Department of Transport, Government of Western Australia
- Karratha Airport Bus Parking & Conditions of Use (AP-GT-COU)

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Responsible Officer:	Airport Commercial Property Officer <u>Coordinator</u>

This Policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.