



Gold Coast Tourist Shuttle

TERMS & CONDITIONS



AIRPORT TRANSFERS

- Airport Transfers to accommodation houses between Tugun and Hope Island operate every 30 minutes in accordance with flight arrival and departures, 7 days a week. Customers staying at accommodation houses located north of Surfers Paradise may be required to transfer onto another service part way through the journey. These services may depart the airport hourly. Airport Transfers to accommodation houses from Kirra to Kingscliff operate on a scheduled timetable and do not meet all flights. See Southern Accommodation Schedule.
- **Gold Coast Tourist Shuttle does not operate services to / from private residences.**
- Gold Coast Tourist Shuttle reserves the right to use buses other than those labeled Gold Coast Tourist Shuttle.
- Please refer to Booking and Ticket information below

GOLD PASS & THEME PARK TRANSFERS

- The Gold Pass includes door to door theme park transfers on Gold Coast Tourist Shuttle services, and unlimited travel on the 24hour Surfside Buslines/TransLink bus network. Gold Passes are valid for consecutive days from and including the 1st day of use. Passes expire at midnight on the last day of travel.
- A Theme Park Transfer includes return door to door transfers to Dreamworld, WhiteWater World, Sea World, Movie World, Wet N Wild or Currumbin Wildlife Sanctuary.
- **Gold Passes/Theme Park Transfers must be issued on a separate voucher that can be kept by the driver** (as there are no photocopying facilities on-bus).
- Please refer to Booking and Ticket information below

FREEDOM PASS

- The **Freedom Pass** includes door to door airport transfers & unlimited theme park transfers on Gold Coast Tourist Shuttle services
- The **Freedom Pass** also includes unlimited travel on the 24hour Surfside Buslines/TransLink bus network
- Freedom Passes are valid for consecutive days from and including the airport arrival date. Passes expire at midnight on the last day of travel except for the return airport transfer, which is valid for up to 30 days from date of arrival.
- **Freedom Passes must be issued on a separate voucher that can be kept by the driver** (as there are no photocopying facilities on-bus).
- Please refer to Booking and Ticket information below

PICK UP POINTS

- Pick up / drop off is available at all registered accommodation properties between Runaway Bay and Coolangatta, except Coomera Motor Inn.
- Door to door pick up / drop off is not possible at some properties, due to safety issues or traffic restrictions. Passengers will be picked up and dropped off at the nearest safe point. Please check the Actual Pick-Up Location list overleaf for a list of such properties and the nearest pick up/drop off points.



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BOOKING

- Gold Coast Tourist Shuttle must be advised of all booking details including dates of travel, name, contact number/s, flight No. and accommodation
- **Customers must book / reconfirm their Theme Park Transfers by 11am for the following day**, by calling 1300 655 655 to arrange a pick up/return time.
- **Customers must book / reconfirm their return Airport Transfers 48hrs prior to airport departure**, by calling 1300 655 655 to arrange a pick up time.
- Transfers between Gold Coast Airport and Kingscliff accommodation houses operate on a schedule and may not be suitable for all flight arrivals/departures. It is essential to check the Southern Accommodation Schedule to verify suitability.
- Return airport transfers are valid up to 30 days from arrival date.

TICKETS

- **NOTE: All bookings must be issued on a separate voucher that can be retained by the driver.**
- **Airport Arrival** – Documentation for Airport Transfers or Freedom Passes should be exchanged for valid tickets at the Gold Coast Tourist Shuttle Customer Service Desks located inside both the Domestic and International terminals **prior to boarding the bus**.
- **Gold Passes** - Documentation should be exchanged with any Gold Coast Tourist Shuttle or Surfside Buslines driver for valid tickets.
- **Pensioners** – A pension discounted price is available from the airport desk only on presentation of the Australian Centrelink or Veterans Affairs Pensioner Concession Card. Only the primary card holder is entitled to the discounted price.
- **Family Passes** – 2 Adults & 2 Children (4-13 yrs). Only one ticket issued per family. Family members must travel together under the single pass.

CANCELLATIONS / REFUNDS

- There are no refunds for cancellations made with less than 24 hours notice. Cancellation fees may apply. Failure to board, unused tickets or portions thereof are non-refundable and non-transferable.
- Travel will be denied to anyone who does not produce a valid ticket/voucher to the driver on entry.
- There are no replacements or refunds for lost, stolen or damaged tickets/vouchers.
- Refund requests must be made within 3 months of travel date.
- There are no refunds of transport costs to clients who do not make their land transport connection due to Couran Cove ferries running late.

TRANSPORT INFO

- **Luggage** – Passengers should always carry valuable items on their person, as Gold Coast Tourist Shuttle accepts no responsibility for lost or damaged luggage.
- **Smoking & Alcohol** – All services are non-smoking. The consumption of alcohol or non-prescription drugs is strictly prohibited whilst travelling on any Gold Coast Tourist Shuttle or Surfside/TransLink vehicles.
- **Wheelchair Access** – Coaches used for theme park transfers are not wheelchair accessible and do not have storage bins. Some wheelchair accessible services are available on the Surfside/TransLink bus service to theme parks.



- **Surfside Buslines/TransLink** - Bus timetable information can be obtained by calling TransLink 13 12 30 or visiting the website www.translink.com.au and using the Journey Planner. Alternatively please use Surfside Buslines' *Get Around Guide*, available from our Customer Service Desks at the Gold Coast Airport or online at www.gcshuttle.com.au
- Any suggestions or comments you wish to make in regard to our services should be directed to the attention of Customer Service at the address below.

Southern Accommodation Airport Transfers

Door to door* scheduled service operating between the Gold Coast Airport and all registered accommodation houses from Kirra in Queensland to Kingscliff in New South Wales.

FROM AIRPORT - Arriving Transfers

| | | | | | | | | | | |
|----------------------------------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|
| Depart Airport - Qantas Terminal | 7:00 | 8:30 | 10:00 | 11:30 | 13:00 | 14:30 | 16:00 | 17:30 | 19:00 | 20:30 |
| Depart Airport - Virgin Terminal | 7:05 | 8:35 | 10:05 | 11:35 | 13:05 | 14:35 | 16:05 | 17:35 | 19:05 | 20:35 |
| Coolangatta Accommodation | 7:10 | 8:40 | 10:10 | 11:40 | 13:10 | 14:40 | 16:10 | 17:40 | 19:10 | 20:40 |
| Tweed Heads Accommodation | 7:15 | 8:45 | 10:15 | 11:45 | 13:15 | 14:45 | 16:15 | 17:45 | 19:15 | 20:45 |
| South Tweed Accommodation | 7:20 | 8:50 | 10:20 | 11:50 | 13:20 | 14:50 | 16:20 | 17:50 | 19:20 | 20:50 |
| Peppers Resort - Salt | 7:35 | 9:05 | 10:35 | 12:05 | 13:35 | 15:05 | 16:35 | 18:05 | 19:35 | 21:05 |

TO AIRPORT - Departing Transfers

| | | | | | | | |
|----------------------------------|------|------|-------|-------|-------|-------|-------|
| Peppers Resort - Salt | 7:45 | 9:15 | 10:45 | 12:15 | 13:45 | 15:15 | 16:45 |
| South Tweed Accommodation | 8:00 | 9:30 | 11:00 | 12:30 | 14:00 | 15:30 | 17:00 |
| Tweed Heads Accommodation | 8:10 | 9:40 | 11:10 | 12:40 | 14:10 | 15:40 | 17:10 |
| Coolangatta Accommodation | 8:15 | 9:45 | 11:15 | 12:45 | 14:15 | 15:45 | 17:15 |
| Arrive Airport - Qantas Terminal | 8:22 | 9:52 | 11:22 | 12:52 | 14:22 | 15:52 | 17:22 |
| Arrive Airport - Virgin Terminal | 8:25 | 9:55 | 11:25 | 12:55 | 14:25 | 15:55 | 17:25 |

*In some cases door to door may mean the nearest safe pick-up point. Services operate on Queensland time.

One way and Return Airport Transfers are available. There is no need to pre-book your arriving airport transfer however return airport transfers must be booked 48 hours prior to your flight by calling our Reservations staff on 1300 655 655.

Return airport transfers are valid for 30 days from date of issue. Full terms and conditions are available on our website.

www.gcshuttle.com.au





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Due to legal or safety reasons we can't get right to the door of some hotels, so you may have a short walk from your hotel to the pickup location. Please see below the actual pickup locations and distances for these accommodation houses. Please phone us on 07 5574 5111 if you have any further queries.

| ACCOMMODATION | ACTUAL PICK UP | DISTANCE |
|------------------------------------|--|----------|
| 19 th Avenue Apartments | Airport - South Highway, Theme Parks - | 10m |
| Air on Broadbeach | South Pacific Plaza | 20m |
| Allawah Apartments | The Peninsula | 50m |
| Anacapri Apartments | Baronnet Tourist Stop on Enderley Ave | 150m |
| Arc Resort | Cnr Eady & T E Peters Drive | 150m |
| Aria | Tourist Stop on Albert Ave (out the front of Pacific Resort) | 50m |
| Atlantis East | Highway Bus Stop | 100m |
| Atlantis West | Highway Bus Stop | 100m |
| Australis Sovereign | Tourist Stop on Birt Street | 100m |
| Avalon | Tourist Stop at Appel Park | 100m |
| Burleigh Beach Tower | Airport – Back Entry, Theme Parks – Highway Bus Stop 42 | 100m |
| Burleigh Terraces | Airport – Bus Stop 43 Southbound, Theme Parks- Bus Stop 43 Northbound | 50m |
| Centrepoint | Northbound Bus Stop on Surfers Boulevard | 150m |
| Chateau Royal | The Beach House – McLean Street | 50m |
| Circle on Cavill | Appel Park Tourist Stop | 20m |
| Cosmopolitan | Breakfree Beachcomber Resort on Hanlan Street | 100m |
| Crown Towers | Bus Stop out the front of the Gold Coast International on Staghorn Ave | 25m |
| Enderley Gardens | Baronnet Tourist Stop on Enderley Ave | 80m |
| Emerald Apartments | Peninsular Drive | 150m |
| Focus | Bus Stop in front of Beachpoint Apts on the Esplanade | 10m |
| Freshwater Point | Cnr of Sunshine & T E Peters Drive | 50m |
| Gemini Court | Cnr Nathan & Hayle Streets | 100m |
| Golden Gate | Tourist Stop on Birt Street | 50m |
| Golden Riviera | Opposite on Golden Four Drive | 30m |
| Goodwin Towers | Cnr Nathan & Hayle Streets | 150m |
| Grand, The | Airport – South Bus Stop on Frank St | 20m |
| Theme Parks | North Bus Stop on Frank St | 100m |
| Greenmount Beach Resort | Belamare Apartments | 80m |
| International Beach Resort | Bus Stop in front of Beachpoint Apts on the Esplanade | 20m |
| Islander The | Breakfree Beachcomber Resort on Hanlan Street | 100m |
| Isle of Palms / Bay of Palms | Phone Box on Guinness Creek Rd | |
| Jadon Place | Pacific Fair Tourist Stop | |
| Magic Mountain | Airport – Front Door Theme Parks – From Nobbys Beach Bus Stop | 100m |
| Paradise Resort Surfers Paradise | Tourist Stop on Birt Street | 50m |
| Paradise Grove | Airport – Bus Stop 43 Southbound, Theme Parks – Bus Stop 43 Northbound | |
| Palm Beach Resort | Airport – Front on GC Hwy | 20m |
| Theme Parks | Northbound on GC Hwy (outside Police station) | |
| Phoenician | Airport – Across the road of Aruba Beach (cnr Surf pde & QLD Ave) | 20m |
| Theme Parks | Out the front of Aruba Beach | |
| Quarterdeck Apartments | Airport and Theme parks – Holiday Inn bus stop on View Street | 100m |
| Raffles Royale | Northbound Bus Stop on Surfers Boulevard | 150m |
| Sandy Point | Cnr Labrador & Imperial Pde's | 50m |
| Santorini By The Sea | Nobbys Beach Bus Stop | 100m |
| Tallebudgera Tourist park | Airport – South Bus Stop on Gold Coast Highway | 20m |
| Theme parks | North Bus Stop on Gold Coast Highway | |
| Towers of Chevron Renaissance | | |
| Victoria Square | Sofitel | 150m |
| Wave Resort, The | Airport - Bus Stop out the front of the Sofitel. | 50m |
| Theme Parks | Bus Stop across the road of the Sofitel. | 50m |