



Gold Coast Tourist Shuttle

TERMS & CONDITIONS



AIRPORT TRANSFERS

- Airport Transfers to accommodation houses between Tugun and Sanctuary Cove/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, Paradise Country 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 7pm for the following day**, by calling 1300 655 655 to arrange a pick up/return time.
- **For guaranteed confirmations we recommend customers book / reconfirm their return Airport Transfers 24 hours prior to airport departure**, bookings can be made up to 7pm the day prior to departure but in some cases services may already be fully booked. Customers can confirm their booking 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 Reservations address below.

Southern Accommodation Airport / Theme Park Transfers

Door to door scheduled service operating between the Gold Coast Airport and all registered accommodation houses throughout the Gold Coast to Kingscliff in New South Wales

From Airport									
Depart Airport	725	855	1025	1155	1325	1455	1625	1755	1925
Coolangatta	735	905	1035	1205	1335	1505	1635	1805	1935
Tweed Heads	740	910	1040	1210	1340	1510	1640	1810	1940
South Tweed	745	915	1045	1215	1345	1515	1645	1815	1945
Salt	800	930	1100	1230	1400	1530	1700	1830	2000

To Airport									
Salt	810	940	1110	1240	1410	1540	1710	1840	2010
South Tweed	825	955	1125	1255	1425	1555	1725	1855	2025
Tweed Heads	835	1005	1135	1305	1435	1605	1735	1905	2035
Coolangatta	840	1010	1140	1310	1440	1610	1740	1910	2040
Arrive Airport	850	1020	1150	1320	1450	1620	1750	1920	2050



Theme Park Transfers	
Depart Kingscliff	810
Arrive Kingscliff	ETA Between 1800 & 1900**

Services operate on Queensland time

**ETA depends on closing times of theme parks

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 24 hours prior to your flight and theme park transfers must be booked by 7pm the day before.

Call our Reservations staff on 1300 655 655.

Full terms and conditions are available on our website.

www.gcshuttle.com.au

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.

<u>Accommodation</u>	<u>Distance</u>	<u>A/P= Airport T/P= Theme Park SW= SeaWorld</u>
19th Avenue Apartments	A/P SOUTH HWY BUS STOP ACROSS THE ROAD T/P NORTH HWY BUS STOP OUT FRONT	
Air on Broadbeach	A/P & T/P 20M LEFT TO SOUTH PACIFIC PLAZA	
One the Esplanade	A/P & T/P 50M ACROSS THE ROAD TO PENINSULA	
Anacapri Apartments	A/P & T/P 150M LEFT SURFERS CENTURY	
Arc Apartments	A/P & T/P 250M DOWN TO CNR BUS STOP SUNSHINE BLVD & TE PETERS DRIVE	
Aria	A/P & T/P 50M RIGHT TO PACIFIC RESORT	
Atlantis East	A/P 100M TO BUS STOP ACROSS THE ROAD ON GC HWY T/P 100M TO BUS STOP RIGHT ON GC HWY	
Atlantis West	A/P 100M TO BUS STOP ACROSS THE ROAD ON GC HWY T/P 100M TO BUS STOP RIGHT ON GC HWY	
Australis Sovereign	A/P & T/P 50M AROUND THE CNR TO BIRT AVE	
Avalon	A/P & T/P 100M LEFT TO APPEL PARK	
Brighton on Broadwater Shores	A/P & T/P 100M CNR COMO & AQUA STREETS	
Burleigh Beach Towers	A/P 100M BUS STOP GC HWY T/P BUS STOP NTH ON GC HWY	
Burleigh Terraces	A/P 50M HWY BUS STOP 43 SOUTH T/P 50M HWY BUS STOP NORTH 43	
Centrepoint	A/P & T/P 50M T/S IN FRONT OF HOLIDAY INN	
Circle on Cavill	A/P & T/P 20M OPPOSITE AT T/S APPEL PARK	
Cosmopolitan	A/P & T/P 100M OUT FRONT OF BEACHCOMBER RESORT	
Condor Apartments	A/P & T/P 200M AT CNR RIVERVIEW & CYPRESS AVE	
Grand Chancellor	A/P & T/P 50M OUT FRONT OF BEACHCOMBER RESORT	
Enderley Gardens	A/P & T/P 80M ACROSS THE ROAD AT SURFERS CENTURY	
Emerald Apartments	A/P & T/P 150M ON PENINSULA DRIVE	
Focus	A/P & T/P 20M AT BEACHPOINT APTS BUS STOP ON ESPLANADE	
Freshwater Point	A/P & T/P 50m BUS STOP CNR TE PETERS & SUNSHINE BLVD	
Gemini Court	A/P & T/P 100M CNR NATHAN & HAYLE STREET	
Golden Gate	A/P 150M MANTRA SUN CITY T/P 150M BIRT AVE	
Golden Riviera	A/P 30M GOLDEN FOUR DRIVE T/P 30M ACROSS THE ROAD AT HOTEL GOLDEN FOUR DRIVE	
Goodwin Towers	A/P & T/P 150M CNR NATHAN & HAYLE STREET	
Grand,The	A/P S/W 20M BUS STOP OUT FRONT T/P 30M BUS STOP ACROSS THE ROAD	
Greenmount Beach Resort	A/P & T/P 80M AT THE BELAMARE HOTEL	
International Beach Resort	A/P & T/P 50M BEACHPOINT APTS BUS STOP ON ESPLANADE	
Islander The	A/P & T/P 100M IN FRONT OF BEACHCOMBER RESORT	

<u>Accommodation</u>	<u>Distance</u>	<u>A/P= Airport T/P= Theme Park SW= SeaWorld</u>
Isle of Palms/Bay of Palms	A/P & T/P 150M	PHONE BOX ON GUINNESS CREEK ROAD
Jadon Place	A/P & T/P 150M	LIMO STOP PACIFIC FAIR NEAR THE BUS TERMINALS
Magic Mountain	A/P & T/P 150M	NOBBY BEACH BUS STOP BOTTOM OF THE HILL
Monte Carlo	A/P & T/P 150M	OUT FRONT OF CHATEAU BEACHSIDE
Moorings (The)	A/P & T/P 40M	TOURIST STOP APPEL PARK
Moroccan	A/P & T/P 50M	T/S IN FRONT OF HOLIDAY INN
Olympus	A/P & T/P 50M	OUT FRONT OF HOLIDAY INN
Paradise Centre	A/P & T/P 50M	OUT FRONT OF BEACHCOMBER RESORT
Paradise Grove	A/P 100M	GC HWY BUS STOP 43 SOUTH T/P GC HWY BUS STOP 43 NORTH
Paradise Resort	A/P & T/P 150M	AROUND THE CNR IN BIRT AVE
Palm Beach Resort	A/P 20M	GC HWY T/P BUS STOP OUT FRONT T/P 20M POLICE STATION ACROSS THE ROAD
Phoenician	A/P 100M	ACROSS THE ROAD AT THE PARK AREA T/P 100M OUT FRONT OF ARUBA BEACH
President Apartments	A/P & T/P 50M	TOURIST STOP ON HAMILTON AVE
Quarterdeck	A/P & T/P 150M	T/S IN FRONT OF HOLIDAY INN
Raffles Royale	A/P & T/P 250M	T/S IN FRONT OF HOLIDAY INN
Sandy Point	A/P & T/P 50M	CNR OF LABRADOR & IMPERIAL STREET
Santorini By the Sea	A/P & T/P 100M	NOBBY BEACH BUS STOP GC HWY
ST Tropez	A/P & T/P 100M	OUT FRONT OF CHATEAU BEACHSIDE
Surfers City Motel	A/P & T/P 50M	T/S IN FRONT OF HOLIDAY INN
Swell on the Beach	A/P 30M	BACK OF BURLEIGH BEACH TOWER T/P 100M BUS STOP ON HWY NEAR PARK
Tallebudgera Tourist Park	A/P 20M	BUS STOP SOUTH ON GC HWY T/P 20M BUS STOP NORTH ON GC HWY
Tiki Village	A/P & T/P 80M	T/S APPEL PARK
The Sands	A/P & T/P 50M	OUT FRONT OF CHATEAU BEACHSIDE
Top of the Mark	A/P 1& T/P 250M	OUT FRONT OF CHATEAU BEACHSIDE
Towers of Chevron	A/P & T/P 150M	ACROSS THE ROAD T/S APPEL PARK
Vibe Hotel	A/P & T/P 50M	T/S APPEL PARK
Victoria Square	A/P 150M	BUS STOP OUT FRONT OF SOFITEL T/P 150M BUS STOP ACROSS THE ROAD FROM SOFITEL
View Pacific	A/P & T/P 20M	IN FRONT OF HOLIDAY INN
Wave Resort	A/P 50M	BUS STOP OUT FRONT OF SOFITEL T/P 50M BUS STOP ACROSS THE ROAD FROM SOFITEL