

Terms and conditions of travel

The information below concerns policies and procedures relating to CountryLink services in accordance with the Transport Administration Act 1988 (NSW) and the Rail Safety Regulation 1999 (NSW) and is extracted from the CountryLink Business Rules Manual.

Passenger conduct

Passengers shall not:

- a. put any part of their body outside any window or doorway of a CountryLink service while it is in motion;
- b. enter or leave a CountryLink service while it is in motion;
- c. board or leave a service that is not scheduled to pick up or set down passengers;
- d. board or leave a service in circumstances where the passenger is not scheduled to board or leave it;
- e. board a service without a valid ticket and/or reservation;
- f. occupy a sleeping berth or seat without a valid ticket and or reservation; or
- g. board a service under the influence of alcohol, wearing soiled clothing or being offensive to other passengers.

If a passenger is in breach of a condition of travel CountryLink has the right to refuse service and the contract for carriage between CountryLink and the passenger is immediately terminated without right of refund.

If a passenger breaches any provision of the Rail Safety Regulation 1999, CountryLink staff may ask the police to remove the passenger from the service. CountryLink staff who are authorised officers for the purposes of the Regulation may direct a passenger to leave a train where the member of staff is in the opinion that the passenger has committed an offence.

Smoking

- a. Smoking is not permitted on any CountryLink service.
- b. Smokers are requested not to leave the train at any intermediate location while in transit for the purpose of smoking.
- c. If passengers choose to leave a train while it is stopped at an intermediate location, CountryLink will not be liable for any consequences.

Alcohol

- a. Passengers cannot board a CountryLink service in possession of alcohol.
- b. Alcohol can be purchased on board some CountryLink services.
- c. CountryLink services do not have alcohol-free carriages.

Privacy and personal information Act compliance

- a. CountryLink is required to comply with the Privacy and Personal Information Act 1998. This act regulates the collection, storage, use and disclosure of personal information.
- b. Information about a passenger, including their name, address and other details is "personal information" for the purpose of the Act. Any enquiries in relation to passenger information should be directed to the Reservations Control Manager on ph: (02) 9379 4617.
- c. Under privacy legislation, personal information must only be used for the purpose for which it is collected and CountryLink employees, contractors or agents must not disclose any passenger information to any third party other than with the express consent of the passenger.

Infringements

Passengers on CountryLink services travel according to the Transport Administration Act 1988 (NSW) and the Rail Safety Regulation 1999 (NSW) regardless of where the passenger purchased the ticket or where an offence is committed.

Lost property

All reasonable action will be taken to recover property left by passengers on CountryLink and railway premises in any State. Communication costs will not be charged.

- a. Articles of lost property found on CountryLink premises are to be held at that location for seven days. After seven days property is sent to the Lost Property Office in Sydney.
- b. Any articles of lost property found on CountryLink services are despatched direct to the Lost Property office in Sydney.
- c. A charge of \$4.40 per article will be collected for each item of lost property returned to the owner at the Lost Property Office.
- d. Items of lost property returned to the owner at locations other than the Lost Property Office will be delivered without charge.
- e. If lost property is not claimed after three months the person who found the articles or money may lodge a claim.

The Lost Property Office is located at Concourse level, Central Station, Sydney, PO Box K349, Haymarket NSW 1238, ph: (02) 9379 3341, fax: (02) 9379 3901. Office hours are between: 8.30am and 4.20pm, Monday to Friday.

Confiscation of concession cards or tickets

Authorised ticket sales outlets reserve the right to confiscate concession cards, tickets or the like for misuse or any breach of conditions or an infringement of the conditions of travel.