northscollective

COURTESY VEHICLE POLICY

Norths Collective is pleased to offer a Courtesy Vehicle service to our members and patrons. This is a free service and is provided as a benefit to our members.

Norths Collective covers the whole group and includes The Alcott, Seagulls, Norths Cammeray and The Greens.

OBJECTIVE

Norths Collective's Courtesy Vehicle is a service that operates for the benefit of its members and patrons.

The objective of this Courtesy Vehicle Policy is to set out Norths Collective's expectations on how its Courtesy Vehicle service will operate and to ensure clarity around the requirements of travelling in Norths Collective's Courtesy Vehicles.

COMPLIMENTARY SERVICE

The provision of a Courtesy Vehicle by Norths Collective is a complimentary service to pick-up and drop-off members, their guests and patrons travelling to and from our venues.

Our Courtesy Vehicle service may be delivered using vehicles which may be a bus or a car, that are either owned by us or hired.

SCHEDULED TIMES, BOOKINGS AND ROUTE

Norths Collective will operate a complimentary Courtesy Vehicle from 7.00pm to close of operations, departing every 30 minutes, from Friday to Sunday.

The Courtesy Vehicle will provide services within a designated map zone as specified in the venue's travel plan. The normal route may be altered without notice.

All bookings are to be made through the venue reception for both pick-up and drop-offs.

Every attempt will be made to run to scheduled times. However, delays may be incurred, and members and patrons are requested to allow up to 30minutes from their booked times.

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CONDITIONS TO TRAVELLING ON THE COURTESY VEHICLE

The rules and regulations which apply within the facilities of Norths Collective also extend to the confines of the Courtesy Vehicle. The following conditions apply to travelling on the Courtesy Vehicle:

- The Courtesy Vehicle is for the members and patrons of Norths Collective only
- All users of the Courtesy Vehicle are subject to the provisions in Norths Collective's constitution
- Pick-up and drop-off points must be within the venue's designated map zone
- Bookings are essential and we require as much notice as possible
- Norths Collective staff reserve the right to refuse service on the Courtesy Vehicle if they feel that safety is a concern to themselves or others using the service
- The Courtesy Vehicle driver has the right to refuse service to any member or guest who fails to adhere to this policy
- Offensive language, objectionable behaviour, smoking, and the consumption of food or beverages are not permitted on the Courtesy Vehicle
- Routes may vary each time the Courtesy Vehicle operates. The driver may alter the route at any time at their discretion and all routes taken and drop-off/ pick-up schedules will be decided by the driver
- Patrons should be ready in the foyer approximately 5 minutes before departure times to ensure seating
- All patrons are required by law to wear seat belts
- Any damage will be paid for by the patron responsible
- Please sanitise your hands as you enter the bus
- Please be aware of social distancing (1.5 metres) by leaving a spare seat in between where possible
- Passengers must be respectful of other passengers when using mobile phones while travelling.

MINORS

Children under the age of 7 are not permitted on the Courtesy Vehicle. The following rules apply with regard to minors:

- Minors (over the age of 7 years) are permitted to travel on the vehicle in the company of an authorised adult only, providing they do not require a car or booster seater
- Minors over the age of 7 but under 16 years old who are too small (under 145 cms) to be restrained by a seatbelt that is properly adjusted and fastened, will not be permitted to travel in the vehicle

- Only parents, grandparents or legal guardians are permitted to travel with children in the vehicle
- The adult travelling with the child in the vehicle is responsible for ensuring the minor's safety and security
- Minors may not travel in the front seat or first row of the vehicle
- Norths Collective staff reserve the right to refuse accepting minors on the Courtesy Vehicle if they feel that safety is a concern.

YOUR SAFETY IS OUR PRIORITY

To ensure your safety, we will take the following precautions:

- The Courtesy Vehicle will be fully insured and adequately maintained in a roadworthy condition
- The Courtesy Vehicle must undergo a "Heavy Vehicle Inspection" with the RMS every 6 months
- Persons allowed to operate the Courtesy Vehicle will be fully trained and will have a proper licence
- Drivers are prohibited from using mobile phones while driving Courtesy Vehicles, except in an emergency
- Drivers will be liable for any traffic and/or parking offences
- Drivers must complete the logbook provided.

DOCUMENT CONTROL

Policy name	Courtesy Vehicle Policy
Approved by	Chief Executive Officer
Date approved	September 2023
Frequency of review	Every two years
Last reviewed	September 2023
Next review date	August 2025