

## COMMERCIAL BUS SERVICE TERMS AND CONDITIONS

Subject to the Bus Operator and its drivers, employees and agents complying with these terms and conditions, Melbourne Airport consents to the Bus Operator providing a Commercial Bus Service at Melbourne Airport.

### 1. General

- (a) The Bus Operator agrees to abide by these terms and conditions.
- (b) Subject to clause 1(c), Melbourne Airport reserves the right to amend these terms and conditions from time to time, provided reasonable notice of the amendments is given to Bus Operators.
- (c) Melbourne Airport reserves the right to amend the fees set out in Schedule 2 by no more than CPI once every 12 months, provided that 30 days' notice is given to the Bus Operators.
- (d) Melbourne Airport may only increase fees by more than CPI if the increase reasonably aligns to Melbourne Airport's operational requirements.
- (e) If the Bus Operator does not agree to any amendments described in clauses 1(b) or (c) above, the Bus Operator may elect not to provide a Commercial Bus Service at Melbourne Airport.
- (f) A breach of these terms and conditions may result in:
  - (i) the Bus Operator not being permitted to conduct a Commercial Bus Service at Melbourne Airport; and/or
  - (ii) any one or more of the Bus Operator's drivers or other employees or agents not being permitted to enter Melbourne Airport Property for the purpose of conducting any Commercial Bus Service; and/or
  - (iii) the issuing of a Penalty Infringement Notice.

### 2. Licences, authorities and permissions

- (a) The Bus Operator must maintain and comply with the conditions of all relevant licences (including driver licences and applicable commercial vehicle licences), directions (including any applicable directions or conditions issued by Safe Transport Victoria or the Essential Services Commission), and all authorities and permissions required by all applicable laws and regulations from time to time.
- (b) Proof of such licences, authorities and permissions must be provided when requested to do so by an Authorised Person.
- (c) If the Bus Operator is operating a commercial vehicle designed with ten (10) seats and over, including the driver's seat, the Bus Operator must be an accredited operator with Safe Transport Victoria.

A Bus Operator wishing to operate commercial vehicles designed with less than ten (10) seats, including the driver's seat, and no trailer, should refer to Melbourne Airport's VHA and Taxi terms and conditions. Such vehicles are not covered by these Commercial Bus Service terms and conditions.

- (d) An operator wishing to operate commercial vehicles designed with less than ten (10) seats, including the driver's seat, and a trailer, which results in the total length of the vehicle including the trailer exceeding 5 metres, must contact Melbourne Airport prior to accessing the Airport.
- (e) A Bus Operator intending to operate in the Regional Bus Permit Areas must be approved to provide regional services by Public Transport Victoria. Melbourne Airport will confirm with Public Transport Victoria that such approval has been obtained prior to issuing a permit sticker.
- (f) A Bus Operator intending to operate a Crew Service in the Crew Bus Permit Areas must be approved to do so by an airline and provide proof of the approval to Melbourne Airport prior to Melbourne Airport issuing a permit sticker.
- (g) A Bus Operator intending to operate in the Hotels, Car Parking, and Car Rental Permit Areas will be issued permit stickers for that Permit Area.
- (h) A Bus Operator not operating a service outlined above is to operate in the Groups and Charters Permit Areas.
  - (i) All Commercial Bus Service vehicles must display a payment receipt or permit sticker (if supplied) in the bottom left corner of the vehicle's windscreen (as viewed from inside the vehicle) at all times while on Melbourne Airport Property. Any permit supplied remains the property of Melbourne Airport at all times.
- (j) It is the sole responsibility of the Bus Operator to ensure their vehicle details are up to date and registered to an active billing account. Failure to do so will result in an administration fee as listed in Schedule 2. Any access recorded by an unregistered vehicle may be back-charged to the account once linked.

### 3. Access and Parking

- (a) The Bus Operator must pay to Melbourne Airport the fees and any other sums specified in Schedule 2 (Fee Schedule).
- (b) The Bus Operator must be an accredited operator with Safe Transport Victoria and have an active online prepaid bus account through the Bus Account System (Bus Account) to access and operate a Commercial Bus Service at Melbourne Airport.
- (c) Melbourne Airport will use Bus Accounts to identify eligible Bus Operators and allow for access to Melbourne Airport.
- (d) Unless otherwise agreed by Melbourne Airport in writing, having a Bus Account includes a Bus Operator:
  - (i) registering their company in the Bus Account System, setting up a digital wallet in the Bus Account (Digital Wallet) and creating a username and password to access their Bus Account.
  - (ii) registering their vehicle(s) in the Bus Account System; and
  - (iii) providing the details for a valid payment method (bank account or credit card) to enable Melbourne Airport to process payments using the nominated payment method and credit these payments to the Digital Wallet.
- (e) Back charges may be applicable to a Bus Account and deducted from a Digital Wallet if access to Melbourne Airport for the purpose of carrying out a Commercial Bus Service is identified prior to a Bus Operator activating its Bus Account.
- (f) Melbourne Airport will deduct the applicable fees from the Bus Operator's Digital Wallet each time the Bus Operator exits the Forecourt or the Ground Transport Hub.
- (g) Without limiting clause 9 (Refunds), if the Bus Operator disputes the amount of any fees (in whole or in part), the Bus Operator must pay the undisputed amount (if any) and must promptly notify Melbourne Airport of the amount that the Bus Operator believes is due for payment and the parties (acting in good faith) will use all reasonable endeavours to resolve the dispute.
- (h) A Bus Operator must not avoid a parking fee by any means (including, for example, by a driver Tailgating through a Melbourne Airport payment point or obstructing the clear view of the vehicle's licence plate).
- (i) Unless otherwise directed by an Authorised Person, Commercial Bus Service vehicles must not access the elevated road at Melbourne Airport. If a Bus Operator's Commercial Bus Service vehicle does access or use the elevated road without being directed to do so by an Authorised Person, an access fee of \$110 (inc GST) per occurrence will be charged to the

relevant Bus Operator's Bus Account and deducted from the Digital Wallet.

- (j) Commercial Bus Service vehicles must not be left unattended in the Forecourt or Ground Transport Hub at any time.
- (k) Baggage is not to be left unattended in the Forecourt or Ground Transport Hub at any time.
- (l) A Bus Operator must at all times follow all relevant guidelines and procedures published at [Bus operator | Melbourne Airport](#) which may be updated from time to time, provided reasonable notice of the amendments is given to Bus Operators.
- (m) Melbourne Airport reserve the right to re-allocate zones as required due to operational constraints (e.g. road works or accidents) to maximise the efficiency of the forecourt. Where possible, operators will be notified in advance of any changes to minimise disruption.

### 4. Conduct on Melbourne Airport Property

- (a) All Commercial Bus Service vehicles must be driven safely at all times, comply with Melbourne Airport signage and comply with directions given by an Authorised Person.
- (b) Drivers or any other employees or agents attending Melbourne Airport on behalf of a Bus Operator must not behave or use language in a manner that is antisocial, threatening, offensive or violent.
- (c) Drivers or other employees or agents attending Melbourne Airport on behalf of a Bus Operator must not wilfully or negligently cause damage to property or persons.
- (d) Drivers or other employees or agents attending Melbourne Airport on behalf of a Bus Operator must not Tout (or use Spotters to assist in Touting) for the provision of any Commercial Bus Service to a member of the public.
- (e) Commercial Bus Service vehicles must be parked in an orderly fashion in the area designated on the relevant payment receipt or permit sticker, and depicted on the map attached to these Terms and Conditions: ([Bus operator | Melbourne Airport](#)).
- (f) Drivers or other employees or agents attending Melbourne Airport on behalf of the Bus Operator must otherwise conduct themselves in a manner that does not disrupt or interfere with the movement of traffic on Melbourne Airport Property.
- (g) A Bus Operator, its drivers or other employees or agents attending Melbourne Airport on behalf of a Bus Operator must not, on Melbourne Airport Property, act in a manner that is inconsistent with applicable laws and regulations of Victoria or the Commonwealth, including but not limited to the Road Safety Act 1986 (Vic), Road Safety Road Rules 2017 (Vic), Bus Safety Act 2009 (Vic), and the Airport (Control of on-Airport Activities)

Regulations 1997 (Cth).

- (h) A Bus Operator must not affix advertising to Melbourne Airport Property.
- (i) Drivers or other employees or agents attending Melbourne Airport on behalf of a Bus Operator must not Litter anywhere on Melbourne Airport Property.
- (j) Drivers or other employees or agents attending Melbourne Airport on behalf of a Bus Operator may only smoke in designated smoking areas. Smoking in all other areas is strictly prohibited.

## 5. Breach of terms and conditions

- (a) Without limiting any other right or remedy to which Melbourne Airport may be entitled to at law, a breach of these terms and conditions may result in a Bus Operator being suspended from operating a Commercial Bus Service at Melbourne Airport. The applicable suspension periods are set out in Schedule 1 of these terms and conditions.
- (b) Suspension periods applicable in respect of multiple breaches arising from one incident shall run concurrently.
- (c) If a Bus Operator is suspended from operating a Commercial Bus Service at Melbourne Airport, Melbourne Airport may require that the Bus Operator return the permit supplied by Melbourne Airport, in which case the Bus Operator must return the permit within the time specified by Melbourne Airport.
- (d) If any of these terms and conditions are breached on three or more occasions within a 12 month period, Melbourne Airport may impose an additional period of suspension or cancellation of the Bus Operators permit at its discretion.

## 6. Insurance

- (a) A Bus Operator must maintain third party property insurance to the value of AU\$5 million for all of its vehicles while on Melbourne Airport Property and provide evidence of such insurance at the request of an Authorised Person.
- (b) A Bus Operator must maintain public liability insurance to the value of AU\$20 million in respect of accidental damage or loss to any property and accidental injury (including death) to any person arising out of the provision of a Commercial Bus Service at Melbourne Airport and provide evidence of such insurance at the request of an Authorised Person.

## 7. Liability

- (a) The Bus Operator shall (except to the extent of any wilful act, omission, negligence or default of Melbourne Airport or an employee or agent of Melbourne Airport) release and indemnify and shall keep indemnified Melbourne Airport, its

officers, employees and agents from and against all claims, actions, liabilities and losses arising from, and any costs, charges and expenses incurred in connection with:

- (i) loss of or damage to any property;
- (ii) injury or death of any person; and
- (iii) economic loss suffered by any person, to the extent caused or contributed to by:
  - A. any act, omission, negligence or default of the Bus Operator or the Bus Operator's officers, staff, employees or agents;
  - B. any danger caused or created by the Bus Operator or the Bus Operator's officers, staff, employees or agents;
- (iv) the operation of any plant, equipment or thing by the Bus Operator or the Bus Operator's officers, staff, employees or agents;
- (v) any breach of these terms and conditions by the Bus Operator or the Bus Operator's officers, staff, employees or agents; or
- (vi) any other act or thing, which may arise in relation to access or use of Melbourne Airport by the Bus Operator or the Bus Operator's officers, staff, employees or agents in the operation of a Commercial Bus Service,

except to the extent such claims, actions, liabilities, losses costs, charges and expenses are caused or contributed to by any act, omission, negligence or default of Melbourne Airport or its officers, staff, employees agents or sub-contractors or any third party not within the Bus Operator's control.

- (b) Without limiting Melbourne Airport's obligations at law, the Bus Operator acknowledges that Melbourne Airport is not liable to it (or any passengers in its vehicles, or any other party) for any loss, damage, injury or any incidental, indirect, special, consequential or economic loss or damage (including loss of opportunity, exemplary or punitive damages) whether to person or property (including Bus Operator's vehicle/s) unless arising from negligence or default by Melbourne Airport, its employees and agents.
- (c) Melbourne Airport reserves the right to tow or enter a Bus Operator's vehicle and move it where the vehicle has been left unattended or has become a hazard. Melbourne Airport has no liability for any loss or damage caused as a result of entering or moving a Bus Operator's vehicle in those circumstances.

## 8. Privacy

- (a) In order to set up a Bus Account and process account transactions, Melbourne Airport will collect and store a limited amount of personal information – including but not limited to the

business name, ABN and address of the Bus Operator, details for a valid payment method, relevant vehicle registrations and a contact person's name, address, phone number and email address. Please see the [Bus Account System's Privacy Policy](#) for further information regarding the types of personal information that will be collected by Melbourne Airport. Such information will be collected, used and retained for the purposes of managing a Bus Operator's account and may also be shared with Melbourne Airport's agents or contractors (but not competitors of Bus Operators) for operational purposes. Melbourne Airport will, on request, provide a Bus Operator with access to personal information it holds about that Bus Operator's personnel unless there is an exception which applies under the Australian Privacy Principles of the *Privacy Act 1988* (Cth). Melbourne Airport may recover reasonable costs of providing access to this information from the Bus Operator making the request.

- (b) Appropriate technology and security policies, rules and measures will be implemented to protect the personal information that Melbourne Airport has under its control from unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss.
- (c) For further detail on how Melbourne Airport may collect, use, disclose and handle personal information including a Bus Operator's right to access and update personal information or raise any privacy complaints, please see Melbourne Airport's Privacy Policy at <http://melbourneairport.com.au/privacy-policy>.
- (d) Any complaints about privacy issues are to be directed to the Company Secretary, Melbourne Airport.

## 9. Refunds

- (a) If a Bus Operator notifies Melbourne Airport of an erroneous transaction, the transaction will be refunded as soon as practicable and a credit will appear on the Bus Operator's account if Melbourne Airport is satisfied that an error has occurred.
- (b) Credit on a Bus Operator's account is non-refundable other than if:
  - (i) the account is closed; or,
  - (ii) the Bus Operator applies in writing stating an error was made in crediting its account, which is confirmed by Melbourne Airport. Written requests are to be sent to Ground Transport, Melbourne Airport, Locked Bag 16, Tullamarine VIC 3043.

## 10. Contact Melbourne Airport

Any comments or questions relating to these terms and conditions, account or account transactions, or access to Melbourne Airport Property including the

forecourt or other landside areas of Melbourne Airport should be made in writing to Melbourne Airport by email to [ground.transport@melair.com.au](mailto:ground.transport@melair.com.au)

## 11. Defined terms

*"Airport"* means the airport located at Melbourne Airport, Vic 3045.

*"Authorised Person"* means an authorised person appointed under regulation 114 of Airports (Control of On-Airport Activities) Regulations 1997 (Cth).

*"Bus Account System"* means the online, self-service bus account management system (as confirmed by Melbourne Airport from time to time) used for the registration of vehicles used to conduct a Commercial Bus Service and payment of associated access fees.

*"Bus Operator"* means the company providing the Commercial Bus Service at Melbourne Airport and for whose vehicle(s) the permit is being obtained/parking fee being paid.

*"Commercial Bus Service"* means the operation of one or more buses to provide a service for the transport of passengers by road and has the same meaning as defined in the Bus Safety Act 2009 (Vic).

*"CPI"* means the All-Groups Consumer Price Index for Melbourne published quarterly by the Australian Bureau of Statistics or if that index is replaced then the index which is most closely linked to that index.

*"Crew Bus Permit Areas"* means the areas indicated as such in Schedule 3.

*"Crew Service"* means transport for airline crew between the Airport and hotel accommodation.

*"Forecourt"* means the area immediately outside terminals 1, 2 and 3.

*"Ground Transport Hub"* means the Ground Level of the T4 car park.

*"Groups and Charters Permit Areas"* means the areas indicated as such in Schedule 3.

*"Hotels, Car Parking, and Car Rental Permit Areas"* means the areas indicated as such in Schedule 3.

*"Litter"* means the act of polluting land as defined within section 112 of the Environment Protection Act 2017 (Vic).

*"Melbourne Airport Property"* means land leased, owned or operated by Melbourne Airport from time to time.

*"Melbourne Airport Car Park"* means any car park on Melbourne Airport Property.

*“Melbourne Airport”* means Australia Pacific Airports (Melbourne) Pty Ltd ACN 076 999 114.

*“Penalty Infringement Notice”* means an infringement notice issued under the Airports Act 1996 (Cth) or the Airports (Control of On Airport Activities) Regulations 1997 (Cth).

*“Regional Bus Permit Areas”* means the areas indicated as such in Schedule 3.

*“Spotters”* means a person who identifies and makes an offer, solicits or induces a person to hire a Commercial Passenger Service.

*“Tout”* means making an offer, soliciting or inducing a person to hire a Commercial Passenger Service.

*“Tailgating”* means to follow closely behind another vehicle with a view to gaining access to or from an area to evade payment of a fee or charge.

**Schedule 1: Outcome of breach of terms and conditions**

<b>Term Breached</b>	<b>Result</b>
2(b) Failure to hold or maintain the licences and/or authorities	Suspension applying to the Bus Operator, until such time as licence or authority gained.
2(g) Use of Crew Bus Permit Areas without approval, or misrepresentation regarding such approval	6 month suspension of the Bus Operator and payment of all outstanding amounts associated with the use of Crew Bus Permit Aera.
3(d) Digital Wallet balance below zero in the Bus Account for more than thirty (30) days.	Suspension applying to the Bus Operator, for such time until all outstanding amounts are paid.
4(b) Antisocial, threatening, offensive or violent conduct	12 month suspension of the individual.
4(c) Wilful or negligent damage to property or persons	12 month suspension of the individual.
4(d) Touting or using Spotters	12 month suspension of the Bus Operator.
4(i) Littering	1 month suspension of the individual.
4(j) Smoking	1 month suspension of the individual.
5(d) Consecutive breaches	12 month suspension of the individual or Bus Operator as applicable.

## Schedule 2: Fee Schedule

### APPENDIX 1

#### New rate card as of 1 March 2026

Bus Service Type	Flat Rate						End of Flat Rate Fee Period - Forecourt	End of Flat Rate Fee Period - GTH	Congestion Charge per minute	End of Congestion Fee Period - From end of Flat Rate Period	Excess Charge per minute
	Small		Medium		Large						
	10-12 seats no trailer		10 - 12 seats with trailer OR 13-34 seats no trailer		13-34 seats with trailer OR 35 seats and greater						
	Single zone	Both zones	Single zone	Both zones	Single zone	Both zones					
<b>Hotels and Off Airport Parking</b>	\$4.67	\$5.80					10 Minutes	5 Minutes	\$0.76	20 Minutes	\$2.11
			\$7.01	\$8.68			15 Minutes	10 Minutes	\$0.76	15 Minutes	\$2.11
<b>Direct Buses</b>	\$4.67		\$7.01		\$14.01		n/a	30 Minutes	\$0.76	10 Minutes	\$2.11
	\$4.67						10 Minutes	5 Minutes	\$0.76	20 Minutes	\$2.11
<b>Groups and Charters</b>			\$7.01				15 Minutes	10 Minutes	\$0.76	25 Minutes	\$2.11
					\$14.01		20 Minutes	15 Minutes	\$0.76	20 Minutes	\$2.11
<b>Crew</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	20 Minutes	20 Minutes	\$0.76	20 Minutes	\$2.11

#### Notes:

- The fees presented in this schedule are exclusive of GST.
- An access fee of \$110 inclusive of GST applies to access the Departure Drive, adjacent to Terminal 1, 2 and 3.
- A \$25 inclusive of GST administration fee may apply to any manual process required to identify your vehicle and / or complete an access transaction.

### Schedule 3: Map of Areas

