
AUSTRALIAN PRESTIGE COACHES

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FREQUENTLY ASKED QUESTIONS*

What is the maximum age for buses and coaches in NSW?

In New South Wales there is no maximum age for buses and coaches used for charter services.

Australian Prestige Coaches, its agents, servants and subcontractors only utilise the best in coach travel. All coaches in our fleet are late-model luxury coaches with only the best features for our clients and passengers.

Are seat belts compulsory?

Coaches manufactured after 1 July 1994 and designed for long-distance travel (with seats greater than 100cm high) must be equipped with seat belts for all occupants. It is not compulsory for other types of buses to have seat belts.

All **Australian Prestige Coaches** vehicles comply with necessary seat belt regulations.

How do I know if an operator is experienced?

How long an operator has been in business generally provides a good indication of their experience. If you do not know anyone who has previously used the operator's services you may request that the operator provide details of a current customer who you may contact for a reference.

Australian Prestige Coaches has been in operation since 1991 serving a wide range of clients from travel inbound companies, local clients, corporations and governments. Please contact our office for any references if you so desire.

Do buses and coaches have an independent safety check?

All buses and coaches in NSW undergo an inspection every six months by the Roads and Traffic Authority (RTA) as part of the Heavy Vehicle Inspection Scheme (HVIS). In addition, they may be tested at temporary or permanent road side Heavy Vehicle Inspection Stations and or weighbridges.

Australian Prestige Coaches comply with all RTA requirements. Further, all our coaches are fully insured and we hold public liability insurance for further peace of mind.

Can all bus or coach operators sell tour packages?

Bus or coach operators who take bookings for attractions or accommodation packages (where the value exceeds \$50,000 per annum) should be licensed travel agents. You can check whether your bus or coach operator is a licensed travel agent by contacting the NSW Department of Fair Trading. This ensures that all monies held on your group's behalf are kept in a trust account which is audited every year.

Please be advised that **Australian Prestige Coaches** is not a licensed travel agent and in this regard, do not sell tour packages to clients.

Can passengers eat and drink on a bus or coach?

No. Food or beverages (inc. alcohol) should not be consumed on buses or coaches (only bottled water).

Australian Prestige Coaches strictly enforces the above rule. Please refer to our terms and conditions in relation to this.

How much can I expect to pay for a charter bus or coach?

Where possible, you should get quotes from a number of bus or coach operators. Ask them to supply details of the bus or coach and its features with the quote. You can generally expect to pay more for additional features such as seat belts, air-conditioning, toilets, coach seating, travel agency services such as booking attractions and services on your behalf, and some vehicle types and sizes. Remember, you get what you pay for.

Australian Prestige Coaches will provide a comprehensive quote for all your coach requirements. Please contact us directly on (02) 8212 5588 or by email to prestigecoaches@gmail.com for an obligation free quote.

*Adopted from BCA NSW

Other Questions to Consider

Is the operator accredited by the NSW Ministry of Transport?

Australian Prestige Coaches is accredited with the NSW Ministry of Transport.

Is the driver licenced and authorised to drive a public passenger vehicle?

All our drivers are accredited with a Driver Authority Card from the Ministry of Transport. Further, all our drivers have the required licence from the RTA to drive heavy vehicles.

Is the vehicle suitable for the trip? Does the vehicle have the features required by your group e.g. luggage capacity, seat belts, toilet etc?

Please visit our website (<http://www.prestigecoaches.com.au>) to ensure the features that you require are available. Generally, our coaches range from 8 – 53 seats, include undercover luggage compartments or trailers, have seat belts and select coaches have toilet facilities.

Does the operator have a back up procedure in the case of a break down?

Australian Prestige Coaches have back up procedures in place in case one of our coaches has mechanical problems.