

## **TERMS & CONDITIONS**

### **PAYMENT POLICY**

- For all online bookings, full payment is required at time of booking.
- For all tickets purchased on the day in person, full payment is required prior to boarding ZOOBUS.

### **CANCELLATIONS, CREDITS AND REFUNDS**

- For all online bookings tickets are non-refundable nor transferable.
- Children are welcome on ZOOBUS and we can accommodate for infants and above.
- In the instance where parents require the child occupy an additional seat a child's ticket must be purchased as that child no longer qualifies for free travel on ZOOBUS.
- Buses will not be cancelled due to inclement weather.
- On declared days of TOTAL FIRE BAN in the Central Zone, North East Zone or the whole state of Victoria, where ZOOBUS sees it a high risk to travel ZOOBUS will cease operation and cancel all scheduled trips.
- Should ZOOBUS be unable to operate due to high risk fire danger there will be no transfers or refunds made for tickets purchased for that day of operation.
- Whilst every attempt is made to honour all bookings, ZOOBUS reserves the right to alter timetables, or buses without prior notice.

### **TERMS OF USE**

- Service and/or travel on the bus, either at the commencement of or during the forward or return journey, may be refused to any person who shows signs of excessive intoxication. No alcohol is to board ZOOBUS and/or be consumed on ZOOBUS. Infants and children under 2yrs of age travelling on ZOOBUS must be seated on the parents lap to qualify for a free child ticket.
- ZOOBUS reserves the right to refuse passage to any customer exhibiting anti-social or unlawful behaviour according to Public Transport Competition Act 1995 with a full no refund policy.
- Smoking is not permitted on the bus
- No toilets are available aboard ZOOBUS.
- Guide dogs are the only dogs permitted on the bus.

## **PRIVACY**

ZOOBUS is committed to the protection of your personal information in accordance with the requirements of the National Privacy Policy contained in the Information Privacy Act 2000 (Vic), as amended. It is a policy of ZOOBUS not to interfere with an individual's privacy rights in the way it collects, uses or disseminates personal information.

The ZOOBUS will store on its databases the name, address, contact details and product purchase details of persons making bookings to travel on ZOOBUS. Unless it obtains the prior consent of the individual person concerned, it will not disclose such information to third parties other than the YVT, but may itself use this information for the purpose of advertising of other ZOOBUS services, products and events.

Email addresses are not used for any other purpose except to provide you with information we feel would be of interest to you. We never use or share the personally identifiable information provided to us online in ways related or unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such uses.

### **Our commitment to data security**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

### **Disclosure without prior authorisation**

In certain circumstances ZOOBUS may be authorised by law to disclose your personal information even where written consent has not been provided:

- Where there are grounds to believe that disclosure is required in order to prevent a threat to health or life;
- Where ZOOBUS suspects that unlawful activity is or has been engaged in, such personal information may be used to investigate the suspected lawful activity; or
- The use is authorised by law or reasonably necessary to enforce the law.
- **Privacy notice revision** To be able to continue to protect your privacy and to conform to changing generally accepted practices we reserve the right to change this privacy notice. We may need to change our notice to comply with future government regulations which are constantly changing as the internet evolves.