Food & Drink Policy

Our Policy on Eating and Drinking Onboard, and the Reasons Behind It

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To keep every vehicle clean, fresh and safe for the next group who travels in it, Sydney Charter Bus Australia does not permit food or drink to be consumed onboard, with two sensible exceptions: water is always welcome, and passengers with a genuine medical or dietary need can be accommodated with prior written approval. This document explains the policy clearly and sets out the real reasons behind it.

We know this is a stricter approach than some operators take. That is deliberate. A clean, odour-free, well-presented coach is part of the quality of service we provide, and protecting it protects every customer's experience, including yours.

Water Always Welcome | No Food Onboard | Medical Needs Accommodated on Request

The Policy at a Glance

Item	Onboard?	Notes
Water (in a resealable bottle)	**Yes**	Always welcome, staying hydrated matters, especially on warmer days and longer trips.
Food of any kind	**No**	Not permitted onboard, including snacks, takeaway, lollies and chewing gum.
Other drinks (soft drink, juice, coffee, tea, alcohol)	**No**	Not permitted. Coloured and sugary drinks stain, and hot drinks spill and scald.
Medical or dietary needs	**On approval**	Where eating or drinking is required for a medical or dietary reason, we will accommodate it with prior written approval. Please tell us when booking.

Rest and meal stops can be built into longer itineraries so your group can eat comfortably off the vehicle. Just ask when planning your trip.

The Exceptions: Water and Medical Needs

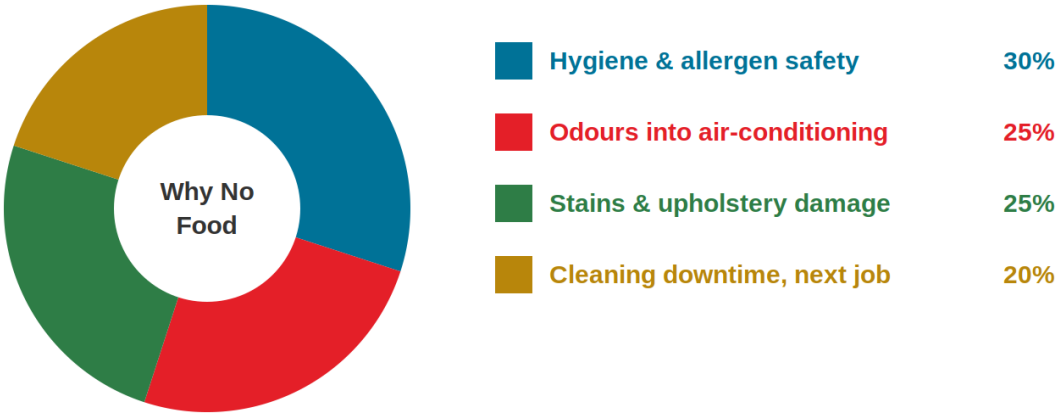
Water is always fine. Staying hydrated is important, so a resealable bottle of water is welcome on every trip. We simply ask that it is kept sealed when not in use, to avoid spills.

Medical and dietary needs are always respected. Some passengers must eat or drink at particular times, for example to manage a medical condition, or need specific items for a dietary reason. We will always accommodate a genuine medical or dietary requirement. All we ask is that you let us know in advance, when booking or before travel, so we can approve

it in writing and, where helpful, note any care needed. No one will ever be asked to compromise their health for the sake of this policy.

Why Food Is Not Permitted: The Full Picture

This policy is not about being unwelcoming, it is about protecting the vehicle and the experience for everyone who travels in it. There are four real reasons, and they compound: even the most careful group leaves some trace, and every trace has a consequence for the next trip. The chart below shows the balance of what drives this policy.



Indicative weighting, shown to illustrate how the factors combine. Each is explained in full below.

1. Hygiene and Allergen Safety

The most important reason is safety. Food onboard a shared vehicle creates two distinct risks.

Allergen exposure	Food allergies can be life threatening. Traces of common allergens such as nuts, dairy, egg, sesame or shellfish left on a seat, armrest or floor can trigger a serious reaction in the next passenger who touches them, and that passenger may have no idea food was ever there. On a vehicle carrying group after group, we cannot control what is brought aboard or clean to a food-safe standard between every trip, so the safest policy is no food at all. This aligns with the principle promoted by the NSW Food Authority that managing allergen risk is a shared responsibility and that unintentional cross-contact must be minimised.
General hygiene	A coach is not a food-handling environment and is not cleaned to one between trips. Crumbs, spills and food residue attract pests and bacteria and create an unhygienic space for the next group. Keeping food off the vehicle keeps it clean and pleasant for everyone.

2. Odours and the Air-Conditioning System

This is the reason most people never think of, and one of the most stubborn. A coach cabin is a sealed, air-conditioned space, and the air-conditioning continuously draws cabin air through its system and recirculates it. When food is eaten onboard, the smell does not simply drift away. It is pulled into the air-conditioning, where it settles into the filters and ductwork and lingers.

Smells that stay	Strong-smelling food, hot chips, fried food, curries, fast food, coffee, leaves an odour that the air-conditioning spreads through the whole cabin and holds for days.
Costly to clear	Removing a food odour from an air-conditioning system is not a quick wipe-down. It can require flushing the system and replacing filters, and until it is done, every following group travels in a cabin that smells of someone else's lunch.
It affects the next customer	A wedding party, a corporate group or a school outing should step onto a fresh coach, not one carrying yesterday's food smells. Protecting the air quality protects their day.

3. Stains and Upholstery Damage

Coach seats are fabric, and fabric stains. Once a sauce, a coloured drink or a greasy food mark soaks into upholstery, it is very difficult to fully remove, and a stained or marked seat is not acceptable to present to the next paying group.

Sauces and coloured foods	Tomato sauce, soy, curry, chocolate and similar leave marks that ordinary cleaning cannot lift.
Coloured and sugary drinks	Soft drink, juice and sports drinks stain fabric and leave a sticky residue on seats, trays and floors.
Grease and crumbs	Oily foods mark fabric and work into seams and seat joins where crumbs are almost impossible to fully remove.

4. The Real Issue: There Is Always a Mess, and It Costs the Next Trip

Here is the honest heart of it. However careful and considerate a group is, and most are, eating on a moving vehicle always leaves some trace. A few crumbs in the seat join, a small splash on the floor, a faint smell, a sticky armrest. It is never nothing. And every one of those small traces has to be cleaned before the vehicle can carry its next group.

That cleaning is the crux. Our coaches are scheduled across multiple jobs, often on the same day. A vehicle that comes back needing more than a routine turnaround, extra cleaning, an odour treatment, a stain worked on, may not be ready in time for the next booking, or arrives at it less than perfectly presented. So a mess on one trip does not just affect that trip, it risks the experience of the next customer, and the one after that. Keeping food off the vehicle is how we make sure every group, including yours, steps onto a coach that is genuinely clean and ready.

In short: no matter how careful everyone is, food onboard always creates some mess, which always means cleaning, which can take the vehicle out of service for the next group. Avoiding food avoids the whole chain.

Cleaning and Damage

Where the vehicle is returned with food-related mess, staining, odour or damage that requires more than a routine turnaround, a cleaning fee may apply, and the vehicle may be unavailable for its next booking. Any such fee is set out in our Terms & Conditions. This is not something we wish to charge, and following this policy avoids it entirely.

Planning Around It: Meal and Rest Stops

None of this means your group goes hungry. For longer trips and day tours, we are happy to build meal and rest stops into the itinerary, so everyone can eat and drink comfortably off the vehicle, then travel on in a clean, fresh coach. Many groups find this makes for a better day anyway, a proper break, a chance to stretch, and no rushed eating on a moving bus. Just let us know your plans and we will schedule suitable stops.