Passenger Code of Conduct

Clear Behaviour Expectations for a Safe, Comfortable Trip for Everyone on Board

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A safe journey depends on everyone playing their part. This code of conduct sets out what we ask of passengers on every service, the role our driver plays in keeping the trip safe, and, for school and group services, how student behaviour is managed. It is not about rules for their own sake, it is about making sure every passenger, and every group who travels after them, has a safe and pleasant trip.

The expectations here are simple and reasonable, and most passengers meet them without a second thought. For school and organised-group services, this code works alongside the supervision arrangements set out in our School Transport Safety Policy.

Safe | Respectful | Seated and Belted | A Good Trip for Everyone

What We Ask of Every Passenger

These simple expectations keep everyone safe and comfortable on board.

Stay seated and belted	Remain seated with your seatbelt fastened at all times while the vehicle is moving. Do not move around the cabin in motion.
Follow the driver's safety directions	The driver may give directions for the safety of the group. Please follow them promptly.
Respect others	Treat fellow passengers, the driver and the vehicle with respect. Keep noise reasonable and behaviour considerate.
Keep aisles and exits clear	Bags and belongings must not block the aisle or emergency exits at any time.
No food, no alcohol	In line with our Food & Drink and Alcohol policies, food and alcohol are not permitted on board. Water is welcome.
Look after the vehicle	No damage, graffiti, littering, smoking or vaping. Report any spills or damage to the driver.

The Driver's Role: Safety, Not Discipline

It is important to be clear about what the driver is, and is not, responsible for. This protects everyone and keeps lines of responsibility clear, especially on school services.

The driver keeps the trip safe	The driver's job is to operate the vehicle safely and to intervene where behaviour creates a safety risk, for example by asking a passenger to sit down or, if needed, stopping the vehicle safely until it is resolved.
The driver does not supervise or discipline	Our drivers are not responsible for the general supervision or behavioural discipline of passengers beyond safety intervention. On school and group services, that responsibility rests with the accompanying staff or supervisors.
Focus stays on the road	Keeping the driver free to concentrate on driving is itself a safety measure, which is exactly why supervision is the group's responsibility.

Student Behaviour on School Services

For school, excursion, sporting and camp transport, a responsible adult from the school or organising body must accompany students and remains responsible for their supervision and behaviour throughout the trip. This reflects the school's non-delegable duty of care, which cannot be passed to the driver or the operator.

Supervision stays with the school	Teachers or authorised supervisors manage student behaviour and seating, and support the driver's safety directions.
Consistent with the school's own code	Student behaviour on the bus is treated as an extension of the school's own code of conduct, applied by school staff.
The driver supports, not replaces	The driver will raise any safety concern with the supervising staff, who then manage the response.

When Behaviour Creates a Safety Risk

We would much rather every trip runs smoothly, and almost all do. Where behaviour puts safety at risk, however, we act to protect everyone on board. Depending on the situation, this may mean:

A safety direction	The driver asks the passenger, or the supervising staff, to address the behaviour.
A safe stop	If needed, the driver pulls over safely until the situation is resolved, rather than driving while a safety risk continues.
Refusal or discontinuation	Sydney Charter Bus Australia reserves the right to refuse carriage to, or discontinue service for, any passenger whose behaviour presents a serious or continuing safety risk.
Recovery of damage	Where a passenger damages or excessively soils the vehicle, costs may be recovered as set out in our Terms & Conditions.

A Shared Commitment

This code is not about being heavy-handed, it is about everyone sharing responsibility for a safe, enjoyable trip. Our part is to provide a clean, well-maintained vehicle and a professional driver focused on getting your group there and back safely. Your part, and on school services the supervising staff's part, is to help keep the cabin safe and respectful. Together, that makes for the smooth, pleasant journey every group deserves.