



KERBSIDE ASSISTANCE PROGRAM TERMS & CONDITIONS

1. Purpose

Whitsunday Coast Airport, operated by Whitsunday Regional Council (the Airport) provides a kerbside assistance service to support departing passengers from designated car park and drop-off areas to the terminal check-in area. This service is supplementary in nature and does not replace assistance provided by airlines, carers or third-party providers. The service is provided on a reasonable endeavours basis and is subject to availability.

2. Scope of Service

The service is limited to:

- Provision of luggage trolleys or wheelchairs at the kerbside;
- Any wheelchair or luggage trolley provided is for transport assistance between the kerbside and terminal only;
- Assistance with the movement of luggage to the terminal; and
- General, non-specialised assistance to facilitate access from the kerbside to the terminal check-in area only.

3. Service Limitations

- Airport personnel are not trained carers and do not provide personal care, medical assistance, or mobility support beyond general assistance.
- Airport personnel will not assist passengers to enter or exit vehicles.
- Passengers requiring a carer or specialised assistance must make independent arrangements.
- The service does not extend beyond the terminal check-in area and does not substitute airline-provided assistance.
- Airport personnel will not provide lifting, manual handling of passengers, or assistance that would reasonably be considered high-risk.
- The Airport does not guarantee uninterrupted or immediate service and response times may vary;
- Airport personnel may cease providing assistance immediately where they reasonably consider there is a risk to health and safety.

4. Eligibility

- The service is available to departing passengers only.
- Passengers must be capable of managing their own personal care needs or be accompanied by an appropriate support person.
- The Airport reserves the right to refuse or discontinue assistance where, in its reasonable opinion, it is unsafe or inappropriate to provide the service;
- The Airport reserves the right to refuse or discontinue the service where a passenger behaves in an unsafe, aggressive, abusive, or inappropriate manner.

5. Bookings

- Bookings are mandatory and must be made no less than 72 hours in advance.
- Requests must be submitted via email to wca@wrc.qld.gov.au.
- All bookings are subject to availability and confirmation by the Airport.
- The Airport may decline or cancel a booking where operational requirements prevent delivery of the service.

5.1 Privacy

- Personal information collected for bookings and administration of the service will be handled in accordance with applicable privacy legislation and Council's privacy obligations.

6. Operating Hours

- The service is available **Monday to Friday, 8:00am to 4:00pm**, excluding public holidays.
- Assistance will be provided within a 20-minute time window as confirmed at the time of booking.
- Delays may occur due to operational conditions, staffing availability, or unforeseen circumstances.

7. Passenger Responsibilities

- Passengers must be present at the agreed location at the confirmed time.
- Passengers are responsible for allowing sufficient time to complete all airline and security processes.
- Changes or cancellations must be advised as soon as practicable.
- Passengers must comply with all reasonable directions provided by Airport personnel.
- Passengers remain responsible for their personal belongings at all times.

8. Liability

- To the extent permitted by law, the Airport disclaims all liability for any loss, delay, missed flight, or consequential damage arising from the provision or use of this service.
- The Airport is not liable for any injury, loss, or damage resulting from circumstances outside its control or from a passenger's failure to comply with these Terms and Conditions.
- The Airport makes no warranty that the service will be available, uninterrupted, or suitable for a passenger's particular needs.

9. Variation

The Airport reserves the right to vary, suspend, or withdraw the service at any time without notice. The Airport may also amend these Terms and Conditions from time to time, with updated versions published as required.

By requesting or using the service, passengers acknowledge and agree to these Terms and Conditions.