



Australian Government
COMCAR

CLIENT
NEWSLETTER
December 2019

Key Points:

- *In line with decreased client demand and previous years, COMCAR will reduce its usual hours of operation over the Christmas holiday period.*
- *COMCAR recommends using the CARS, our online system, for placing, amending or cancelling bookings.*

All COMCAR Clients– on behalf of all COMCAR staff, we wish all our clients the very best for the festive season and a Happy New Year.

2019-2020 Christmas holiday period

Similar to previous years, COMCAR will have a short period of operational stand-down between Tuesday 24 December and Friday 27 December 2019. A full list of the operating hours during this period is attached, with all times listed in AEST.

If you require car-with-driver services during this stand-down period, please make your reservations well in advance in order for COMCAR to allocate to an appropriate third party service provider.

Any costs associated with reservations allocated to a third party service provider during the period that COMCAR is closed, will be passed on to the client.

During the stand-down period, no reservations should be made via the CARS portal for travel commencing prior to 8am on 27 December 2019.

COMCAR Automated Resource System (CARS).

CARS offers our clients an improved and contemporary way to engage COMCAR services, and recommends using the CARS system for placing, amending or cancelling bookings. Clients can track their vehicle, review past and future bookings and update account information.

The digital platforms available are an online web portal as well as a smart phone app. To register to use the system, or review the guides and fact sheets, please use this [CARS](#) link.

Although COMCAR's Client Liaison Manager is based in Canberra, if there is sufficient interest from our clients, COMCAR can arrange travel to capital cities to assist you or your staff, and answer any questions you may have regarding CARS or other COMCAR operations. To enable planning, please telephone or email your interest by the end of January.

COMCAR NATIONAL OPERATIONS CENTRE

HOURS OF OPERATION FOR 2019-2020 CHRISTMAS HOLIDAY PERIOD

Australian Eastern Standard Time	
Tuesday 24 December 2019	Close at 2100
Wednesday 25 December 2019 - Christmas Day	Closed
Thursday 26 December 2019 – Boxing Day	Closed
Friday 27 December 2019	Resume normal operations from 0600*

**During the stand-down period, no reservations should be made via the CARS portal for travel prior to 8am on 27 December 2019*

Normal Operating Hours (24 hours a day, 7 days a week) apply to all other days leading up to Christmas and upon resuming normal operations.

The National Operations Centre can be contacted throughout Australia on 131 847.

Key Contacts		
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