



Australian Government
COMCAR

CLIENT
NEWSLETTER
December 2020

Key Points:

- *COMCAR will reduce its usual hours of operation over the Christmas holiday period.*
- *COMCAR recommends using 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 2020 festive season and a Happy New Year.

2020-2021 Christmas holiday period

As has been the practice in previous years, and in line with decreased client demand, COMCAR will have a short period of operational stand-down between Thursday 24 December and Sunday 27 December 2020. A full list of the operating hours during this period is attached, with all times listed in AEDT.

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 2020.

COMCAR Automated Resource System (CARS)

COMCAR would like to thank all our clients who have embraced our new electronic booking system. CARS offers clients the ability to place, amend or cancel bookings via <https://online.comcar.gov.au/bookings/#login>. The digital platform is available as both an online web portal and a smart phone app. For assistance with online bookings please call (02) 6215 1617.

COMCAR NATIONAL OPERATIONS CENTRE

HOURS OF OPERATION FOR 2020-2021 CHRISTMAS HOLIDAY PERIOD

Australian Eastern Daylight Time	
Thursday 24 December 2020	Close at 2100
Friday 25 December 2020 – Christmas Day	Closed
Saturday 26 December 2020 – Boxing Day	Closed
Sunday 27 December 2020	Resume normal operations from 0600*

**During the stand-down period, no reservations should be made via the CARS portal for travel to be undertaken before 0800 on Sunday 27 December 2020. Bookings for this period should be made prior to the closure date or, if at short notice, by telephone after 0600 on 27 December.*

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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