



Australian Government

Department of Finance

COMCAR CHARGING STRUCTURE

Effective 1 July 2021

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| Rate | \$2.01 per minute |
| Minimum Weekday Charge | 30 minutes (\$60.30) |
| Minimum Weekend and Public Holidays Charge | 60 minutes (\$120.60) |
| Cancellation Charge | Late notice cancellation charges detailed below |
| No Contact Charge | Applicable minimum charge (as above) |
| Out of Zone Surcharge | Out of Zone Surcharges are detailed on page 2 |
| Waiting Time | Charged from booking pick up time |
| Tolls | Charged at toll rate |
| People Mover Surcharge | \$25.00 |

** All prices exclude GST – GST only applicable to non-Commonwealth agencies.*

HOURLY RATE – COMCAR charges \$2.01 per minute.

The cost of each booking is based on time usage from the requested pick up time until the drop time. For example, a half hour journey would be charged at \$60.30, while a 45 minute journey would be charged \$90.45.

MINIMUM WEEKDAY CHARGE – A minimum charge of 30 minutes (\$60.30) applies to each booking on weekdays.

MINIMUM WEEKEND CHARGE – A minimum charge of 60 minutes (\$120.60) applies to bookings on Saturdays, Sundays and Public holidays.

CANCELLATION CHARGE

- Cancellations within one hour of pick up time will incur the applicable minimum charge.
- Where a booking is cancelled after 8:00 pm on the evening prior to pick-up and 6:00am on the day of pick-up, a cancellation charge may apply **if** COMCAR is unable to contact the driver and advise of the cancellation.
- Any cancellation charges incurred by COMCAR for cancellation of a booking scheduled to a third-party hire car company will be passed through to the client.

NO CONTACT CHARGE – A charge equal to the minimum charge (as shown above) will apply to bookings when there is no contact made between the passenger and driver. Your COMCAR driver will contact the National Operations Centre for instructions after waiting for 10 minutes. COMCAR Drivers will be instructed to move on after waiting for 30 minutes unless confirmation of requirement is received from client/staff. If vehicles are asked to wait for contact for periods longer than 30 minutes and the booking is subsequently cancelled the total cost of the waiting time will be charged.

This charge will NOT apply if contact is not made due to a service failure by COMCAR.

OUT OF ZONE CHARGE – Journeys commencing or ceasing outside of the COMCAR Service Zone will attract an ‘*out of zone charge*’. COMCAR out of zone charges are time based and calculated at the COMCAR Rate of \$2.01 per minute. This charge applies as follows:

- *Bookings commencing inside the COMCAR Service Zone, and finishing outside of the zone*
Normal trip charges apply from the booking pick up time until the passenger reaches their destination. The out of zone surcharge then commences from when the COMCAR vehicle departs the destination until it has returned to the COMCAR Depot.
- *Bookings commencing outside the COMCAR zone, and finishing inside the zone*
The booking surcharge commences from when the vehicle departs the COMCAR Depot until it reaches the pick-up location. Normal trip charges then apply from the booking pick up time until the passenger reaches their destination, inside the COMCAR zone.
- *Bookings commencing and finishing outside the metropolitan zone*
COMCAR will schedule a third party hire car or taxi provider for bookings that commence and finish outside of a COMCAR Service. If a COMCAR vehicle is specifically requested by a client, out of zone charges will apply for travel from the COMCAR Depot to the pick-up location and from the drop destination back to the Depot.
- *Out of zone cancellations*
If a COMCAR vehicle has driven out of zone for a specific pick-up and the booking is cancelled, the actual cost of the vehicle’s journey up to the point of notification of cancellation will be charged.

WAITING TIME – This charge applies from the requested pick up time, until the passenger enters the vehicle. It is charged at the standard rate of \$2.01 per minute.

TOLLS AND FEES – Journeys attracting a motorway toll, a bridge toll or an airport rank fee, will be charged inclusive of these tolls and fees. COMCAR may apply a flat rate for toll roads with variable charges.

CHILD RESTRAINTS – No surcharge is applied when a child restraint is requested. COMCAR can provide forward and rearward facing seats for babies and toddlers, or booster seats for older children. Please note that under motor vehicle legislation, failure to fit an appropriate child restraint is an offence.

PEOPLE MOVER SURCHARGE – A surcharge of \$25 applies to all bookings where a people mover is requested.

LUGGAGE LEFT IN VEHICLES – If a passenger reaches their destination and leaves luggage in a vehicle, charges for the booking will continue to apply until the luggage is returned or removed.

Further information regarding COMCAR charges can be obtained by contacting COMCAR on 131 847 or emailing COMCAR@finance.gov.au.