

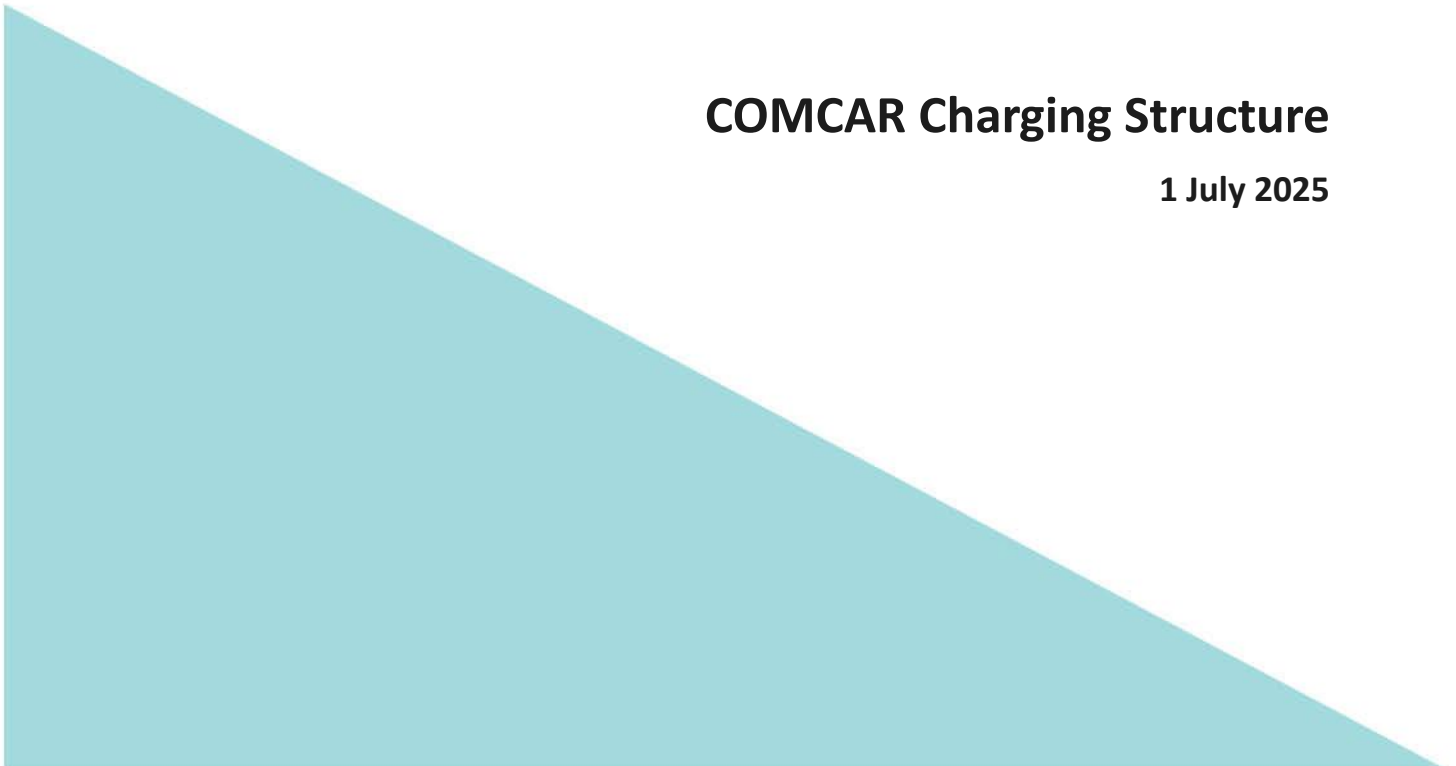


**Australian Government**  
**Department of Finance**



# **COMCAR Charging Structure**

**1 July 2025**



## COMCAR Vehicle Charges

<b>Charging Rate</b>	\$2.22 per minute
<b>Minimum Weekday Charge</b>	\$66.60 (30 minutes)
<b>Minimum Weekend and Public Holiday Charge</b>	\$133.20 (60 minutes)
<b>Cancellation Charge</b>	Detailed below
<b>No Contact Charge</b>	Applicable minimum charge
<b>Out of Zone Charge</b>	Detailed below
<b>Waiting Time</b>	Charged from booking pick-up time
<b>Tolls and Other Fees</b>	Charged at toll/fee rate incurred by COMCAR
<b>People Mover Surcharge</b>	\$25.00

1 hour	2 hours	3 hours	4 hours	5 hours	6 hours	7 hours	8 hours
\$133.20	\$266.40	\$399.60	\$532.80	\$666.00	\$799.20	\$932.40	\$1065.60

*All prices are GST exclusive – GST is only applicable to non-Commonwealth entities*

### Charging Rate:

Charges are calculated at the rate of \$2.22 per minute. The cost per booking is calculated from the requested pick-up time through to the drop-off time. For example, a 30 minute trip would be charged at \$66.60 and a 45 minute trip would be charged at \$99.90.

### Minimum Charge:

A minimum charge of \$66.60 (30 minutes) applies to a weekday booking. A minimum charge \$133.20 (60 minutes) applies to a weekend or public holiday booking.

### Cancellation Charge:

- Cancellations received within one hour of the pick-up time will incur the applicable minimum charge.
- Where a booking is cancelled after 8.00pm 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 charges incurred by COMCAR for cancellation of a booking scheduled to a third-party hire car company will be passed on to the client.

### No Contact Charge:

The applicable minimum charge will apply to a booking where no contact is made between the passenger and driver.

The driver will contact COMCAR's National Operations Centre for instructions, 10 minutes past the scheduled pick-up time. The driver will be instructed to leave after waiting 30 minutes, unless confirmation of requirement is received from the client or their staff. If the driver is asked to wait for contact for more than 30 minutes and the booking is subsequently cancelled, the total cost for time spent waiting will be charged to the client.

A charge will not apply if no contact is made due to a COMCAR service failure.

### **Out of Zone Charge:**

A booking that commences or ceases outside of the COMCAR service zone will attract an 'out of zone charge'. The charge is time based and calculated at the COMCAR rate of \$2.22 per minute. The charge applies as follows:

- *Bookings that commence inside the COMCAR service zone and finish outside of the zone*  
Normal charges apply from the booking pick-up time until the passenger reaches their destination. The out of zone surcharge then commences from the time the vehicle departs the destination until it has returned to the COMCAR depot.
- *Bookings that commence outside the COMCAR service zone and finish inside the zone*  
A booking surcharge commences from the time the vehicle departs the COMCAR depot until it reaches the pick-up location. Normal charges then apply from the booking pick-up time until the passenger reaches their destination, inside the COMCAR zone.
- *Bookings that commence and finish outside the metropolitan zone*  
COMCAR will schedule a third party hire car or taxi provider for a booking that commences and ceases outside of a COMCAR service zone. 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-off destination back to the COMCAR depot.
- *Out of zone cancellations*  
If a COMCAR vehicle has travelled out of zone for a specific pick-up and the booking is cancelled, the total cost of the journey up to the point of notification of cancellation will be charged to the client.

### **Waiting Time:**

The charge applies from the requested pick-up time, until the passenger occupies the vehicle, and is charged at the standard rate of \$2.22 per minute.

### **Tolls and Other Fees:**

A booking that incurs a motorway toll, bridge toll or 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 infants and toddlers, or a booster seat for older children. Please note, failure to fit an appropriate child restraint is an offence under motor vehicle legislation.

### **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.

## **Contact**

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Further information regarding COMCAR's charging structure can be obtained by contacting:

### **COMCAR Client Liaison**

Phone: 02 6215 1617

Email: [COMCAR@finance.gov.au](mailto:COMCAR@finance.gov.au)