



Australian Government

Department of Finance

## COMCAR CHARGING STRUCTURE

Effective 1 July 2017

Hourly Rate	\$114.00
Minimum Weekday	\$58.00 for trips 30 minutes or less
Minimum Weekend and Public Holidays	\$114.00
No Contact	Applicable minimum charge (as above)
As Directed (more than one stop)	Minimum one hour charge
Out of Zone	Varies depending on duration of journey
Waiting Time	Charged at hourly rate - \$1.90 per minute
Tolls	Charged at toll rate
Child Restraint Surcharge	\$25.00
People Mover (Tarago) Surcharge	\$25.00

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

**HOURLY RATE** – COMCAR charges \$114.00 per hour.

The cost of each reservation 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 \$58.00, while a 45 minute journey would cost \$86.50.

**MINIMUM WEEKDAY CHARGE** – A minimum charge of \$58.00 applies to each reservation. Journeys which take 30 minutes or less incur this minimum charge.

**MINIMUM WEEKEND CHARGE** – A minimum charge of \$114.00 is payable on Saturdays, Sundays and Public holidays.

**NO CONTACT CHARGE** – A charge equal to the minimum charge (as shown above) will apply to reservations cancelled within one hour of pick up time or when there is no contact made between the passenger and driver. Drivers will contact the National Operations Centre for instructions after waiting for 10 minutes. Cars will be moved on after 30 minutes unless confirmation of requirement is received from client/staff. If cars are asked to wait for contact for periods longer than 30 minutes and the reservation is subsequently cancelled the total cost of the waiting time may be charged. *This charge will NOT apply if contact is not made due to a service failure by COMCAR.*

**CANCELLATION** of a COMCAR reservation, where notification is made after 8:00 pm on the previous evening, for pick-up between midnight and 6:00am the following morning, will incur a cancellation charge **if** COMCAR is unable to contact the driver, or in the case of a third party supplier, the hire car company to which the reservation has been allocated, to advise of the cancellation.

**OUT OF ZONE CHARGE** – Reservations commencing or ceasing outside the Metropolitan Zone will attract an “out of zone charge”. This charge applies as follows:

- *Reservations commencing within the metropolitan zone, and finishing outside the zone*  
The reservation charge commences from the pick up time, and continues until the vehicle returns to the metropolitan zone. This charge is calculated at \$114.00 per hour.
- *Reservations commencing outside the metropolitan zone, and finishing inside the zone*  
The reservation charge commences from when the vehicle leaves the metropolitan zone, until the passenger reaches their destination, inside the metropolitan zone. This charge is calculated at \$114.00 per hour.
- *Reservations commencing and finishing outside the metropolitan zone*  
These reservations are serviced by local hire cars and /or taxis. If a COMCAR vehicle is required, charges will apply from the relevant capital city and cease when the vehicle returns to the city. This charge is calculated at \$114.00 per hour.
- *Out of zone cancellations*  
If a vehicle has driven out of zone for a specific pick-up and the reservation is cancelled, the actual cost of the vehicle’s journey up to the point of notification of cancellation will be charged based on the hourly rate of \$114.00.

**WAITING TIME** – This charge applies from the requested pick up time, until the passenger enters the vehicle. It is charged at COMCAR’s hourly rate of \$114.00 (\$1.90 per minute).

**TOLLS** – Journeys attracting toll charges, such as Harbour Bridge, M3, M5 (Sydney), Brisbane Airport etc, are charged at the toll rate incurred by COMCAR.

**CHILD RESTRAINTS** – A charge of \$25 is attracted if a child (and /or infant) restraint is required. This charge is incurred as the vehicle must return to the depot before the reservation to fit the child restraint, and return to the depot at the cessation of the journey to return the child restraint.

Please note that under motor vehicle legislation, failure to fit an appropriate child restraint is an offence.

**PEOPLE MOVER (TARAGO) SURCHARGE** – A charge of \$25 applies to all reservations where a people mover is requested. This charge is incurred as the driver must return to the depot to collect or return the people mover.

**LUGGAGE** – When luggage is left in the vehicle, that vehicle cannot be used by another client until the luggage is returned or removed. The reservation will be made “As Directed” and charges will apply until the luggage is removed.

Further information regarding COMCAR charges can be obtained by contacting:

**Client Liaison Manager**

Phone 02 6215 1617

Mobile 0413 994 182

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