Hop, Skip and Jump Bus
Service Code of Conduct

Passengers can:

• Expect the bus to be clean and tidy
• Expect to easily see the driver’s authority card displayed
• Expect the driver to behave with dignity towards them
• Expect the driver to comply with reasonable requests

Our code of respect for passengers includes:

• No standing on the bus
• Must not threaten, harass or attempt to intimidate other person
• No offensive language or behaving offensively
• No eating or drinking allowed on the bus
• No smoking
• No vandalism
• No graffiti
• No surfboards or other large objects when the bus is full
• Only animals with a valid Transport for NSW issued Animal Assistance Permit will be permitted to travel on the bus. Please note:
  - The animal must be under the control of the registered handler at all times
  - Animals are not allowed on the seats and must not obstruct passageways
  - Drivers may refuse to allow to animals if it is not clean or appears vicious
• If sitting in a priority seat, please vacate and move to another available seat for any person in need

Enquiries and complaints- telephone 1300434434
and email council@northernbeaches.nsw.gov.au