

# 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](mailto:council@northernbeaches.nsw.gov.au)



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