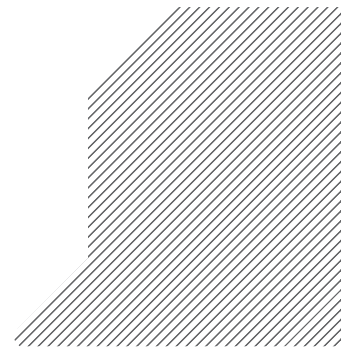




10

Bicycles and other luggage

Bicycles and other luggage



Folding bicycles

Folding bicycles can be carried free on metropolitan trains, trams and buses, V/Line trains and coaches, and regional town bus services at any time. Folding bicycles must not exceed the dimensions of 82cm long x 69cm high x 39cm wide, have wheel rims no more than 20 inches (51 cm) in diameter and be folded up and stored inside a bag or cover before boarding.

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions below regarding bicycles on public transport.

On metropolitan buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

Bicycles

Metropolitan trains

Bicycles can be carried free on metropolitan trains at any time. Cyclists must not, at any time, board at the first door of the first carriage, or store a bicycle in the area adjacent to this door, as this area is reserved for customers in wheelchairs.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

V/Line trains

Bicycles can be carried free on V/Line trains at any time. On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor. V/Line has several different train types and VLocity and Sprinter trains in particular have limited space for bicycles. If a V/Line conductor determines that there is not sufficient room to carry a bicycle on a V/Line train, it will not be able to be carried on that train. Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

Trams, metropolitan buses, regional town buses, V/Line coaches

Bicycles are not permitted on these services at any time, with the exception of folding bicycles (see above).

Bicycle lockers

Some metropolitan and V/Line train stations have bicycle lockers, which can be used to store bicycles, helmets and safety vests.

Customers may obtain lockers for up to 3 months by paying a bond, which will be returned at the end of the period (provided the locker is clean, undamaged and that the locker key is returned in a serviceable condition). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Other stations such as Southern Cross have a self-storage locker system.

Bicycle lockers at unstaffed stations may be reserved at a nearby staffed station.

Items are stored in bicycle lockers at the customers' own risk. Operators will not be liable for any loss of or damage to items stored in bicycle lockers.

Bicycle cages

Bicycle cages have been installed at a number of metropolitan and V/Line stations. A bicycle cage allows the storage of over 20 bicycles in a cage secured by a locked door that is opened with an electronic swipe card.

Customers can obtain a parking place in a bicycle cage by contacting Bicycle Victoria and by paying a refundable deposit for a swipe card that provides access to the cage.

For further information on bike cage locations and obtaining a space in one call Bicycle Victoria on 1800 639 634 or visit bv.com.au

Transport operators and Bicycle Victoria will not be liable for any loss or damage to items stored in bicycle cages.



Surfboards

Metropolitan and regional town services

Surfboards are not permitted onboard metropolitan trams and buses or regional town services at any time.

Surfboards can be carried for free on metropolitan trains. Surfboards must not obstruct passageways or doorways and must not inconvenience other customers.

Customers with surfboards are requested to avoid travelling during peak periods.

On metropolitan trains, surfboards must not be placed near the first door of the first carriage, as this space is reserved for customers in wheelchairs.

V/Line

Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items. There is an exception for coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel. Customers are to be aware that this applies to both the forward and return legs of the journey.

Call 136 196 for further information.

Bicycles and surfboards on other public transport services

Customers travelling with bicycles or surfboards on CountryLink or Great Southern Railway services must contact these companies directly to arrange carriage of bicycles and surfboards. Customers who are travelling on these services must comply with the conditions of carriage set by these operators.

Luggage on V/Line services

On V/Line trains, customers' luggage can be stowed in overhead racks above the seats and in the vestibules at the end of each carriage. On V/Line coaches, luggage can be stowed in overhead racks above the seats or in the luggage space underneath the coach.

The luggage allowance on V/Line train and coach services is 30kg per customer (two items of up to 15kg each) plus one item of hand luggage.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment (a set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage) will also be carried as luggage. Surf skis, sailboards, canoes and similar items will not be carried as luggage.

Customers are advised to keep their luggage with them at all times when travelling and to carry all personal medication, keys and valuables in their hand luggage.

Customers with special needs can seek assistance with luggage from station staff, train conductors and coach drivers when boarding, alighting or transferring between services.

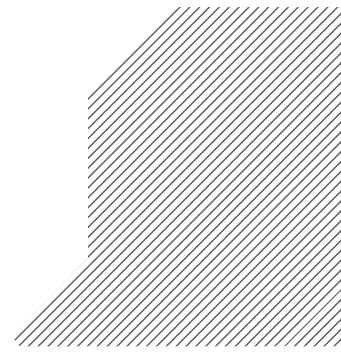
Checked luggage

A checked luggage service is available onboard locomotive-hauled V/Line train services. Locomotive-hauled trains operate on the Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool lines. Checked luggage will only be carried to stations beyond Seymour (Shepparton services), Traralgon (Bairnsdale services), Eaglehawk (Swan Hill services) and Marshall (Warrnambool services).

Customers must check in their luggage at least 30 minutes before their service is scheduled to depart. Wherever possible, the luggage will travel on the same service (wheelchairs, sporting equipment, prams and similar items must travel on the same service).

Customers must clearly label all luggage with their name and address, their destination and the date and service they are travelling on, as well as removing all previous luggage tags.

Bicycles and other luggage



When checking in luggage, station or agency staff and coach drivers must give the customer the receipt portion of the luggage tag. Customers must present this tag to retrieve their luggage. Tags are colour-coded to help staff sort luggage according to its destination.

Luggage can only be sent to the customer's destination. If that location is unstaffed, the customer must pick up the luggage as soon as it arrives. V/Line is not liable for lost luggage.

Customers who lose their luggage tags must sign a declaration giving a description of the items and indemnifying V/Line against any loss or claim for wrong delivery. V/Line will only return the luggage if sufficient evidence of ownership is provided.

At Southern Cross Station, checked luggage will be delivered on the platform beside the train or beside the road coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall. At other stations or stops luggage will be delivered on the platform beside the train or on the roadside beside the road coach.

Liability and insurance

V/Line may pay up to \$600 to any customer whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line's employees, agents or contractors but only when:

- The items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the customer's name, address and destination
- The luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item

V/Line is not liable for any loss, damage or delay to bicycles, surfboards, sporting or camping equipment. V/Line is not liable for any loss, damage or delay arising out of any other cause. Customers who require additional cover should obtain appropriate travel insurance.

Dangerous goods

Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria.

Examples of such items prohibited from carriage on passenger vehicles include:

- Flammable liquids and gases (petrol, kerosene, LPG, propane)
- Firearms
- Explosives
- Corrosive or acidic chemicals

Cloakrooms

Limited cloakroom space is available at Bendigo, Geelong and Wodonga stations for storage of items which will not fit in luggage lockers eg. sporting equipment, wheelchairs and other items.

To store items in the cloakroom, customers must pay \$2.60 per item per day and will be issued with a separate ticket for each item.

To retrieve an item, customers must present their ticket at the cloakroom and pay any overtime charges due. Staff should ask for a description of the item.

If a customer needs to access an item from the cloakroom, the ticket must be handed in and another ticket issued and paid for when the item is returned to the cloakroom.

Customers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges along with a \$1.20 search fee.

V/Line is not liable for any loss of or damage to items stored in cloakrooms.

Prams, shopping jeeps and golf buggies

Prams, pushers, shopping jeeps, golf buggies and similar items can be carried for free on public transport services, as long as the comfort, access and safety of other customers are not affected.



Motorised vehicles

Petrol-driven vehicles of any kind are not permitted on public transport services for safety reasons.

Electrically-driven mobility aids (such as wheelchairs and scooters) are permitted on public transport, but must conform to the dimensions given on page 93 of this manual.

Animals

Only animals identified on an Assistance Animal Pass can travel on all public transport services.

All other animals travel subject to the conditions stated below.

Metropolitan services

Dogs on leads are permitted on metropolitan trains, but only if they are muzzled.

It is strongly advised that customers with dogs do not travel during weekdays between 7.00 am and 9.00 am and between 4.00 pm and 6.00 pm.

Dogs are not allowed on seats, are not allowed to block doorways or passageways and must be controlled by their owner at all times.

Owners must clean up any mess created by their dogs.

Small animals can travel on metropolitan trains, trams and buses, but they must be in a suitable container.

V/Line services

Animals are not permitted to travel on V/Line train and coach services with the exception of guide dogs, hearing guide dogs, guide dogs in training or an animal identified on an Assistance Animal Pass (see page 93).

