



**STANDARD TERMS AND CONDITIONS  
FOR GROUND TRANSPORT OPERATORS AT  
ROCKHAMPTON AIRPORT  
AS AT 7 MARCH 2025**

**1. Background**

1.1 Ground Transport Operators are put on notice that:

- (a) the Airport is owned by Rockhampton Regional Council (RRC), and entry onto the Airport by the Ground Transport Operator is at the discretion of Rockhampton Airport Management;
- (b) if with the consent of Rockhampton Airport the Ground Transport Operator enters onto the Airport such entry constitutes acceptance of these terms and conditions;
- (c) ground transport activities at Rockhampton Airport are subject to statutory controls imposed under the Act and the Airports (Control of On Airport Activities) Regulations 1997 (Cth).

1.2 “**Ground Transport Operator/s**” means any person or body corporate who operates or is involved in the provision of personalised transport services pursuant to the *Transport Operations (Passenger Transport) Act 1994 (Qld)*. The term includes therefore:

- (a) Taxis, ride-share or pre-booked vehicles including limousine owner drivers; and
- (b) Taxis, ride-share or pre-booked vehicles including limousine owners who engage third parties to drive the vehicle; and
- (c) third party drivers of taxis, ride-share or pre-booked vehicles including limousines.

**2. Non-exclusive personal licence rights granted**

The rights granted are (only):

- (a) to enter onto the Airport; and
- (b) an authority for the Ground Transport Operator to conduct the Business on the Airport.

**3. Conduct of the Business**

The Ground Transport Operator must at all times conduct the Business in a proper manner:

- (a) without any Touting;
- (b) to the satisfaction of Rockhampton Airport acting reasonably; and
- (c) in accordance with these ST&C's.

#### 4. **Tailgating**

Tailgating is strictly prohibited at the Airport. If the Ground Transport Operator engages in Tailgating, then Rockhampton Airport may charge the **Maximum Fee** to the Ground Transport Operator.

#### 5. **Fare Avoidance**

The Ground Transport Operator will incur the **Maximum Fee** and be given one warning for each fare avoidance breach, but not limited to the following areas for pick-up and set down of passengers:

- (a) Short-term car park
- (b) Premium car park
- (c) Long-term car park
- (d) Covered car park
- (e) Contractor's car park
- (f) Bus Zone; and
- (g) anywhere other than the Ground Transport Designated Facilities.

#### 6. **Nuisance**

The Ground Transport Operator must not do anything at the Airport that may constitute a nuisance, annoyance or danger to any person or to any part of the Airport.

#### 7. **Professional Conduct of Business**

The Ground Transport Operator must at all times operate the Business from the Airport professionally and competently.

#### 8. **Signs**

Unless authorised by Rockhampton Airport the Ground Transport Operator must not display any advertisement placard or sign within the Airport.

#### 9. **Use of Airport**

- (a) The Ground Transport Operator must not use the access rights granted under these ST&C's in connection with any commercial enterprise other than the Business.
- (b) The Ground Transport Operator must not enter any part of the Airport with a Ground Transport other than in connection with the operation of the Business, or where the Ground Transport is being used by the Ground Transport Operator as a means of private transportation to and/or from the Airport and will either be parked in one of the public car parks and/or is simply dropping-off.

## **10. Ground Transport Facilities and other use provisions**

- 10.1 The use of the Ground Transport Facilities by Ground Transport Operators is always subject to:
- (a) availability of space in the Ground Transport Facilities;
  - (b) compliance with the ST&C's; and
  - (c) Rockhampton Airport's directions at all times.
- 10.2 The Ground Transport Operator will raise no objection, or make any claim against Rockhampton Airport, or any third party, relating to any lack of availability of space in the Ground Transport Facilities.
- 10.3 The Ground Transport Operator must follow all directions and signage throughout the Airport and Ground Transport Facilities as applies to the Ground Transport.
- 10.4 Except where a Ground Transport vehicle controlled by the Ground Transport Operator enters the Airport only for the purposes of dropping-off, such Ground Transport must not stand on the Airport otherwise than on:
- (a) the designated Ground Transport Facilities; or
  - (b) another area nominated by Rockhampton Airport (acting reasonably) if the Ground Transport Facilities are full.
- 10.5 Any Ground Transport vehicle that is incapable of being driven off the Ground Transport Facilities and/or the Airport without danger to the driver and/or third parties must be towed from the Airport immediately at the Ground Transport Operator's cost.
- 10.6 No Ground Transport vehicle may be cleaned, repaired or maintained whilst on the Airport.
- 10.7 No Ground Transport vehicle used in the Business that comes on-Airport may:
- (a) emit excessive fumes;
  - (b) be left with its engine idling for an unduly lengthy period; or
  - (c) have music playing at excessively loud levels.
- 10.8 If drop-off of customers is necessary during the operation of the Business the Ground Transport Operator must:
- (a) only use the official passenger drop-off and set-down zones designated by Rockhampton Airport;
  - (b) not leave the Ground Transport while it is parked in a drop-off and set-down zone; and
  - (c) not stop in a drop-off and set-down zone for more than 1 minute or such other period nominated by Rockhampton Airport from time to time.

## **11. Drivers' licences and official stickers**

- 11.1 The Ground Transport Operator must ensure that it and any person employed by the Ground Transport Operator in the conduct of the Business at the Airport:
- (a) possesses the required Driver Authorisation; and
  - (b) possesses a valid drivers' licence to enable the Ground Transport Operator to drive in Queensland.
- 11.2 The Ground Transport Operator must ensure that each Ground Transport vehicle accessing the Airport in the conduct of the Business displays a correctly installed licence plate.

## **12. Smoking**

The Ground Transport Operator must ensure that it and any person employed by the Ground Transport Operator only uses the designated smoking area at Rockhampton Airport as signed, and follows Queensland Legislation, *Tobacco and Other Smoking Products Act 1998*:

*26ZKB(1) A person must not smoke at a public transport waiting point*

*26ZKB(2) A person must not smoke on land within 5m beyond a public transport waiting point.*

## **13. Rockhampton Airport Ground Transport (Parking HQ) Account**

13.1 The Ground Transport Operator at all times must either:

- (a) register and maintain a user account on the Rockhampton Airport Ground Transport Parking HQ network; or
- (b) be registered as a driver with a Designa account set up by Rockhampton Airport Management.

13.2 The Account Holder must at all times comply with the terms of use of the Rockhampton Airport Ground Transport Designa Network.

13.3 Each Ground Transport Operator that is operated in the Business must be registered on the Rockhampton Airport Ground Transport Designa Network.

13.4 The Ground Transport Facilities will not include facilities for payment of the Visitation Fee by cash. The Ground Transport Operator must register and obtain an iLOG Account and ensure the associated account is managed on the Rockhampton Airport Ground Transport iLOG Network.

13.5 The Ground Transport Operator must ensure the account has sufficient credit available to pay the Visitation Fee in order to access the Airport and/or Ground Transport Facilities for the purpose of conducting the Business.

13.6 The Ground Transport Operator's account will be debited with the Visitation Fee for each occasion a Ground Transport exits the Ground Transport Facilities.

## **14. Compliance with legislation and other requirements**

14.1 The Ground Transport Operator must while operating the Business at the Airport comply with:

- (a) the Act;
- (b) all regulations, by-laws, orders and proclamations made or issued under the Act;
- (c) all practice standards and regulations imposed on the Ground Transport Operator by a iLOG Account Holder;
- (d) all proper requirements of all statutory authorities and all statutes, ordinances, regulations and by-laws relating to the Airport and the conduct of the Business, including without limitation requirements:
  - (i) under the Transport Act;
  - (ii) under the Competition and Consumer Act 2010 (Cth);
  - (iii) relating to the storage of petrol, oil or other materials of an explosive or flammable nature on the Airport;

- (iv) for the provision and installation of suppressors on the Ground Transport Operator's electrical equipment to prevent interference with radio or television transmission and reception and any computer radar communication or other electrical equipment;
  - (v) to take all reasonable precautions against the outbreak of fire, and to observe and comply with all directions for the time being in force relating to the prevention, outbreak, spread and control of fire on the Airport;
  - (vi) under the "Rockhampton Airport Bird and Wildlife Management Plan"; and
  - (vii) relating to fence integrity at the Airport. Fence integrity is critical to prevent animal ingress onto operational areas within the Airport and the Ground Transport Operator must promptly report any fence damage of which it becomes aware of to the Senior Airport Operations Coordinator: 0439 716 496.
- (e) all reasonable rules, directions and orders made from time to time in respect of the Business by Rockhampton Airport and without limitation in respect of:
- (i) access to, and use of, facilities which Rockhampton Airport designates for use by Ground Transport Operators;
  - (ii) the use of roads within the Airport;
  - (iii) restrictions on the size, weight and type of Ground Transports accessing the Airport;
- (f) all applicable industry codes of conduct and the like; and
- (g) the Airport Environmental Strategy.

14.2 In the event that a Ground Transport Operator fails to comply with these ST&C's, Rockhampton Airport reserves the right, in its absolute discretion, to prohibit such Ground Transport Operator from accessing the Airport to operate the Business.

## **15. Insurance**

- 15.1 The Ground Transport Operator must take out and keep current public liability insurance for at least \$20,000,000.00 covering personal injury and property damage claims arising out of the operation of the Business by the Ground Transport Operator at the Airport.
- 15.2 The insurance policy required pursuant to clause 14.1 must:
- (a) note Rockhampton Airport as an insured; and
  - (b) be with a reputable Australian registered insurer.
- 15.3 The Ground Transport Operator must provide Rockhampton Airport with a certificate of currency whenever reasonably required.
- 15.4 The Ground Transport Operator must not do anything or omit to do anything whereby any insurance effected in accordance with clause 14.1 may be vitiated or become ineffective.

## 16. Indemnity

- 16.1 The Ground Transport Operator must indemnify and keep indemnified Rockhampton Airport its officers, servants and agents from and against all liabilities damages, costs, charges, expenses, actions and claims whatsoever which are suffered incurred brought or made against them or any of them in respect of:
- (a) any damage directly or indirectly sustained by the Ground Transport Operator or by any other person whether in respect of person or property which may arise from the use of the Airport or any part thereof;
  - (b) the observance or non-observance (as the case may be) of any of the Ground Transport Operator's obligations under these ST&C's; and
  - (c) defending or settling any such actions or claims.
- 16.2 The indemnity does not cover any actions and claims to the extent that they arise out of the negligent acts, omissions or default of Rockhampton Airport or any officer servant or agent of Rockhampton Airport.
- 16.3 The indemnity in these ST&C's is a continuing obligation, separate and independent from the other obligations of the Ground Transport Operator and survives termination of the Ground Transport Operator's right of access to the Airport to operate the Business. It is not necessary for Rockhampton Airport to incur expense or make payment before enforcing a right of indemnity conferred by these ST&C's.

## 17. Definitions

In this document:

- (a) **Act** means the Airports Act 1996 (Cth) and any regulation prescribed by the Airports Act 1996 (Cth).
- (b) **Airport** means Rockhampton Airport.
- (c) **Airport Environmental Strategy** means the strategy in force at any time at the Airport which has been developed and approved by the responsible minister under the Act and implemented by Rockhampton Airport for the management of the Environment at the Airport.
- (d) **Business** means the provision of Ground Transport services in connection with which the Ground Transport Operator enter the Airport and all conduct in relation to that business.
- (e) **Driver Authorisation** means for those Operators providing a Ground Transport service in:
  - (i) Queensland - the driver authorisation required to operate a Ground Transport service, as defined in the *Transport Operations (Passenger Transport) Act 1994 (Qld)*;
- (f) **Electronic Collection System** means an electronic fee charging and collection system operated by or on behalf of Rockhampton Airport for calculation and payment of the Visitation Fee.
- (g) **Environment** means and includes:
  - (i) ecosystems and their constituent parts, including people and communities; and
  - (ii) all natural and physical resources including animal and plant life; and
  - (iii) the qualities and characteristics of locations, places and areas,

- however large or small, that contribute to their biological diversity and integrity, intrinsic or attributed scientific value or interest, amenity, harmony and sense of community; and
- (iv) the social, economic, aesthetic and cultural conditions that affect or are affected by things mentioned in paragraphs (i) to (iii).
  - (h) **Fare Avoidance** means a Ground Transport Operator who deliberately avoids paying the Visitation Fee when picking up a passenger or dropping off a passenger in the Airport precinct.
  - (i) **iLOG Account Holder** means the Ground Transport Operator that holds an account on the Rockhampton Airport Transport iLOG Network, approved by Rockhampton Airport to:
    - (j) conduct the Business at the Airport; and/or
  - (i) **Rockhampton Airport Ground Transport iLOG Network** means the website (or such other online portal as notified by Rockhampton Airport from time to time) where Ground Transport Operators register to be an iLOG Account Holder.
  - (j) **Maximum Fee** means the amount of \$12.00 to be deducted from an account if the Ground Transport Operator engages in Tailgating or Fair Avoidance.
  - (k) **ST&C's** means these standard terms and conditions for Ground Transport Operators at the Airport and/or all terms and conditions from time to time promulgated and published by Rockhampton Airport, which apply to all Ground Transport Operators who enter the Airport for the purposes of conducting their Business;
  - (l) **Supervisor** means the person/s employed to manage the Ground Transport Operators and the Ground Transport Operators' use of the Ground Transport Facilities.
  - (m) **Tailgating** is deemed to occur if:
    - (i) there is an entry of a Ground Transport recorded but no exit recorded in relation to one trip by that Ground Transport; or
    - (ii) the Ground Transport Operator has entered the Ground Transport Facilities, but an exit was not recorded for that Ground Transport Operator; or
    - (iii) the Ground Transport Operator has entered the Bus Zone or unauthorized area to pick-up or set down a passenger.
  - (n) **Ground Transport** has the meaning the Transport Operations (Passenger Transport) Act 1994 (Qld) gives the term.
  - (o) **Ground Transport Facilities** means the designated Ground Transport pick up and set down ranks that Rockhampton Airport provides from time to time for use by the Ground Transport Operator.
  - (p) **Terminal** means the buildings used for the embarkation and disembarkation of domestic passengers at the Airport.
  - (q) **Touting** means offering, soliciting or inducing person/s to hire a Ground Transport without that Ground Transport being pre-booked or waiting its turn in the Ground Transport pick up rank.
  - (r) **Transport Act** means the local, State or Federal statutory provisions and regulations applicable to the Airport and/or the exercise of the Ground Transport Operators Business.

- (s) **Visitation Fee** means the access fee debited to the account via the Electronic Collection System charged each time a Ground Transport Operator enters the Airport to operate the Business. The list of Visitation Fees is available on the Rockhampton Airport Fees and Charges. For the avoidance of doubt there is a Visitation Fee for picking-up a passenger and a fee for setting-down a passenger.