

Ground Transport Frequently Asked Questions

1. Do I require a permit to operate at Melbourne Airport?

All operators using the Melbourne Airport forecourt for commercial purposes require a permit to operate. This is in the form of a casual parking ticket (purchased from the Short Term Car Park Customer Service Office), or a Licence Agreement which allows the operator to pick up commercial passengers for an access fee.

2. How much does it cost to access the forecourt?

The following table demonstrates the fees applicable for access of the Forecourt including GST:

Fees from January 2010

Operator type	Car / van with no trailer (<= 10 seats)	Small bus or van with/without trailer (>10 <=25 seats)	Large Bus (> 25 seats)
Licence Agreement	\$4	\$6	\$12
Casual bus parking ticket	\$7.50	\$7.50	\$15

Those operators who use the Forecourt on a regular basis, e.g. daily, should consider entering into a Licence Agreement with Melbourne Airport. The benefits of this include cheaper pricing, designated zoned areas, and greater operational efficiencies i.e. no need to purchase a ticket each trip.

3. How do acquire a Licence Agreement to operate at Melbourne Airport?

Email carpark@melair.com.au with the subject "Ground Transport Licence Agreement request", and Melbourne Airport will be in touch. Upon a successful application, Melbourne Airport will issue a permit for each vehicle listed under the Licence Agreement.

4. What details do I need to provide Melbourne Airport with?

The attached document outlines the information required for Melbourne Airport to draw up the Licence Agreement. Melbourne Airport also requires \$1,000 Bank Guarantee from all operators entering into a Licence Agreement. This may take the form of a bank certificate, or alternatively provide Melbourne Airport with cleared funds of \$1,000 which will be held until expiry of the Licence Agreement.

5. Is there a minimum number of trips for acquiring a Licence Agreement?

It is recommended that operators who are using the Forecourt on a daily basis consider entering into a Licence Agreement. If a Licence Agreement is not arranged between Melbourne Airport and an operator, the operator will need to purchase a casual parking ticket which must be displayed in the vehicles windscreen.

6. How long is a Licence Agreement for?

Licence Agreements are for twelve months, however they are subject to change by Melbourne Airport if required during the term of the licence.

7. How do I pay for accessing the Forecourt under a Licence Agreement?

In the first instance, an operator must declare the number of trips it expects to make on a monthly basis for each type of vehicle. Melbourne Airport will invoice the operator in advance each month for the trips declared. Melbourne Airport will monitor the number of actual trips made by each operator and adjust the invoice accordingly on a periodic basis.

8. What if the number of trips changes during the year?

Operators must inform Melbourne Airport immediately of any changes to their expected number of trips to avoid any unnecessary invoicing adjustments.

9. What if I have not paid for this month?

Permits are issued for each vehicle listed on the Licence Agreement. If access fees remain unpaid, then a Licence Agreement may be cancelled by Melbourne Airport. The operator would then have to purchase casual parking tickets to continue access. Melbourne Airport may also draw on the Bank Guarantee to cover the cost of access during the period in question.

10. Where are the designated areas for picking up passengers under a Licence Agreement?

When permits are issued, operators will be allocated a zone in the Forecourt area from which to pick up commercial passengers. Operators are expected to use those zones only. Zones are allocated on the basis of type of operation.

11. Do I need to display my permit on my vehicle(s)?

Permits must be displayed at all times. Vehicles without either a permit or a casual parking ticket risk being infringed by Traffic Services staff.

12. I have several vehicles. Do I need a permit for each?

Yes. Each vehicle used under a Licence Agreement must be declared to Melbourne Airport. Permits are not transferable between vehicles.

13. The Zone I am allocated is full. Where do I park now?

Operators must park as close to their allocated zone as possible. Operators found parking in other zones unnecessarily risk infringement. Melbourne Airport reserves the right to allocate zones to operators as it sees fit, to maximise the efficiency of the Forecourt. Operators will be notified in advance of any changes to minimise disruption.

14. I have additional trips to make because of a charter. Do I have to pay for this?

Once-off charters or additional trips must be declared to Melbourne Airport, or casual tickets purchased.

15. Can I leave my bus unattended to gather my customers in the terminal?

No vehicles may be left unattended in the bus lane of the Forecourt. Any vehicle found unattended will be infringed and may be towed from the site.