

SEALINK NORTH QUEENSLAND

# Luggage & Freight Policy

Palm Island Service

Effective 16th May 2024



**Please note our Freight Check-In Counter opens one hour prior to departure and closes strictly 20 minutes prior to departure.**

**All Freight items must be accompanied and clearly labelled with at least the first initial and surname of the passenger travelling.**

### **Carry-On Luggage and Freight Conditions**

Passengers are welcome to travel with carry-on luggage at the time of boarding, while complying with our Carriage of Dangerous Goods Policy, Palm Island Alcohol Management Plan, Size & Weight Guide and Additional Requirements detailed herein.

- The number of carry-on luggage items permitted is restricted to the amount a passenger can carry in one trip to the vessel during boarding.
- Passengers with mobility aids, medical supplies, prams, porta-cots, and children's car seats will be permitted to carry these items in addition to their luggage, with crew assistance where required.
- Suitcases, bags, prams & mobility aids can be stored inside the passenger cabins, subject to available space. All other types of luggage must be transported as freight (on the outer decks). Please ask our friendly crew for any clarification.
- Passengers are responsible for managing their own luggage within the terminal. SeaLink cannot store any luggage at any time at the Breakwater terminal. Luggage lockers are available for a fee and are accessible between 6:00am and 6:00pm 7 days per week.
- SeaLink accepts no responsibility for loss of, or damage to luggage, or for consequential damages arising therefrom whether sustained during off-loading or transportation, and whether arising from negligence, malfunction of the vessel or other cause, except to the extent that the exclusion of such liability is prohibited by law.
- All luggage and freight must be stowed in accordance with the crew's directions and must not restrict access to safety equipment, aisles or emergency exits.
- Number of freight items permitted per travelling passenger = 3 standard + 1 cold. Freight check-in is located beside gateway 2. All freight items must be accompanied
- Alcohol must be carried on, and will not be accepted as freight. Crew are not permitted to handle alcohol brought for travel. Passengers must stow alcohol under crew direction and must not access until after arrival to Palm Island.
- SeaLink reserves the right to refuse to carry luggage that does not comply with our policies, or due to limited available space on our vessels.
- Passengers wanting to travel with any items falling outside of this Luggage and Freight Policy, or with excess luggage items, are to contact our friendly team for information on alternative travel options available.



## Size & Weight Guide

Each piece of luggage, freight and carry on item should meet the following requirements:  
Total linear length to not exceed 170cm (height + width + depth). This does not include the length of the handle attached to a piece of luggage or trolley.

Maximum weight: 20kg.

Maximum width: 80cm.

Example	Height	Length	Width	Max Weight
55L Storage Tub	65cm	44cm	30cm	20kg
Suitcase	80cm	50cm	40cm	20kg



## Items with Additional Requirements

### Animals & Pets

Refer to our Control of Animals Policy on the SeaLink website. Assistance and service animals are exempt from muzzling, containment and seating restrictions outlined in the policy.



### Bikes, scooters, skateboards (including electric)

These items are permitted only as carry-on items, with the following conditions:

- These items will be stored on outer decks. Customers concerned about sea spray need to make their own arrangements.
- Riding of these items during boarding, disembarkation or voyage is NOT permitted.
- Maximum 20kg in weight.
- Bicycle trailers are not permitted.
- Due to the fire risk of e-bicycles, e-scooters, e-skateboards, note additional conditions below:
  - Damaged electric items are not permitted.
  - Electric items must be switched off during boarding, disembarkation and voyage.
  - Charging of these electric items is not permitted on board SeaLink vessels or at SeaLink terminals.
- New/boxed bikes, scooters, skateboards only permitted if meet size and weight guide.



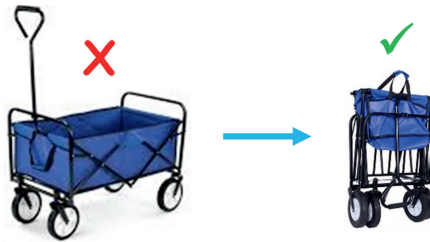
### Fishing equipment

- Lures and hooks must be removed from fishing rods prior to boarding.
- Spear guns and spears are to be handed to vessel crew at the freight counter for safe stowage.



## Beach Trolleys

- Fold-able beach trolleys can be taken to Palm Island, however they need to be folded and stowed for the ferry voyage.
- Beach trolleys are required to be empty and folded prior to boarding the vessel.
- Folded beach trolleys and any additional items are to be checked in through the freight counter or placed in the designated area on board as directed by the crew.



## NOT PERMITTED on board SeaLink Vessels

Items or substances classed as Dangerous Goods - refer to SeaLink's Carriage of Dangerous Goods Policy on our website for details.

Alcohol that does not comply with the Palm Island Alcohol Management Plan.

Bulky or Awkward items, for example:

- Sharp objects (fishing equipment permitted as outlined above)
- Trampoline
- Glass panels
- Furniture and large appliances
- Bikes, scooters greater than 20kg
- Bike trailers
- Cement and plaster bags
- Fertiliser/pot plants
- Car parts including tyres with RIMS and windscreens

Machinery/Equipment items, for example:

- Hot water cylinder
- Generator
- Barbecue
- Air conditioners

**X** *Examples of items NOT permitted*

