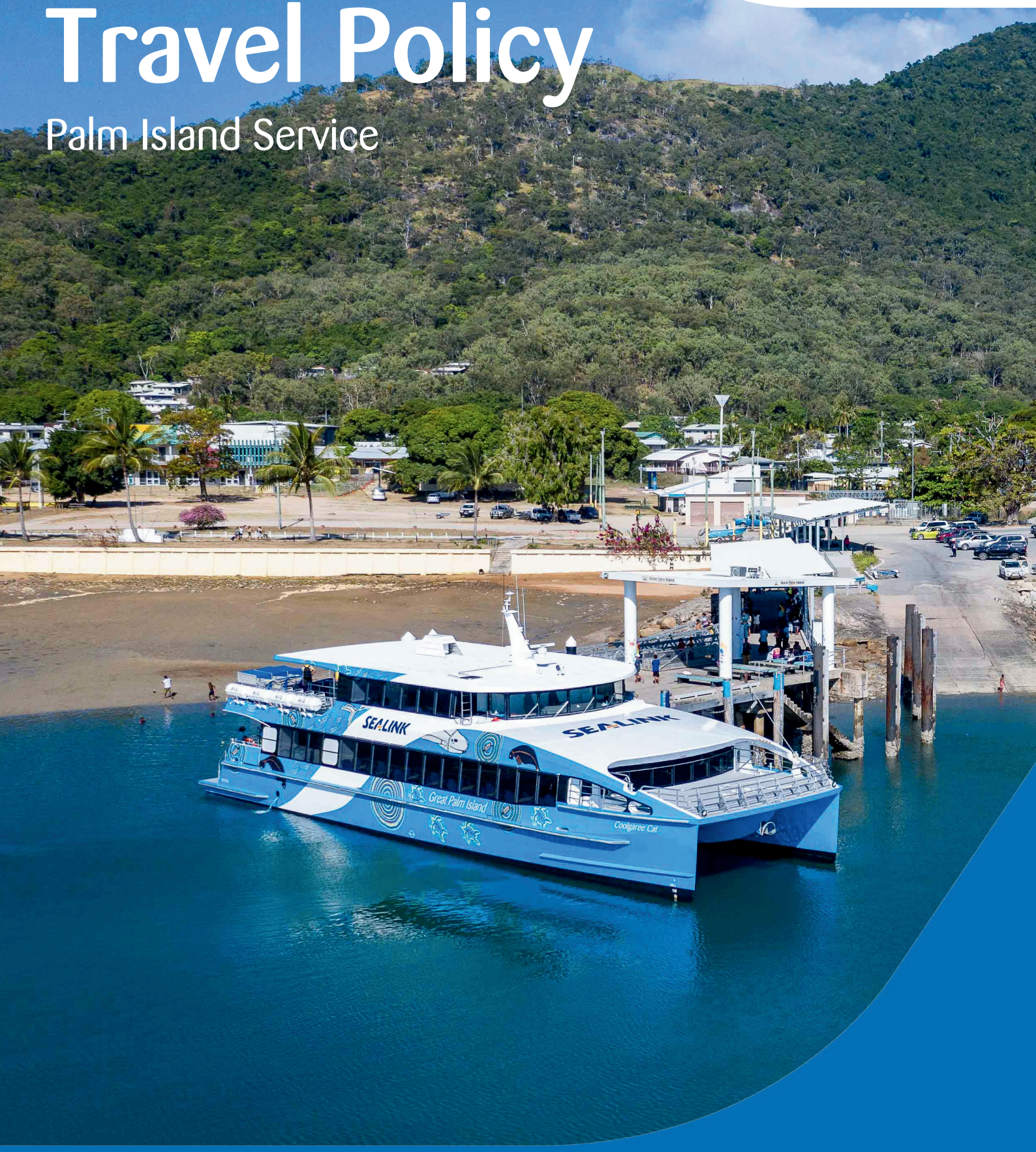
SEALINK
NORTH QUEENSLAND

Travel Policy

Palm Island Service



sealink.com.au/palm-island

Effective 4th September 2026

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.

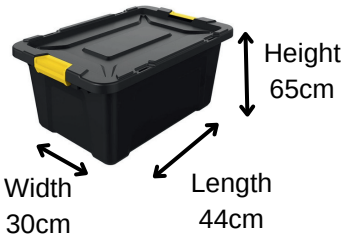
- The number of carry-on luggage items permitted is restricted to the amount a passenger can carry in one trip to the vessel during boarding.
- Passengers with mobility aids, medical supplies, prams, porta-cots, and children's car seats will be permitted to carry these items in addition to their luggage, 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 as well as on the vessel. Card operated luggage lockers are available in our Townsville terminal 6:00am to 6:00pm Monday to Saturday and 6:00am to 4:30pm Sunday and Public Holidays.
- 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.
- As a condition of travel, all baggage travelling to Palm Island is subject to search to ensure compliance with the Palm Island Alcohol Management Plan.
- 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.



Televisions

Boxed or wrapped TV's < 55inch are permitted as freight items and must fit within the dimensions of our freight service trolleys.
L= 140cm W = 60cm H = 80cm

Tyres

Light vehicle passenger car / SUV / Light 4WD and bike tyres are all permitted and must be wrapped and <20kg without rims as freight.
Limit 1 per passenger

Batteries

New, boxed dry cell batteries are permitted within size and weight guidelines

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.



Surf Boards / Nipper boards (dismantled in bag)

These are permitted on board our non-peak services and must be secured once on our vessel.
They can not exceed 2 meters in length

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 approaching the boarding gates.
- 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.

Upright Trolleys

- Upright trolleys with small base dimensions are permitted to travel on board our ferries (e.g: hand trolleys, stock trolleys, market trolleys).
- Upright trolleys, including their contents, must meet the size & weight guide in our luggage policy.



Beach trolley example



Upright trolley example

Example	Height	Width	Depth	Max Weight
Trolley	100cm	50cm	40cm	20kg

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 and are permitted subject to available deck space only. Customers concerned about sea spray need to consider bringing their own cover.
- They Must be secured by owner on boarding
- Riding of these items during boarding, disembarkation or voyage is NOT permitted.
- Maximum 30kg in weight.
- They must be within the following dimensions L = 180cm W = 50cm H = 130cm



- Bicycle trailers are not permitted.
- Due to the fire risk of e-bicycles, e-scooters, e-skateboards, note additional conditions below:
  - Damaged electricitems 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.
- Boxed bikes, scooters, skateboards only permitted if meet size and weight guide
- Subject to available deck space

Mobility Scooters

Mobility scooters must be registered (have a registration plate attached to device)
One allocated space of 130cm x 80cm per service as per DTMR transport standards
Dimensions L = 130cm W = 75cm H = 150cm

The carriage of more than 1 mobility scooter is subject to available deck space



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*

*The possession of liquor in the restricted areas is limited to a maximum of 11.25 litres (equivalent to 30 x 375ml cans) of any mid or low strength liquor (less than 4% alcohol). The restriction applies not only to individuals but is the maximum amount that can be transported per person on foot, in a vehicle, boat or aircraft regardless of the number of passengers. When stepping onto the Palm Island jetty from the ferry, a person must not have more alcohol than what is allowed under the restriction. No glass bottles are allowed as per SeaLink liquor licensing permit.

Bulky or Awkward items, for example:

- Trampoline / Kayaks/ Surf Skis
- Oil based paint
- Glass panels / Windscreens
- Furniture and large appliances / White goods
- Bikes, scooters greater than 30kg
- Bike trailers
- Cement and plaster bags
- Fertiliser/pot plants (seedlings contained in small box allowed)
- Any used unboxed car parts
- Unwrapped tyres / tyres with RIMS
- Wet cell batteries
- All Used equipment/machinery
- Any new machinery containing fuel or engine oil
- Any used oil or fuel containers
- Generator
- Barbecue
- Air conditioners
- Sharp objects (fishing equipment permitted as outlined above)

❌ Examples of items NOT permitted



Carriage of Dangerous Goods Policy

The following MUST NOT be carried

Corrosive and Toxic substances, examples:

- acid
- industrial cleaners
- pool chlorine
- wet cell batteries
- oil based paint



Flammable, combustible, explosive and oxidising substances or items containing these, examples:

- compressed gas bottles (examples: LPG/BBQ gas bottles, scuba tanks, helium tanks, oxy-acetylene tanks for welding)
- fuel
- engine oil
- combustion engines
- machinery that contains or would have contained oil, fuel, or gas

Radioactive materials, examples:

- cobalt
- plutonium
- uranium

Miscellaneous Dangerous Goods, examples:

- solid dry ice
- asbestos products
- ammonium nitrate fertilisers

Exceptions/Additional Requirements

Dry Batteries or Sealed Batteries (non-spill-able)

The below acceptable battery types are not considered as dangerous goods as per the below images:

- Absorbed Glass Mat (AGM)
- Non Spill-able
- Dry or Dry Cell
- Gel Cell
- Sealed Lead Acid (SLA)
- Valve Regulated Lead Acid (VLRA)









Medical Oxygen Cylinders

A passenger requiring medical oxygen to maintain their well being are permitted to travel with their oxygen tank.

Persons transporting medical oxygen for refilling, must book on to a designated ferry run (NOT an identified peak service – refer page 12).



Water Based Paint

New tins are allowable as they are. Used tins mast have lids that are securely fastened, and clean on the outside of the tin.

Empty Jerry Cans

Clean, empty jerry cans that are sealed appropriately are permitted.



Firearms

SeaLink does not permit the transport of firearms on any of our vessels.

SEALINK

www.sealink.com.au/palm-island/freight-and-animal-policies/

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Effective: 4th September 2026