Chauffeur Policies Procedures & FAQ

Travelling to and from Clients and use of Tolls

All chauffeurs are required to travel to and from locations using the following procedure and policy.

When travelling to a location or core area without any clients/passengers in the car ...

- **DO NOT USE (unacceptable roads to travel on)**
  - Tollways,
  - motorways,
  - tunnels, highways that lead to overpasses or underpasses or have exit slip roads,
  - or long bridges like the ANZAC Bridge in Pyrmont.
  - laneways
  - small back streets that are far away from CCRP traffic and major roads
- **ACCEPTABLE ROADS TO USE or TRAVEL ON WHEN EMPTY**
  Stay on the major roads so you can easily be tracked and sent a job with easy turn around rate. You are allowed to take the following major bridges on the following circumstances.
  - Harbour Bridge travelling towards North Sydney or Northern Suburbs.
  - Nepean Bridge overpass.
  - Spit Bridge in Mosman to Seaforth
  - Gladesville Bridge
  - Roseville Bridge near Roseville and Forestville
  - Fig Tree Bridge at Hunters Hill.
  - Iron Cove Bridge at Drummoyne.
  - Tom Ugly's Bridge at Sylvania.
  - Captain Cook Bridge at Taren Point.
  - Worona Bridge at Worona (near Sutherland - Bangor)
  - All bridges that go over Cooks River and Georges River.
  - Other small bridges that are not high off the ground for ship passing or less than 500-750 metres long.

When travelling to a location to pick up a client/passenger ...

- Use the best available route to the client pick up address, except for roads with TOLLS.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:08
URL: https://staff.iconic.productions/KB/content/0cat=32/105/en/travelling-to-and-from-clients-and-use-of-tolls.html

- **DO NOT USE TOLLS** to travel to a location to pick up a passenger.
- The only exception, is when returning to Sydney from North Sydney from the Harbour Bridge.
- You may use the UBER App for Navigational Direction to pick up a client, however this is not always the best method. We recommend always using the portable GPS units provided in the vehicles for the best, most up to date maps and traffic reports.

When travelling to a destination or location with a client/passenger in the vehicle ...

- Use all available routes, **including Tolls.** Tolls are charged back to customers when used. The only reason you would not use a Toll Road if the CCRP requests not to take a Toll Road. Make note of it when job is completed.
- Now that you have the destination address have **THE DESTINATION ADDRESS PROGRAMMED IN THE GPS UNIT PROVIDED** before picking up the client. **At no stage should we ever** use the inbuilt GPS unit of the car or the UBER APP for the navigation direction to the destination as maps are not regularly updated and the UBER App using Google Maps which is not the best approach. Only the portable GPS units should be used for the best accuracy of the routes for the destination...

  UNDER NO CIRCUMSTANCES SHOULD WE USE THE UBER APP FOR DIRECTIONAL NAVIGATION TO THE DESTINATION. The APP uses Google and this is not always the best way. Only use the GPS Provided for navigation details to the DESTINATION.

  AND ENSURE THAT IT ALWAYS APPEARS THAT WE KNOW WHERE WE ARE GOING.

Questions Asked and Answered:

1. David Phillip | 21-Jun-2020 02:22 |
   Q: Should we always check with the CCRP first before using toll roads?
   a. answered by @greg.paff 22-Jun-2020 15:58
      a. You do not need to check with the CCRP to use tolls. We always use tolls with a CCRP for the quickest way unless they no or it is written in the notes on a job.

---

2. David Phillips | 05-Nov-2018 09:27 |
   If I am "empty" and in the CBD and need to proceed to North Sydney for either a CCRP, Hot Spot or Core Area is the Harbour Bridge heading North considered a “motorway” and therefore not be used? Please advise.
   a. answered by @ian.roberts 07-Nov-2018 21:35
      a. Based on the Google Maps all journeys when empty from Sydney CBD to North Sydney Suburbs, North Shore Suburbs travelling through the Harbour Bridge Heading North is allowable. It is considered a motor way but the fastest way to the suburbs when empty is allowed. The Harbour Tunnel is not allowed to be used when travelling to North Sydney Suburbs, North Shore Suburbs.

---

3. David Phillips | 15-Oct-2018 11:25 |
   Q: Where it says: "When travelling to a destination or location with a client/passenger in the vehicle ... Use all available routes, including Tolls. Tolls are charged back to customers when used" Does this mean that as a chauffeur we always use the "toll" option when driving to

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:08

URL: https://staff.iconic.productions/KB/content/0cat=32/105/en/travelling-to-and-from-clients-and-use-of-tolls.html

destination unless otherwise instructed?

a. answered by @ian.roberts 07-Nov-2018 21:35

a. Yes, at all times when you have a CCRP in the vehicle and are travelling to your destination you MUST ALWAYS USE the fastest routes and this can include using the toll roads. The only time you would not use the toll roads is if you see a a long delay of traffic due to an incident/accident or congestion. If you see this, always best to inform your CCRP that there is traffic on the toll road and ask them if they prefer you still take the toll road or use the side roads to avoid the traffic.

Attached files:

Unique solution ID: #1104
Author: n/a
Last update: 16-Oct-2019 06:07

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:08