

1medical

Locum Travel Guide



Travel Arrangement Information for Locum Doctors

Please read this information carefully. 1Medical will organise travel (flights, car hire, accommodation) as required for your placement aligned with directives from the health service, unless otherwise arranged by the hospital or by you directly. This document outlines your responsibilities and key information.

Flight Arrangements

You will either receive flight options from us for your confirmation, or the most economical and efficient route that aligns with your roster and placement schedule per health service guidelines will be arranged. Please clearly communicate any additional requirements when confirming your flight preferences to avoid unexpected charges. Please note that we may not be able to accommodate all additional requests.

You may be liable for costs associated with:

- Additional baggage fees beyond the standard airline allowance. Standard allowance is typically 1 x 20-23kg checked bag; please refer to your flight itinerary
- Travel arrangements for family members or companions
- Flight upgrades beyond the standard booking provided
- Any travel insurance coverage must be arranged and paid for separately by you, as this is not covered by the hospital

We also advise:

- Arriving at the airport with sufficient time before your scheduled departure to account for check-in procedures, security screening, and unexpected flight changes. If your flight is delayed or cancelled, contact your agent immediately.
- Allowing a minimum of 2 hours for connecting flights, particularly when traveling with different airlines, as carriers will not provide compensation for delays caused by other airlines

Car Hire Arrangements

1Medical has negotiated rates and excess amounts with major providers (Europcar, Avis, Budget, Sixt, Hertz). Amounts may vary depending on the provider, individual depot, rental agreement, and if the vehicle was booked externally from our travel system. Please ensure you read through your rental agreement to understand your liable excess amount upon collection.



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Car Hire Arrangements

Upon vehicle collection, you must carry a valid, **full driver's license** (not provisional or learner). This must be the physical card - rental providers are unlikely to accept digital licenses, photos, or copies.

The depot may place a temporary pre-authorisation hold on your payment card. The exact amount varies between rental companies and depends on factors such as vehicle type and rental duration, however this amount is typically:

- Credit cards: Rental amount plus \$200
- Debit cards: Rental amount plus \$500

This is a hold only and funds will not be debited from your account. The hold will appear as a pending transaction and will reduce your available balance temporarily.

Upon vehicle return, the pre-authorisation is released immediately via electronic notification to your financial institution. The release timeframe is typically 3-7 business days, though this can vary and may take up to 15 business days (or occasionally longer) depending on your banking provider's processing procedures.

ADDITIONAL COSTS

Please be aware that you remain liable and responsible for any and all costs associated with the following if 1Medical arranges car hire on your behalf

- **Vehicle damage and excess fees** - Any damage to the vehicle and associated repair costs up to \$6000
- **Toll charges** - Linkt will charge toll costs to 1Medical's account plus a \$3.30 (inc. GST) service fee per calendar day of toll road usage. Total toll charges exceeding \$25 will be charged back to you.
- **Fuel** - You must return the vehicle with a **full tank**. Failure to refuel will result in charges to your card, including fuel costs plus a per-litre service charge as outlined in your Rental Agreement
- **Excess reduction insurance** - This is not covered by the health service and must be purchased separately to reduce your liability exposure in case of vehicle damage. Contact your agent immediately if an accident occurs.
- **Optional extras** - Any excess reduction coverage, upgrades, or additional features you elect to purchase are at your own discretion

If you prefer to arrange your own car hire, please contact your agent to discuss alternative arrangements.

Accommodation Arrangements

Accommodation arrangements vary depending on the health service and location. Some facilities have on-site accommodation or preferred provider arrangements that they book directly, or they may provide a budget allocation. In this instance, 1Medical will source accommodation options on your behalf that fall within health service guidelines, as close to the facility as practical, with appropriate amenities.



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Please be aware that accommodation options, particularly in rural and remote locations or during busy periods, may be limited and we may not be able to guarantee preferred choices.

1Medical does not process Airbnb bookings due to the additional administrative requirements involved, including direct host communication and coordination of property-specific check-in procedures. If you prefer alternative accommodation such as Airbnb, you will need to complete the booking independently upon approval by the health service. We are happy to assist with sourcing suitable options.

Cancellation and Modification Policy

Once travel arrangements are confirmed and booked, you will be financially responsible for any costs incurred from changes or cancellations that cannot be recovered.

This includes but is not limited to:

- Airline change fees and cancellation penalties
- Non-refundable accommodation charges
- Car hire modification or cancellation fees
- Fare differences for alternative travel arrangements

To ensure smooth arrangements, we ask that you:

- Confirm your travel preferences promptly when options are provided
- Review your itinerary carefully upon receipt and raise any concerns immediately
- Communicate any required changes as far in advance as possible to minimise non-recoverable costs
- Understand that last-minute changes will typically incur significant fees that you will be responsible for

Contact Information

Should you have questions regarding your travel arrangements or require modifications, please contact your agent as soon as possible to discuss available options. This includes situations such as:

- Flight delays or cancellations
- Vehicle damage or accidents
- Accommodation issues or safety concerns
- Travel modifications or cancellations
- Any other urgent travel-related matters

Your agent will coordinate with our travel provider and notify the health service so we can make necessary adjustments for both you and the facility. Early communication helps us help you resolve issues quickly.