

# Booking your journey

## How to book

To ensure all special requirements are addressed, bookings for customers with disabilities are managed via our Customer Contact Centre, Queensland Rail Travel centre or Ticket Office. You can contact the Customer Contact Centre between 7 am and 7pm AEST, seven days a week:

Telephone: 1800 TRAINS (872 467) (within Australia)  
+61 7 3235 7322 (outside Australia)

Email: [reservations@qr.com.au](mailto:reservations@qr.com.au)

TTY: 3235 1000

National Relay Service: 133 677

## Queensland Pensioner's carer entitlement

Queensland Pension Concession Card holders using their rail entitlements may be entitled to have a carer travel with them free of charge\*. The carer must travel on the same journey, in the same type and class of accommodation as the Pension Card holder and perform necessary tasks.

Requests for free travel by a carer must be accompanied by a letter from a doctor, or an organisation for people with a disability or a Queensland Companion Card. The letter must confirm the customer's disability and the need for a carer to travel with them. The letter is valid for a period of up to two years from the date of issue.

Family members can be nominated to travel as a carer, but must be physically able to provide all assistance required.

\*Please note, standard sleeping berth and meal charges apply to both the customer with the disability and their carer.

## Booking policy on Tilt Trains

Accessible wheelchair spaces are located in the Business seat carriage (Car A) of both the Bundaberg and Rockhampton Tilt Trains. Customers travelling in their wheelchair are charged an economy seat fare. When travelling as part of a group or with a carer, other members of the party may also travel in the Business seat carriage at the economy rate so they are not separated.

The Cairns Tilt Train is comprised of Business seats only and accessible wheelchair spaces. Customers travelling in their wheelchair are charged an economy seat fare. When travelling as part of a group or with a carer, other members of the party may also travel in the Business seat carriage at the economy rate.