

Passes reservation procedures

FIT cash account

An agent can issue the following pass:

- East Coast Discovery Pass
- Queensland Explorer Pass
- Backtracker Rail Pass
- Rail Explorer Pass
- Trans Aus Pass
- Aus Reef and Outback Pass
- Aus Reef and Beach Pass
- Ausrail Pass.

1. Booking rail passes

- 1.1 Contact Queensland Rail Travel Reservations on **+61 7 3235 5444** or email **bookings@qr.com.au**
- 1.2 The Sales Consultant will request the following information when processing your request:
 - name of Pass (East Coast Discovery Pass, Queensland Explorer Pass, etc)
 - onshore or offshore purchase (within Australia or outside of Australia)
 - direction of pass (Cairns to Brisbane or Brisbane to Cairns, etc) *applicable to East Coast Discovery Pass only*
 - length of pass (3 or 6 months) *applicable to unlimited travel passes only*
 - intended date of travel
 - name and passport numbers of passenger/s.
- 1.3 Payment is required at the time of booking. Once the pass is ticketed, a voucher will be issued via email however you are able to use your own voucher if you prefer—a voucher will be issued containing an FTR (Financial Transaction Record). This voucher needs to include the FTR number and be given to the client. Please note this voucher is not a ticket. All vouchers must be exchanged for the actual Pass before travel commences.
- 1.4 In order for clients to use their travel pass, a rail reservation is required. Please contact:
Queensland Rail Travel phone **1800 872 467** or **+61 7 3532 1122** or email **reservations@qr.com.au**
CountryLink phone **13 22 32** or **+61 2 4907 7501** or email **bookings@countrylink.nsw.gov.au**
Great Southern Rail phone **13 21 47** or **+61 8 8213 4592** or email **reservations@railaustralia.com.au**

Vouchers can be exchanged for Passes and sectors of travel can be booked at the following locations:

| | |
|---|--|
| Brisbane Travel Centre Central Railway Station Ann Street Brisbane | Townsville Travel Centre Townsville Railway Station Flinders Street Townsville |
| Roma St Railway Station Transit Centre Roma Street Brisbane | Cairns Travel Centre Cairns Railway Station Bunda Street Cairns |
| Sydney Central Station Platform 1, Eddy Avenue Sydney | Southern Cross Station Spencer Street Melbourne |
| Jolimont Station 65-67 Northbourne Avenue Canberra City | Darwin Rail Station Berrimah Road Berrimah |
| Adelaide Parklands Terminal Off Richmond or Sir Donald Bradman Drive Keswick | Alice Springs Terminal George Street Alice Springs |
| Katherine Passenger Terminal Off Victoria Highway Katherine | East Perth Terminal West Parade, off Summers Road or Zebina St East Perth |

Pass terms & conditions

Clients have 6 months from the date of purchase to commence travel, and 3 or 6 months (depending on pass purchased) from the first travel date to complete travel on unlimited travel passes and 6 months from the first travel date to complete travel for the East Coast Discovery Pass.

Passes are not transferrable and no refund will be given once a pass has been validated. Nor are refunds allowed on lost, stolen, cancelled or expired passes.

Subject to availability. Purchase of a Pass does not guarantee the ticket holder will be able to obtain accommodation on any passenger service, reservations are essential.

Translink, Kuranda Scenic Rail, Gulflander, Skyrail and Savannahlander are not valid for travel on the Passes.

2. Amendment to ticketed bookings

2.1 Clients will need to contact the relevant partner on the following number:

Queensland Rail Travel **1800 872 467** or **+61 7 3532 1122**

CountryLink **13 22 32** or **+61 2 4907 7501**

Great Southern Rail **13 21 47** or **+61 8 8213 4592**

Customers will need to their PNR or FTR available at the time of amending their booking.

3. Cancellation policy (Queensland Rail Travel)

3.1 The following cancellation and rebooking fees apply to ticketed bookings:

| The Sunlander, Tilt Train, Spirit of the Outback, The Westlander, The Inlander rebooking fees | | |
|---|------------------------------------|------------------------------------|
| Notice given for cancellation or rebooking | Cancellation fee | Rebooking fee |
| At least 30 days prior to departure | \$22.00* | \$12.50 [®] |
| Less than 30 days but more than 7 days prior to departure | 20% of total fare minimum \$22.00* | \$12.50 [®] |
| Between 7 days and 1 day prior to departure | 50% of total fare minimum \$22.00* | \$12.50 [®] |
| Day of travel | 50% of total fare minimum \$22.00* | 50% of total fare minimum \$12.50* |
| After departure date and time shown on ticket | 100% of fare* | No rebooking [#] |

* If purchased an upgrade on a sector e.g. Economy Class Seat upgrade to Business Class Seat

[®] Per PNR once travel sector is booked and ticketed, these rebooking fees apply.

[#] In situations where special circumstances exist that require further consideration, rebooking may be allowed on normal fares on payment of a 50% cancellation fee on the fare paid (minimum \$12.50 per person). E.g. Passenger is late due to a late running City network service, serious illness or accident. These are assessed and approved by Queensland Rail Travel on a case by case basis.

'Departure' means the service departure date and time shown on the ticket concerned. Failure to show on the day of travel will cause a loss of travel on that sector.

CountryLink and Great Southern Rail fees differ from the above.

For more information on CountryLink fees please phone **13 22 32** or **+61 2 4907 7501**.

For more information on Great Southern Rail fees, please phone **13 21 47** or **+61 8 8213 4592**.