

# General guest information

2011/2012

## Amendments

To make amendments to your train journey we recommend getting in contact with your travel agent. If the amendments are urgent or you are unable to reach your travel agent, please call Queensland Rail reservations on (07) 3235 5444.

## Re-confirmation

In normal circumstances, reconfirmation is not required prior to travel. If you would like to contact us to advise us where you are staying or provide a local contact number should we need to contact you, please call 1800 872 467.

## Vouchers

Except for guests travelling on rail passes, the voucher supplied to you by your agent is suitable for travel. Please board the train and make your way to your allocated seat or sleeper.

## Rail passes

Vouchers for these passes must be submitted at a ticket office prior to the departure of your first reserved service. All train services must be pre-booked, and are subject to availability. The pass does not entitle the holder guaranteed passage on any service. Reservations are essential. To make a reservation, please call 1800 872 467.

## Luggage check-in

Where luggage check-in facilities are available, checked luggage opens one (1) hour prior to the scheduled departure time and closes thirty (30) minutes prior to the scheduled departure time. At unattended stations, onboard staff will assist with checking luggage upon the train's arrival.

Customer luggage consists of wearing apparel and toiletries carried for the personal use of the passenger in a suitcase, backpack or travel bag. Valuable items such as passports, medicines, laptop computers, cameras, jewellery, fragile or perishable items must be carried on board as cabin baggage.

It is recommended for customers to keep cash, credit cards and other items of value on their person at all times.

## Acceptable luggage

A customer's luggage allowance is three (3) items of luggage per person with a maximum weight of 20 kg and

a maximum size of 180 linear\* centimetres per item. Up to two (2) items can be checked in. Checked in luggage will be stored onboard and not available throughout the journey. Carry on luggage must be placed under a seat, sleeping berth or in the luggage racks provided. Items unable to fit under the customer's seat or sleeping berth or in a luggage rack or shelf cannot be taken in the carriage. Unchecked luggage is carried at the owner's risk.

\*Linear = The sum of the height plus the length plus the depth. 20 kilograms = 44 pounds.

### The following items are accepted as one item of acceptable luggage:

**Suitcases:** Includes backpacks and travel bags with a maximum weight of 20 kg and a maximum size of 180 linear\* centimetres per item.

**Boxes:** Must be securely taped or bound and comply with size (maximum 40cm x 40cm x 40cm), weight regulations (20 kg) and contents are bona fide passenger's luggage.

**Baby Items:** Baby strollers and capsules are accepted and can be stored in luggage racks provided.

**Note:** All other items including bicycles, surfboards and golf bags may be subject to available storage space on services and may incur an extra fee. Please check with your consultant or the carrier for further information.

**For safety and security reasons, dangerous goods MUST NOT BE CARRIED in a customer's checked or unchecked luggage.**

## Station addresses

### Brisbane (Roma Street)

Brisbane Transit Centre, Roma Street  
Brisbane  
QLD 4000  
Phone: (07) 3235 3291

### Cairns

Bunda Street  
Cairns  
QLD 4870  
Phone: (07) 4036 9250