

# Welcome aboard your Queensland Rail Holidays experience!

## Below is handy travel information to make your journey all the more comfortable.

Your ticket contains important information that applies to your travel arrangements. Please take a moment to read through these details.

### Travel insurance

It is advisable to take out personal travel insurance to cover any unforeseen circumstances that may affect your travel plans. Should you require travel insurance please contact your local Queensland Rail Travel Centre or travel agent or phone 1800 TRAINS (872 467).

### Luggage information

Customer luggage should only consist of wearing apparel and toiletries carried for the personal use of the customer 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.

Customer luggage allowance: Customers may bring up to three (3) items of luggage which includes a maximum of two (2) items of checked luggage.

Wheelchairs, mobility scooters, collapsible baby carriages, child restraint car seats, baby safety capsules and small items of sporting goods and camping equipment are also accepted as customer's luggage.

Unaccompanied luggage will not be accepted.

### Checked luggage

A customer's checked luggage allowance is two (2) items of luggage per person. Each item can be a **maximum of 20kg<sup>^</sup> and 180 linear\* centimetres**. All candy striped bags are limited to a maximum weight of 15kg and can only contain clothing or soft items. Liability for loss or damage of checked luggage is limited to \$200 per item.

Items such as bicycles and surfboards are carried subject to available storage space onboard services and will incur an additional fee of \$12.50 per item. Golf bags will also be carried subject to storage space and a fee may apply. Please check with your consultant or carrier for more information.

### Luggage check-in times

Luggage check-in facilities open one (1) hour prior to departure at attended stations and close thirty (30) minutes prior to the departure time. At unattended stations onboard staff will assist with checking luggage upon the train's arrival.

### Carry on luggage

Customers can bring up to three (3) items of carry on luggage, up to **20kg<sup>^</sup> per item** (15kg Candy Striped bags) and to a maximum size of 23cm x 34cm x 48cm per item. Carry on luggage must be placed under a seat, sleeping berth or in the luggage racks provided. Items unable to fit under a customer's seat or sleeping berth, or in a luggage rack or shelf, will not be accepted. Carry on luggage is carried at the owner's risk.

### Excess luggage

Items of luggage exceeding the customer luggage allowance can be carried subject to space availability, and provided they meet the weight and size restrictions. **Items exceeding 20kg<sup>^</sup> (15kg for candy striped bags) and/or 180 linear\* centimetres will not be accepted.** Each excess item of luggage will be charged at the rate of \$12.50 per item.

<sup>^</sup> 20kg = 44 pounds

\* Linear = The sum of the height plus the length plus the depth

### Dangerous goods

For safety and security reasons, dangerous goods such as the items listed below **MUST NOT BE CARRIED** in your checked or carry on luggage. Dangerous goods include: compressed gases (except medicinal oxygen for consumption enroute), corrosives, explosives, weapons, flammable liquids, plants or animal matter, biological hazards, radioactive materials, poisons and infectious substances. Substances such as matches, medicines and toiletries such as hair spray, perfumes and deodorants may be carried.



NO Garbage bags, tea chests, plants & animals (except assistance animals)



NO Compressed gases, corrosives, explosives, flammable liquids & solids, poisons & infectious substances

### Lost property

The Lost Property Office is located at Roma Street station and is open from 7.30 am to 5.00 pm, Monday to Friday. Please phone (07) 3235 1859 for any lost property enquiries. Lost property is kept at the depot at which it is found for seven (7) days. Unclaimed items are then forwarded to the Lost Property Office and stored for a period of three (3) months. Items that remain unclaimed after this time period are given to charity or destroyed.

### Customers with special needs

If you have special needs or are travelling with a wheelchair, please contact our Customer Contact Centre on 1800 TRAINS (872 467). Our onboard staff are able to assist customers with special needs by helping them boarding and disembarking, moving to and from their seat or sleeping berth, accessing the toilet or shower entrance and serving meals to their seats. Onboard staff cannot lift customers in any way or provide any form of nursing assistance such as giving injections, medication, helping customers on or off the toilet pedestal or washing customers. If additional assistance of this nature is required you will need to arrange for a carer to travel with you.

### Wheelchairs

Customers travelling on our Tilt Train services may travel in their own wheelchair, subject to size specifications and availability. Reservations are required. The specially designed onboard toilet is also wheelchair accessible. All Queensland Rail services carry a collapsible wheelchair which is available to aid customers with restricted mobility, both onboard and when disembarking. Wheelchairs and mobility scooters are carried free of charge.

### Guide and assistance animals

Guide and assistance animals are carried on Queensland Rail Traveltrain services free of charge subject to preapproval. Please advise us if you will be accompanied by a guide or assistance animal prior to your journey by phoning 1800 TRAINS (872 467).

### Onboard dining

Meals and snacks are available for purchase on all Queensland Rail Traveltrain services, including some vegetarian and gluten free meal options. For any additional special meal requirements please phone 1800 TRAINS (872 467) at least four (4) days prior to travel.

### Credit and debit cards

Mastercard, Visa and debit cards are accepted onboard all services. A minimum transaction amount of \$10 applies. Scheme cards including gift cards are not accepted onboard.

### Concession fares

If you have purchased a concession fare you will be asked to provide the relevant valid concessional identification card when presenting your ticket to our onboard staff. Failure to present a valid concessional identification card will result in the full fare being charged.

### Reduce the risk of deep vein thrombosis (DVT)

Queensland Rail cares about your safety and comfort onboard our trains. To reduce the risk of DVT we recommend wearing loose fitting, comfortable clothing. Avoid dehydration by drinking plenty of water, and avoiding excess consumption of tea, coffee and alcohol. Regular exercise is also important. For further information, please refer to the DVT pamphlets located onboard all Queensland Rail Traveltrain services.

### Dress regulations

The minimum dress requirement is clean and tidy casual clothing. Customers must also maintain an acceptable standard of cleanliness and personal hygiene. Footwear must also be worn when moving throughout the train.

### Cancellation or rebooking

If you need to cancel or change your travel plans, please phone our Customer Contact Centre immediately on 1800 TRAINS (872 467). A cancellation and/or rebooking fee may apply. If no notice of cancellation is given prior to departure of the service, no refunds are available.

### Arrival and departure information

For the latest arrival and departure information please phone 1800 803 009.

### Service disruptions and alterations on Queensland Rail services

For the latest information on Queensland Rail Traveltrain service alterations or disruptions, please refer to our website ([queenslandrail.com.au](http://queenslandrail.com.au)) or call 1800 TRAINS (872 467) between 7 am and 7 pm.

### Alcohol

The consumption of alcohol is only permitted onboard if it is supplied by Queensland Rail and is consumed in the place set aside by Queensland Rail for alcohol consumption.

### Smoking

Smoking is prohibited on all Queensland Rail services, on any Queensland Rail station or platforms or within four (4) metres of any Queensland Rail building entrance.

For any enquiries please contact Queensland Rail on 1800 TRAINS (872 467), +61 7 3235 7322 or email [reservations@qr.com.au](mailto:reservations@qr.com.au)

