

Refund policy during disruptions

For disruptions known prior to departure

(This includes customers that Queensland Rail Travel have been unable to contact prior to them arriving at the departure station).

Customers will be advised of the alternate arrangements that will be provided by Queensland Rail Travel i.e. primarily coach transport.

Customers have the following choices:

1. Travel with us using the alternate transport provided—**no refund applies**
2. Rebook travel to a different date without paying change fees even if the ticket is a special rail fare
3. Cancel this journey and hold a credit with Queensland Rail Travel for travel within six months of the affected service
4. Cancel and obtain a refund (no Queensland Rail Travel cancellation fees are charged). Customers with tickets paid at a travel agent will be referred to contact their agent for refund requests.

For disruptions that occur en-route after departure

Customers will be advised of the alternate transport that Queensland Rail Travel will provide to get them to their destination i.e. primarily coach transport.

Customers have the following choices:

1. Take up on the provided transport—**no refund applies**
2. Not accept the alternate transport provided by Queensland Rail Travel and arrange their own alternate transport. **No refund applies. The customer pays their own alternate arrangements. Queensland Rail Travel is not responsible for any additional expenses incurred.**

Exceptions and/or amendments to this policy will be documented in the disruption notice distributed to Queensland Rail Travel staff and published on the Queensland Rail Travel website (service disruptions pages).

Travel insurance

We strongly recommend travel insurance at the time of booking. Ask us or your travel agent for details.

Details of disruptions of Queensland Rail Travel services to support travel insurance claims can be provided on request by completing this [form](#).

For more information please contact Queensland Rail Travel on **1800 TRAINS (872 467)** or visit queenslandrail.com.au