



Reservations and invoicing procedures 2023-2024

1. Booking rail

- 1.1 Bookings can be made for Spirit of Queensland, Tilt Train (Rockhampton, Bundaberg), Spirit of the Outback Westlander and Inlander, Queensland Explorer Pass and Queensland Coastal Pass. To view our current advance booking window please visit www.queenslandrailtravel/planyourtrip/timetable

Domestic retail agents Email: reservations@qr.com.au Phone: 1800 806 468	Domestic wholesale and international agents Email: bookings@qr.com.au Phone: 1300 723 863 Int Phone: +61 7 3606 6630	Group bookings Email: grouptravel@qr.com.au Phone: 1300 735 307
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When enquiring/making a reservation, please provide the following information:

- Booking number, customer names and requirements if this relates to an existing booking
 - Type of journey: one way, return or multiple trips
 - Departing and arriving station (e.g., Brisbane to Rockhampton)
 - Dates of travel
 - Train Type: Rockhampton or Bundaberg Tilt Train, Spirit of Queensland, Spirit of the Outback, Inlander, Westlander, Gulflander, Kuranda Scenic Railway
 - Travel Pass type and direction (if applicable): Queensland Coastal Pass, Queensland Explorer Pass
 - Class Option: Economy seat, Business seat, RailBed, Single Sleeper, Twin Sleeper, Gulflander Seat, Gold Glass, Heritage Class, Royale Class
 - Customer name/s and detail: First and Last Name, Phone including mobile contact, email address, postcode, emergency contact first and last name and contact number
 - Customer type: (e.g., adult, pensioner, student, child—advise children's ages)
 - Concession details (e.g., First and last name as per their Concession card, concession type, concession card number, state of residence, expiry date) where applicable
 - Any assistance getting on or off the service, or during the journey
 - Any information that our onboard team should be aware of
 - Any dietary requirements for meals included in fare
- 1.2 Once the booking is finalised, a Queensland Rail Travel consultant will confirm the ticketing deadline and advise you of the booking number. The rail ticket and booking confirmation will be emailed to your general office address.

2. Cancellation and Amendment Policy

- 2.1 Please provide Queensland Rail Travel with your booking reference number and customer names.

Category	Notice given of cancellation (based on 'departure' time)	Cancellation Fee charged	Amendment Fee charged
RailBed, Sleeper and Business Seat	Any time prior to scheduled departure date and time as shown on ticket.	\$50 per adult one-way	\$15 per person per booking
Economy Seat, Economy Sleeper	Any time prior to scheduled departure date and time as shown on ticket.	\$25 per adult one-way	\$15 per person per booking
All above	Any time after the scheduled departure date and time as shown on the ticket.	100% of ticket price	100% of ticket price
Rail Passes	Any changes	No refund will be given once a pass has been used; nor are refunds allowed on lost, stolen or expired passes. Cancellation fees are not charged if the pass hasn't been used, provided it is within six (6) calendar months of the date of issue. For passes purchased overseas, refunds cannot be obtained in Australia.	No fees apply

3. Payment options

Payment options for bookings can be transacted the following ways:

3.1 Approved account holders

Finance contact details:

Name: David Philip

Phone: +61 7 3072 2035

Email: accounts@qr.com.au

Fax: +61 7 3072 8493

Address: Rail Centre 1, level 3, 305 Edward Street Brisbane, QLD 4000

Payment options for approved account holders:

Direct debit

Direct debit is the easiest payment method as it allows you to pay your invoices automatically from your selected bank account. Email acctsreceivable@qr.com.au for more information or an application form.

BPAY (within Australia)

Biller Code: 128447

Reference: refer to page 2 of your monthly invoice

EFT payment

Bank: Commonwealth Bank of Australia Address: 240

Queen Street, Brisbane, QLD 4000 Account name:

Queensland Rail Limited

BSB: 064 013

Account number: 1003 0050

Swift code: CTBAAU2S

Description:

Your account number and the invoice number you are paying

To ensure prompt allocation of funds, please email remittance to acctsremittance@qr.com.au or fax to +61 7 3072 8493 on the day of payment.

Cheque

You can also post your cheque with remittance to:

Queensland Rail, Att: Accounts Receivable, GPO Box 1429 Brisbane QLD 4000 AUSTRALIA

Hotline payment Credit Card (within Australia only)

Payment can be made by Visa, MasterCard and American Express via a secure phone service by ringing 1300 276 468. You will need to key your account number and invoice number with your credit card details.

Credit card surcharge will apply.

Retail agents – Monthly invoice issued based on ticketing date. 31 days to pay

Wholesale and international agents – Monthly invoice issued based on travel date 31 days to pay

3.2 Approved Cash Account Holders

Invoice/ Payment Requirements

Queensland Rail Travel will require a company credit card via phone (email not permitted) at time of ticketing to finalise bookings. The nett amount owing will be charged to the card.

queenslandrailtravel.com.au
1800 806 468

 Queensland Rail
Travel

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