# Reservations Booking Flow

## Rail bookings

When making a Queensland Rail Travel point to point booking, please quote your name and agency name at the start of the call and ensure you have the following information ready to supply to our Travel Consultant.

## Is your booking?

- An existing booking – please advise the Travel Consultant of your booking number and what you require.
- A new booking – please advise information in the following order (as listed below).

## Type of journey

- one way
- return (e.g. BNE – MKY – BNE)
- multiple trips (e.g. BNE – MKY – TSV – BNE)

## Travel sectors

- Leaving from
- Going to
- Departure date
- Accommodation request (Economy, Business, RailBed, Sleeper etc.)
- Return date (if applicable)

## Number of customers

Advise the number of customers travelling:

- Adults
- Concession/others*
- Infants and age of
- Children and age of

## Customer Name and detail

A profile must be created for each customer.

INFORMATION REQUIRED

- First name and last name
- Phone number including mobile contact
- Email address
- Postcode
- Emergency contact first and last name and contact number

## *Concession Bookings

A profile and concession record are required for the following:

- Queensland Pensioner (travelling on either rail entitlements or half-fare concession)
- Queensland Pensioner Dependent Child
- Senior Queensland State Government
- Senior Australian State Government
- Carer
- TPI or EDA Veterans (travelling on entitlements or concessions)

The following additional information is required for their profile and concession record:

- First and last name as per their Concession Card
- Concession type
- Concession ID number
- Expiry date

All customer profiles and concession records are stored in the system for future use.

## Special requirements

Please advise if the customer/s have any:

- Travelling with Accessibility/mobility device and/or carer
- Assistance requirements
- Dietary requirements
- Any other information that our onboard team should be aware of
- Special luggage requirements
- Seating requests

queenslandrailtravel.com.au 1800 806 468

Queensland Rail Travel