

Edusaver Group Travel Policy

2023/24

Valid for travel from 1 April 2023 to 31 March 2024.

1. Travel with Queensland Rail Travel

- 1.1 All travel with Queensland Rail Travel is subject to our standard Conditions of Carriage available at queenslandrailtravel.com.au.
- 1.2 Specific rules apply to Edusaver Groups for making a reservation, cancelling or amending a ticket and pricing of tickets as set out in this policy.
- 1.3 This policy is subject to change at any time but such changes will not impact confirmed tickets.
- 1.4 We strongly recommend personal travel insurance to cover any unforeseen circumstances that may affect the Group's travel plans.
- 1.5 The Safety of our customers and team continues to be our top priority. For COVID-19 information, please visit our [Travel Safe](#) page.

2. Making a reservation as an Edusaver Group

- 2.1 Booking requests must be submitted in writing on the [Group Travel request form](#) or can be arranged through any Queensland Rail Travel Centre, station or accredited agency. If web access is not available, please call **1300 735 307**.
- 2.2 Queensland Rail Travel will review your request. Edusaver travel discounts are provided at the discretion of Queensland Rail Travel. If approved, you will be advised in writing of the specific group travel discounts applicable to your group booking.

3. Edusaver discount eligibility rules

- 3.1 Edusaver group discount requests are subject to availability confirmation and yield management approval. Edusaver discounts are not available in Queensland school holidays.
- 3.2 Queensland primary and secondary school groups travelling under the school name can apply for a 70% discount off the full adult rail fare for the children/students if you meet the following criteria:
 - 3.2.1 The Edusaver Group must have a minimum of 10 students. If your Edusaver Group, falls below the minimum number of ten (10) students,

(due to cancellation) your group is no longer eligible for any applicable group discount.

- 3.2.2 In general, the Edusaver Group will join and leave at the same stations. Please contact us to discuss if your circumstances don't meet these requirements.
- 3.2.3 An Edusaver Group discount fare may be available for travel in Economy Seats on the Tilt Train services, Spirit of Queensland, Spirit of the Outback, Westlander, Inlander and connecting RailBus services.
- 3.3 Any teachers or accompanying parents travelling with the Edusaver Group from the same origin and destination stations can apply for a 50% discount off the full adult rail fare.
- 3.4. The Edusaver discount is not available for travel in Sleepers, RailBeds or Business Seats or for travel on the city or Tourism network.

4. General conditions of Edusaver Group Travel

- 4.1 Customers who are part of Edusaver groups must travel together on the same train and class of travel.
- 4.2 We recommend groups purchase a pre-paid meal option to assist with catering and dietary requirements. Please contact us for Edusaver Group meal options.
- 4.3 Although we try to accommodate Edusaver Group seating allocation requests, we cannot guarantee specific carriages or blocks of seats for Edusaver Groups. Individual seat allocations may be changed at any time for safety, security or operational reasons. Carriage layouts may limit the number of seats available to accommodate desired seating preference.
- 4.4 The [Queensland Rail Travel Luggage Policy](#) applies to customers in Edusaver Groups. The Edusaver Group organiser must advise Queensland Rail Travel in advance of travel in relation to any luggage requirements in addition to standard entitlements. All special Luggage requests are subject to approval.

5. Allocation reviews, payments and confirmations

- 5.1 Allocation review date occurs 90 days prior to departure however Queensland Rail Travel may contact you at different times to review the approved allocation.
- 5.2 Final naming list is due 40 days prior to departure. Payment is required 30 days prior to departure. Naming lists require the individual customer contact

information including the following: First name, Last name, mobile phone number, email, and concession details (if applicable). Emergency contact name, phone number and email is required for all customers to proceed with ticketing/at time of payment.

- 5.3 Once full payment and naming lists have been confirmed, tickets and travel documentation will be issued and sent to the group organiser (30 days prior to departure).
- 5.4 Once the allocation is fulfilled any additional requests are subject to availability and bound by the same group travel policy.
- 5.5 All dates listed above can be changed through negotiation with Queensland Rail Travel.
- 5.6 Until confirmed through payment for the ticket, all allocations may be recalled at the discretion of Queensland Rail Travel.

6. Amendments to bookings

- 6.1 All requests for amendment must be made within Group business hours. Visit our [Groups](#) webpage for more information.
- 6.2 After the Edusaver Group tickets and documentation have been issued, Queensland Rail Travel may charge amendment fees as detailed below for any changes:
 - \$15 amendment fee per person applies for changes made prior to departure.
 - No changes allowed after departure.
- 6.3 All requests to amend Edusaver Group travel bookings are subject to the availability of the requested dates or services. All Queensland Rail Travel fares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid. Differences in ticket prices and change fees will be payable at the time the change is made.
- 6.4 It may be necessary for Queensland Rail Travel to cancel or amend any of the arrangements for any itinerary. If Queensland Rail Travel instigates the amendments, we will give you the option to transfer to another service or travel date, book independent arrangements or receive a full refund on the impacted journey.
- 6.5 If a ticket is lost or stolen, please contact Queensland Rail Travel.

7. Cancellation fees and split aways

- 7.1 If the final name list is not received by the dates as specified in your group travel confirmation, the booking may be cancelled, and all allocation released.
- 7.2 The following cancellation fees apply for services cancelled by you prior to departure:
- 29–14 days inclusive 50% per person (minimum \$25 per person).
 - Inside 14 days of departure – non-refundable.
- 7.3 If more than 20% of the Edusaver Group members cease to travel with the Edusaver Group (i.e. request a different itinerary from the Edusaver Group or cancel), Queensland Rail Travel may re-quote the Edusaver Group discount provided to the Edusaver Group based on the group travel conditions.

8. Disruptions and insurance

- 8.1 Alternate transport (such as a bus transfer) may be arranged to replace a disrupted service when safe to do so. Visit our website for [Disruptions](#) information.
- 8.2 Queensland Rail Travel are not liable for any additional costs incurred because of a disruption. We strongly recommend personal travel insurance to cover any unforeseen circumstances that may affect Group Travel plans.

For more information visit queenslandrailtravel.com.au, email GroupTravel@qr.com.au or call 1300 735 307