

# 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 Conditions of Carriage. Please visit [queenslandrailtravel.com.au](https://queenslandrailtravel.com.au) for details.
- 1.2 Specific rules apply to 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. Definitions:

In this policy, the following definitions apply.

- 2.1 "Group" means a group of 10 or more customers travelling together on the same itinerary.
- 2.2 "Group Booking" means a booking made for a Group.
- 2.3 "Group Discount" refers to an approved discounted fare as quoted by Queensland Rail Travel for a Group Booking.
- 2.4 "Group Organiser" means the person responsible for making the Group Booking.
- 2.5 "Group Leader" means a person that accompanies the Group for the complete itinerary and main point of contact during travel.

## 3. Making reservation as a Group

- 3.1 A "Group Travel Request Form" must be completed for your Group request to be processed. Download our [Group Booking Form](#). If web access is not available, please call **1300 735 307**.
- 3.2 Groups must consist of at least 10 customers.
- 3.3 Queensland Rail Travel will review your request. Group 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.

## 4. General conditions of Group Travel

- 4.1 Customers who are part of Groups must travel together on the same train. Customers may join the Group at an alternate station; however, fare discounts may change, subject to review.
- 4.2 Where a Group is not already traveling in a meal inclusive sleeper or RailBed, we recommend that Groups purchase a pre-paid meal option to assist with catering and dietary requirements. Visit our website for [Group Meal Packages information](#).
- 4.3 Although we try to accommodate Group seating allocation requests, we cannot guarantee specific carriages or blocks of seats for 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 single travellers or paired travellers in desired seating preferences within the Group.
- 4.4 The [Queensland Rail Travel Luggage Policy](#) applies to customers in Groups. The 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.
- 4.5 If a ticket is lost or stolen, please contact Queensland Rail Travel.

## 5. Disruptions and insurance

- 5.1 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.
- 5.2 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.

## 6. Group Travel discounts

- 6.1 Queensland Rail Travel negotiates group discounts off the full fare price of tickets. Discounts are negotiated on a case-by-case basis.
- 6.2 Group Leaders may be entitled to free or discounted tickets under the following conditions:
  - One free-of-charge adult fare if your Group has 20 or more confirmed customers;
  - 50% off a full-price adult fare if your Group has 15-19 confirmed customers.

## 7. Allocation reviews, payments and confirmations

- 7.1 Allocation review dates occur 120 and 90 days prior to departure however Queensland Rail Travel may contact you at different times to review the approved allocation. Your review dates are subject to change and will be outlined in your initial confirmation.
- 7.2 Final naming list is due 60 days prior to departure. Payment is required at this point. Queensland Rail Travel require the naming lists to include individual customer contact information including; First name, Last name, mobile phone number, email, and concession details (if applicable).
- 7.3 Once full payment and naming lists have been confirmed, tickets and travel documentation will be issued and sent to the Group Organiser.
- 7.4 Once the allocation is fulfilled any additional requests are subject to availability and bound by the same Group Travel Policy.
- 7.5 All dates listed above can be changed through negotiation with Queensland Rail Travel.
- 7.6 Until confirmed through payment for the ticket, all allocations may be recalled at discretion of Queensland Rail Travel.

## 8. Amendments to bookings

- 8.1 All requests for amendment must be made within Group business hours.
- 8.2 After the 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.
- 8.3 All requests to amend 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.
- 8.4 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.
- 8.5 If you wish to add customers to a Group Booking, the fare will be the best available at the time of booking, not the discounted price paid by the Group.

## 9. Cancellation fees and split aways

- 9.1 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 allocations released.

- 9.2 The following cancellation fees apply for services cancelled **by you** prior to departure:
- 59 - 30 days inclusive 50% per person (minimum \$25 per person)
  - Inside 30 days of departure - Non-refundable
- 9.3 Your agreed discount was based on the application for Group Travel received by Queensland Rail Travel. If more than 20% of the Group Members cease to travel with the Group (i.e. request a different itinerary from the Group or cancel), Queensland Rail Travel may re-quote the Group Discount provided to the Group based on the Group Travel conditions.
- 9.4 If your Group becomes less than 10 confirmed customers due to amendments or cancellations the Group Travel Discounts will cease to apply to your Group's tickets, and you will be required to pay the difference between Discounted and normal price.
- 9.5 Queensland Government Pension administration fee will not be refunded.

## 10. Misuse of this policy

- 10.1 If Queensland Rail Travel has reason to believe that a Group Organiser is intentionally misusing the Group Travel Policy, Queensland Rail Travel will consider the following actions:
- Cancel bookings made by that Group Organiser
  - Require immediate full payment for bookings made
  - Recover a financial debt from the Group Organiser for any loss Queensland Rail Travel suffers as a result of the conduct.

For more information visit [queenslandrailtravel.com.au](https://queenslandrailtravel.com.au), email [GroupTravel@qr.com.au](mailto:GroupTravel@qr.com.au) or call 1300 735 307