

# Kuranda Scenic Railway Group Travel Policy

2023/24



Valid for travel from 1 April 2023 to 31 March 2024

## 1. Definitions

**Group Booking:** Means a booking made for 10 or more adults travelling on the same itinerary (with the exception of school groups of at least 10 students travelling under a school banner).

**Group Discount:** Means an approved discount provided by Queensland Rail Travel for a group booking.

**Group Host or Tour Guide:** Means a person that accompanies the group for the same itinerary in the same accommodation type as the majority of the group.

**Student Fares:** Apply for full-time secondary school students aged 15 to 18 years inclusive.

**Child Fares:** Apply for children aged 4 to 14 years inclusive.

**Infant Fares:** Apply for children aged 0 to 3 years inclusive. They travel free of charge.

**Family Fare:** Applies for 2 Adults and 2 Children (aged 4-14 years inclusive).

Note: To be eligible for this family fare, a group operator must pass this discount onto customers otherwise the standard fares will be charged.

**Tour Host/Guide Policy:** One free rail fare for a bona fide guide for every 15 customers booked. If a group does not meet the minimum 15 customers, one Tour host/guide fare will be available at a 50% discount off the full retail fare.

Any request for additional tour host/guide discounts or variations to this policy will be considered on a case by case basis. This applies to all classes on Kuranda Scenic Railway services provided the group is booked into the same product type as the tour guide.

## 2. Making a reservation and general conditions

- 2.1 Agent must make booking request via email to [ksrres@qr.com.au](mailto:ksrres@qr.com.au)
- 2.2 On receipt of a group travel enquiry, the request will be processed; and if approved, confirmed in writing by the reservations team with specific group information.
- 2.3 Group discounts are at the discretion of Queensland Rail Travel. The group discount (if approved) does not apply to meal charges unless otherwise advised.
- 2.4 If the group, falls below the minimum number of ten (10)^ full adult fares (or, in the case of school groups, ten (10) students), due to cancellation, your group is no longer eligible for any applicable group discount. The booking will convert to a non-group booking at normal applicable rates unless otherwise advised.  
^Different minimum numbers apply for non scheduled charter services. These conditions will be advised in writing in the booking confirmation.
- 2.5 The group must travel together on the same train and class of travel. Customers may join the group tour at an intermediate station; however, the fare is still required to be paid from the origin of the group booking. Return journeys (if applicable) must be undertaken under the same conditions.
- 2.6 The Kuranda Scenic Railway groups policy is subject to change at any time, which may result in alterations to existing bookings.
- 2.7 We strongly recommend personal travel insurance to cover any unforeseen circumstances that may affect the groups travel plans.

### 3. Payments and confirmation

- 3.1 Payment and naming list is due\* prior to train departure.  
\*Note: Some groups will be allowed exemption from prepayment due to the nature of their group business (credit facilities). We require a detailed naming list two weeks prior to travel, with the individual customer contact information including; first name, last name, mobile phone number, email, post code and concession details (if applicable). Emergency contact name, phone number and email address for each customer is also required to ticket.
- 3.2 After ticketing, if a member of the group cancels or makes an amendment to his/her travel, we require written notice of the cancellation or change.
- 3.3 Once full payment and naming lists have been confirmed, travel confirmation will be provided in writing and sent to the group organiser.
- 3.4 Please contact our reservations department for methods of payment available.

### 4. Amendments

- 4.1 New booking dates and services are subject to availability and subject to price variation. Differences in ticket prices will be payable at the time the change is made.#  
#Amendment fee policy is subject to change. Any variations will be advised in writing by Queensland Rail Travel.
- 4.2 It may be necessary for reasons beyond our control to cancel or amend any of the arrangements for any particular itinerary or to cancel the service outright. Should this occur you may transfer to another tour/departure/travel date, book independent arrangements or receive a full refund.
- 4.3 If Kuranda Scenic Railway is cancelled by Queensland Rail Travel for any reason, the customer may be provided a full refund or rebook to another service.
- 4.4 If a ticket is lost or stolen, please contact our reservations department.

### 5. Cancellation fees

- 5.1 If final payment is not received prior to train departure, the booking will be cancelled and all allocation released.
- 5.2 The following cancellation fees may apply for group bookings that are cancelled prior to the scheduled departure date:

Cancellation Notice (before departure)	Cancellation Fee^^
More than 7 days prior to travel	No fees apply
7 days or less prior to travel**	Up to 100% of the fares

^^Cancellation fee policy is subject to change. Any variations will be advised in writing by Queensland Rail Travel.

\*\*Charging of fees is subject to the discretion of Queensland Rail Travel depending on the circumstances.

### 6. Travel with Queensland Rail Travel Kuranda Scenic Railway services

- 6.1 All travel on Kuranda Scenic Railway services is subject to Queensland Rail Travel's Conditions of Carriage. Please visit [ksr.com.au](http://ksr.com.au) for details.
- 6.2 The Safety of our customers and team continues to be our top priority. For COVID-19 information, please visit our [Travel Safe page](#).

#### Contact details

Kuranda Scenic Railway Groups Reservations

Call (07) 4231 9045 or 1300 735 307

Email [ksrres@qr.com.au](mailto:ksrres@qr.com.au)

[queenslandrailtravel.com.au](http://queenslandrailtravel.com.au)  
1300 735 307

