



Long distance trains Part 1

About our trains and how to book a trip

Queensland Rail Travel



Easy English



Blue words

Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



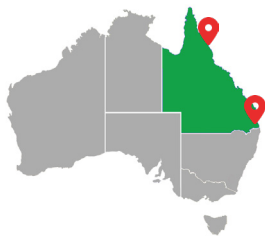
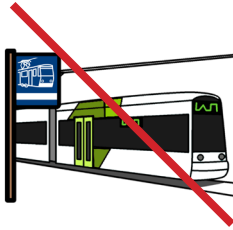
Contact information is at the end of this book.

About this book



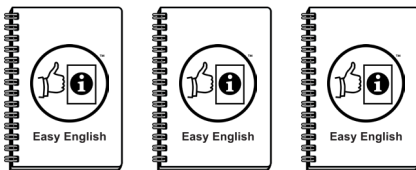
This book is from Queensland Rail Travel.

We run **long distance** trains in Queensland.



Long distance means trains that

- are outside of the local public transport service
- go between different cities that are far apart.

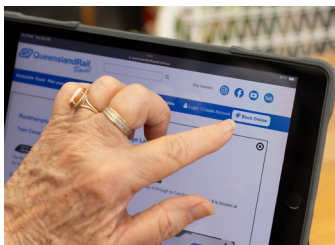


We have **3** books about our long distance trains.



This book is **Part 1**, about

- our long distance trains
- how to book a trip.



Why travel by long distance train?

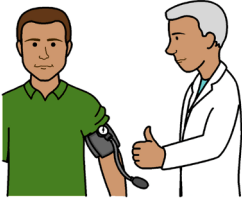
There are many reasons to travel by long distance train, like



- to take a holiday



- to visit family and friends



- to go to a medical appointment



- for work.

Travel by long distance train can be

- easier than other ways, like car or plane

- comfortable and relaxing.



You can enjoy beautiful views on the trip.

Our long distance trains



We have 5 long distance trains that go all over Queensland.



1 Spirit of Queensland



The Spirit of Queensland goes to

- **Brisbane**
- **Cairns**
- all stations in between.





You can choose to book an **Economy** seat.

Economy means a regular seat.



You can also choose to book a **rail bed**.

A rail bed is a seat that turns into a bed for trips that go overnight.

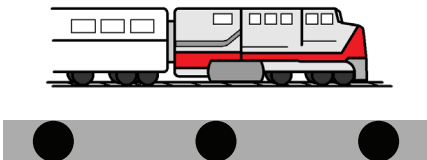


2 Tilt Train



The Tilt Train goes to

- **Brisbane**
- **Bundaberg**
- **Rockhampton**
- all stations in between.





You can choose to book

- an Economy seat
- a **Business** seat.



Business is extra comfortable because you get

- bigger seats
- a free juice or water when the train leaves.



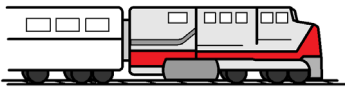
Spirit OF THE
OUTBACK

3 Spirit of the Outback



The Spirit of the Outback goes to

- **Brisbane**
- **Longreach**
- all stations in between.





You can choose to book

- an Economy seat



- a **sleeper**.

A sleeper is a private cabin for trips that go overnight.



In a sleeper you get

- a seat that turns into a bed

- a sink and mirror

- a narrow wardrobe.

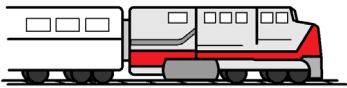
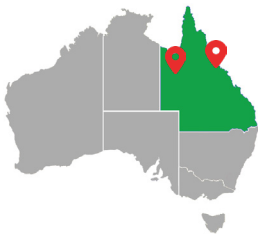


4 Inlander



The Inlander goes to

- **Townsville**
- **Mount Isa**
- all stations in between.



The Inlander has Economy seats.

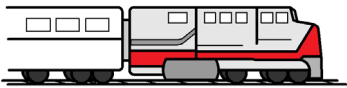
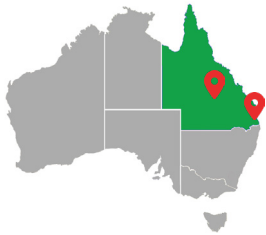


5 Westlander



The Westlander goes to

- **Brisbane**
- **Charleville**
- all stations in between.



The Westlander has Economy seats.

How to book your trip



1 Book online

You need to make an account to book online.

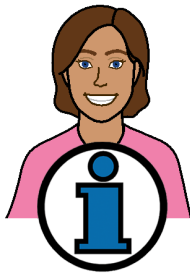


Website

[queenslandrailtravel-booking.open
destinations.com/bookingsite/registration](http://queenslandrailtravel-booking.opendestinations.com/bookingsite/registration)

We ask for some personal details, like your

- name
- email address
- mobile phone number.



If you have a concession card

Concession means you pay less for your ticket.



First make an account online.

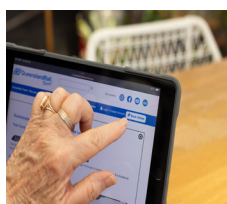


Then phone us to tell us what type of concession card you have.

We will tell you if we accept your card.



If we accept your card we will register your card.



Then any time you want to book again you can just go online.

For more help to book online go to our website.



Website queenslandrailtravel.com.au/policycentre/pages/onlinebookinghelp.aspx



2 Visit us

We have many travel centres around Queensland.

For a list of our travel centres go to our website.



Website queenslandrailtravel.com.au/plan-yourtrip/travelcentres



You can also book at some city train stations.

For a list of our stations go to our website.



Website queenslandrailtravel.com.au/pages/ticketingstation.aspx



You can pay with a credit or debit card.

3 Phone us



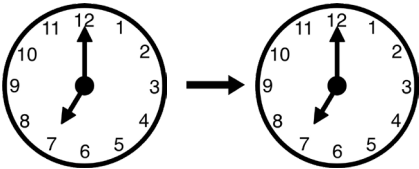
If you are calling in Australia

Call 1800 872 467



If you are calling outside of Australia

Call +61 7 3606 6630



Every day 7 am to 7 pm Queensland time.



We are **closed** on 25 December, Christmas Day.

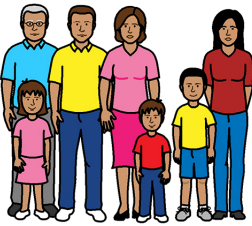
4 Use a travel agent



You can choose a travel agent to book for you.

If you need any help to use the train please tell us or the travel agent when you book.

If you travel with a carer



A **carer** can be

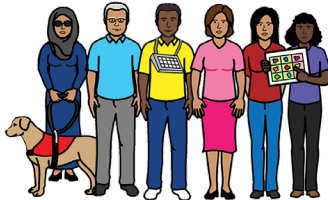
- a family member or friend
- a paid support worker.



A carer can travel with you for free if you have

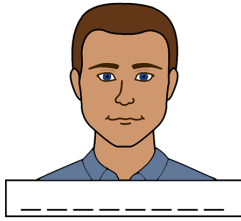
- a disability

and



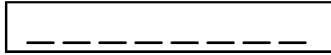
- a **Companion Card** or a card like this from another country.





When you book your trip we will ask you

- the name of the carer



- the type of card and the card number

- if you need any other help when you travel.

For more information about travel with a carer
go to our website.



Website [queenslandrailtravel.com.au/pages/
travelling-with-a-carer.aspx](http://queenslandrailtravel.com.au/pages/travelling-with-a-carer.aspx)

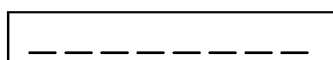
If you travel with an assistance animal



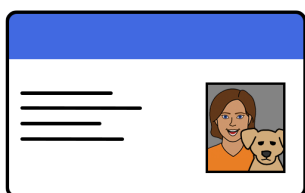
Assistance animal means an animal that is trained to support people with disability.

For example, guide dogs.

When you book your trip we will ask you



- about the animal, like the type and its name



- what type of assistance animal pass you have

- what the expiry date is on the pass.

For more information about travel with an assistance animal go to our website.



Website queenslandrailtravel.com.au/pages/assistance-animals.aspx

If you travel with a mobility device



Mobility device means equipment you use to move around, like

- a wheelchair
- a mobility scooter.



Before you book your trip you should check if your mobility device can fit on the train.

You can check information on our website.



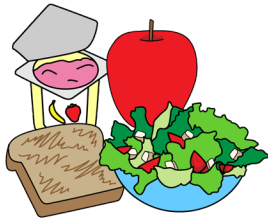
Website queenslandrailtravel.com.au/pages/accessible-facilities.aspx



When you book the trip you can say if you will need help to move around.

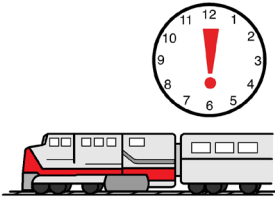
For example, help to

- get on and off the train, like with a ramp or lift
- find your seat
- use our wheelchair that we have on the train.



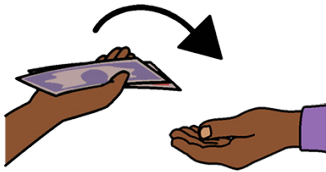
You can also ask us to bring any food and drink that you buy to your seat.

Travel insurance



Sometimes your train trip does **not** go to plan.

For example, you might miss the train.



We recommend you buy **travel insurance**.

Travel insurance means you pay some money to try to get some money back if the train is

- delayed
- cancelled.

After you book your trip



We might contact you on the mobile phone number you gave us if there is

- a change to your booking, like the time
- anything else we need to tell you.

If you need to cancel your trip



Contact us before your trip to get your ticket money back.

You might need to pay a fee for cancelling.

Read our next book

You can read our next Easy English book about our long distance trains on our website.



The book is called **Long distance trains**
Part 2 Get ready to travel on our trains.



Website [queenslandrailtravel.com.au/
pages/alternate-formats.aspx](http://queenslandrailtravel.com.au/pages/alternate-formats.aspx)

Information on our website



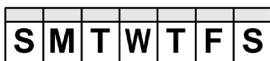
You can see what the trains are like inside.

Website [queenslandrailtravel.com.au/
planyourtrip/tour-our-trains](http://queenslandrailtravel.com.au/planyourtrip/tour-our-trains)



You can see a map that shows where the trains go.

Website [queenslandrailtravel.com.au/
pages/networkmap.aspx](http://queenslandrailtravel.com.au/pages/networkmap.aspx)



You can see what days and times the trains run.

Website [queenslandrailtravel.com.au/
planyourtrip/timetable](http://queenslandrailtravel.com.au/planyourtrip/timetable)



You can see what the trips cost.

Website [queenslandrailtravel.com.au/
planyourtrip/rail-fares](http://queenslandrailtravel.com.au/planyourtrip/rail-fares)

More information



For more information contact
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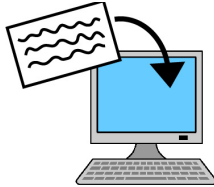


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Contact us online



Website queenslandrailtravel.com.au



Email reservations@qr.com.au

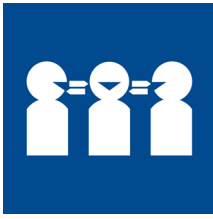


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Website [queenslandrailtravel.com.au/
pages/alternate-formats.aspx](http://queenslandrailtravel.com.au/pages/alternate-formats.aspx)

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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