

Before your journey



1. When you book a Queensland Rail Travel rail ticket it comes with a specified luggage allowance depending on the travel option you select. See below for luggage allowances. This policy outlines how we will carry your luggage.
2. We can only accept certain types of luggage so; you should confirm that we can carry your luggage **before** you book your ticket. For Sporting and musical equipment luggage requirements visit our [Sporting Equipment and Musical Instruments](#) page.
3. You should tag all luggage items to clearly identify the owner, including their name and phone contact number.
4. Ensure that each piece of your luggage is no more than 20kgs. We cannot accept any luggage weighing more than 20kg per piece.

Checking in on day of travel

1. If your boarding station is attended, ticket offices and luggage check in facilities open one (1) hour prior to the train's scheduled departure time and close thirty (30) minutes prior to the scheduled departure time. At unattended stations our onboard team will assist with checking luggage upon the train's arrival.
2. Luggage trolleys are available at Brisbane (Roma St), Cairns, Rockhampton, Bundaberg and Townsville railway stations. Please be aware some do require coins to use. We do not have luggage lockers at any of our stations.
3. A luggage scale is available on Platform 10 at Brisbane Roma Street Station if you need to check an item's weight. It is located at the ticket office end of the platform.
4. We can only check in your luggage if you have a ticket for the relevant journey.
5. For your safety, we recommend you check in larger, heavier luggage items rather than carry on board.

Luggage allowance

- Items must weigh no more than 20kg per piece and be less than 180 linear centimetres (sum of length, width, and depth of item). Your check in allowance depends on the travel option selected:

Travel option	Luggage allowance
Economy Seats	 one (1) item per customer
Single and Twin Sleepers RailBeds Business Seats	 two (2) items per customer



- In addition to your checked in luggage, you may carry on one (1) bag that is **no more than 20kgs in weight** and 23cm by 34cm by 48cm (to fit under the seat or in the overhead luggage racks). Please note: it is safer to check in heavier luggage.



Excess luggage

1. **In the event there is space on the train on the day of travel**, we can accept luggage in excess of your allowance if the luggage meets our specifications. The cost is an additional \$15 per item and is payable to an Onboard team member on the day of travel, via cash or card. To prearrange consideration for approval of additional luggage items please ensure you contact us in advance of travel. It is important to note that individual items over 20kg will not be considered.

Damaged luggage

1. To the extent allowed by law, we take no responsibility for damage to your carry-on luggage.
2. For checked in luggage our liability is limited to \$200 per piece of luggage damaged. To be eligible, you must satisfy the information requirements set out in our [Claim form](#)

Items lost on our trains

1. Please contact Queensland Rail Lost Property either via our [lost property webform](#), by calling **13 16 17** (7.30am to 5.00pm Monday to Friday), or in person at Central Station Brisbane, Plaza Level, Rail Centre 2, 309 Edward Street.

Types of luggage

Acceptable items

Acceptable luggage items must be within our weight and size dimensions and meet our requirements stated below:

Item:	Details:
Suitcase or other type of travel bag*	Must be less than 180 linear centimetres (add the sum of length, width, and depth of the bag together)
Backpack*	No items allowed on the outside of a backpack such as shoes/boots tied to the pack.

Candy striped, light weight material bags*	15kg maximum weight. Must be in good condition, firmly secured and only containing clothing and soft items.
Child restraint car seats and baby safety capsules	Ensure belts and straps are secured with no loose ends. These items must be stored in the checked luggage area.
Collapsible baby carriages (prams and strollers)	These items must be stored in the checked luggage area.
Collapsible cots	Must be in a box or a carry bag and must be stored in the checked luggage area.
Wheelchairs and mobility devices #	Subject to size and weight of devices. Refer to accessibility information page on our website.
Medicinal oxygen cylinders	Medically prescribed, 5kg maximum weight when full. Clearly labelled to Australian Standards identifying the contained gas. Accepted as carry-on luggage and must be restrained to enable secure and safe storage near the customer. Cylinders, valves, and regulators, where fitted, must be protected from damage that could cause inadvertent release of the contents.
Oxygen concentrators	Accepted as carry-on luggage for use during travel depending on its size and availability to a power point if required. Can be accepted as checked in luggage provided it does not exceed 20kg in weight and its size allows for safe and secure storage.
Medicines	Carry-on luggage only. Storage allowed in own small esky or in onboard refrigerator. Must include label with customer name, phone contact and carriage/seat number and carried in a sealed container – maximum size of size of 210mm by 140mm by 75mm.
Syringes for medical purposes	Syringes for medical purposes can be carried provided they are in a hard, sealed container and kept with the customer always.

Personal items	Items of a personal nature such as a box of matches, medicines, toiletries, hairsprays, perfumes and deodorants are accepted.
Small eskies/coolers	Up to 10 litres capacity. Maximum dimensions 38cm by 28cm by 24cm containing food/medication for personal use during the journey. Carry-on luggage only and must be small enough to be stored safely on the floor in front of seat.
Fruit and vegetables	Strictly only for personal consumption during the journey - carry-on luggage only.
Flowers/plant cuttings	Cut flowers and plant cuttings that are free of pests and disease and are not recognised as a pest plant. These items must be stored in the enclosed over-head luggage racks where available or placed in the luggage car by the onboard team. Refer to prohibited items for plants.
Valuable items	Including cash, credit cards, passports, medicines, laptop computers, cameras, jewellery, mobile phones. Carry-on luggage only.
Small fragile items such as glassware and other breakables	Carry-on luggage only.
Small tents, sleeping bag and small camping items (excludes dangerous items)	Carry-on luggage only.
 Scooters including small kick/push scooters	Accepted if collapsed and packed securely in a travel bag/protective cover and must be stored in the checked luggage area.

Sporting equipment and musical instruments	Refer to the Sporting Equipment and Musical Instruments section on our website.
<p>Special conditions may apply to allow acceptance of some items.</p> <p>* Item is counted in the checked baggage allowance. All other items are not counted in the check luggage allowance.</p> <p># For customers connecting with a RailBus Coach Connection, special arrangements may be required to ensure wheelchairs and mobility devices can be accepted on the coach. Please check with your consultant at the time of booking. If you're booking online, you will have the option to select a booking special request, to receive a call from a consultant after the booking is made.</p>	

Restricted luggage items

Some items are restricted on our services, for policy, safety and capacity reasons. There are some exceptions to these items, see below for more detail:

Item:	Details:
Two wheeled motorised scooters	Exceptions: Only allowed if it is to be used specifically for accessibility purposes. Must be battery-powered (not fuel) and fit within the size restrictions for the service. Refer to accessibility information page on our website.
Boxes/cartons	Exceptions: Unless they contain a bicycle or collapsible child cot. Refer to Acceptable Items list.
Animals	Exceptions: Except authorised assistance animals supporting a customer with disability. Refer to guide, hearing and assistance animal information on our accessibility information page .
Knives or other weapons	Exceptions: Chef knives required for work purposes. Chef knives must be in a locked case and will be stored in the checked luggage area.

Toolboxes	Exceptions: Tools of trade required for work purposes. 20kg weight maximum and toolbox must be lockable with a handle and must be stored in the checked luggage area.
Other non-standard items	Exceptions: Customers may request to bring non-standard items with them as luggage, which will need to be pre-approved by Queensland Rail Travel prior to travel. If approved, fees may be charged at our absolute discretion.

Dangerous goods and other prohibited items

Dangerous goods and prohibited items are not accepted on our services. They include but are not limited to the following:

Item:	Details:
Unaccompanied luggage	We will only accept luggage that is accompanied by customers who have a ticket to travel for the relevant journey. Note: We are not a freight operator.
Compressed gases and gas cylinders	
Corrosives, Explosives, Dry Ice, Radioactive materials, Poisons	
Flammable liquids, gases and solids	Items of a personal nature such as a box of matches, medicines, toiletries, hairsprays, perfumes and deodorants are exempt from this restriction.
Equipment that runs on flammable fuel	
Animal matter, Biological hazards, Infectious substances	
Firearms and ammunition	Transport of firearms or ammunition of any kind is banned. This includes requests to transport firearms or ammunition from members of sporting shooters associations.

Sharps	Sharp objects such as fishing hooks must not be exposed in the customers luggage. You must advise our employees if you are carrying any sharp objects in your luggage.
Engines, motors (includes automobile or boating) or parts of engines/motors.	
Windsurfers/sailboards/surf skis/canoes	
Golf buggies	Electric/motorised or manual push golf buggies will not be accepted even if they are collapsible.
Non-collapsible scooters including kick/push scooters	
Containers/tubs - with or without lids	
Garbage or hessian bags	
Frozen seafood or other perishable items	
Plants	Plants are not allowed. Potted plants are not allowed due to a number of risks, including the risk of invasive ants being present in the soil.

Any other item which, in the opinion of Queensland Rail Travel, is unsuitable for carriage. If unsure about items in your luggage, **always [check the policy](#) prior to booking** or check with your consultant at the time of booking. If you're booking online, you will have the option to select a booking special request, to receive a call from a consultant after the booking is made.

For more information visit queenslandrailtravel.com.au or call 1800 872 467