

This document provides a comprehensive list of Queensland Rail Travel's Booking Special Requests, known to industry as SSRs. Note, these are also referred to by our Customer Contact Centre as Passenger General Information (PGIs).

Booking special requests are either mandatory or automatically added to specific travel or concession options by the Agent Portal or some can also be added by the agent during the booking process based on the customer's requirements.

All booking special requests print on the passenger manifest for the Onboard team to ensure they are aware of the advice or as actions requested due to a customer requirement.

Please only use the Booking Special Request field for operational and/or customer important information, not for communication. NA or N/A is not to be added in mandatory fields.

There are two main types of bookings special requests in the passenger information screen:

1. **Booking special requests:** General default requests that are available for all bookings which will add them to all travel sectors of the booking for that customer.
2. **Travel sector special requests** which are available for some travel options such as meal inclusive. If added through the sector line, they will be added to just that travel sector.

Booking Special Request	-
Select if you require assistance from our staff	
Please Select	▼
Select information you wish to advise our staff	
Please Select	▼
Other Accessibility/Medical Information	
BRISBANE (ROMA ST) - CHARLEVILLE Special Request	-
Dietary Request for included meals	

# Agent Portal

## Booking special requests

Select option/s	Situation and instructions for use	Displays on booking confirmation	Displays on ticket
<b>Select if you require assistance from our staff</b>			
<b>Select option/s:</b> <ul style="list-style-type: none"> <li>Assistance in joining or leaving using train step.</li> <li>Ramp required boarding/disembarking 300kg max.</li> <li>Help with carryon luggage or mobility aid 7kg max.</li> <li>Help to store walker/collapsible wheelchair.</li> <li>Guidance to seat.</li> <li>Guidance to amenities entrance.</li> <li>Food/Beverages brought to seat.</li> <li>Other – Please call me after booking is made.</li> <li>Onboard wheelchair 100kg max refer to website for details.</li> </ul>	Add and select items from the list that apply if customer advises assistance is required.  Refer to <a href="#">Accessibility</a> information on our website.	Y	N
<b>Select information you wish to advise our staff</b>			
<b>Select option/s:</b> <ul style="list-style-type: none"> <li>Customer with Diabetes.</li> <li>Customer who has Epilepsy.</li> <li>Allergy advice with EpiPen/AnaPen.</li> <li>Allergy advice with no EpiPen/AnaPen.</li> <li>Customer who is Blind or has Low Vision.</li> <li>Customer who is Deaf or Hard of Hearing.</li> <li>Customer with walker, walking stick or crutches.</li> <li>Respiratory Device - Requires onboard power outlet.</li> <li>Respiratory Device - no power outlet required.</li> <li>Oxygen Gas Cylinder -5kg weight limit per cylinder.</li> <li>Medication to be Refrigerated – must be labelled.</li> <li>Other – Please call me after booking is made.</li> </ul>	Use these options if there is other information that the customer wants to advise the Onboard team. For example, medical/accessibility information.  Add and select items from the list that apply.	Y	N

Select option/s	Situation and instructions for use	Displays on booking confirmation	Displays on ticket
<b>Other accessibility/medical information</b>			
<b>Free Text</b>	<p>Use if there is no suitable dropdown option from the other accessibility, staff assistance, customer assistance request, information, or meal related booking special requests.</p> <p>Free text field example:</p> <ul style="list-style-type: none"> <li>• Customer storing collapsible wheelchair at end of carriage on the luggage racks.</li> <li>• Customer assistance request Brisbane Roma Street station – station wheelchair from platform 10 to departure platform.</li> </ul> <p>Only add information that relates to accessibility or medical. E.g. broken leg, recent heart surgery, or the name of the condition.</p> <p>A detailed description of the condition is not required.</p> <p>The customer/carer can provide more information on the train to the onboard team member if required.</p>	<b>Y</b>	<b>N</b>

## Travel sector special request

Free text field	Situation and instructions for use	Displays on booking confirmation	Displays on ticket
<b>Dietary Request for included meals</b>			
<b>Free Text</b>	For meal inclusive seat options. Add for: <ul style="list-style-type: none"> <li>A customer travelling in Sleepers on the Spirit of the Outback, RailBeds on the Spirit of Queensland, Inlander or Westlander Economy Seat, requests for a special dietary meal option.</li> <li>A customer prefers a specific meal option (e.g. beef meal option). Please advise the customer this is not guaranteed. They will need to confirm availability with the onboard team on day of travel.</li> </ul>	Y	N

## Specific booking request mandatory information

Dropdown options	Requirements Free text, Y/N, select options	Situation and instructions for use	Displays on booking confirmation	Displays on ticket
<b>Customer with a mobility device</b>	<b>Select option/s:</b> <ul style="list-style-type: none"> <li>Remaining seated in mobility device</li> <li>Transferring to a seat</li> <li>Not using a mobility device</li> </ul>	Mandatory when booking an accessible travel option.	Y	N
<b>Carers full name and concession no. or N/A</b>	<b>Free text field</b>	Mandatory when booking an accessible travel option.  Add the carer's first name and last name to this booking special request which is attached to the customer with a disability.  Add the Companion Card number (or the equivalent international version) or the QLD PCC number if the customer requiring the carer is utilising their Queensland Pensioner Entitlements (email a copy of the doctor's letter to add to the pensioner's profile to <a href="mailto:reservations@qr.com.au">reservations@qr.com.au</a> ).  <b>Example</b>	Y	N

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		<ul style="list-style-type: none"> <li>• Joe Smith. Companion Card 121231245678 or</li> <li>• Joe Smith. PCC 403123456A or</li> <li>• Joe Smith Carers Card UK (add number if noted on card)</li> </ul>		
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Dropdown options	Requirements Free text, Y/N, select options	Situation and instructions for use	Displays on booking confirmation	Displays on ticket
<b>Is the mobility device within dimensions allowed?</b>	Select option/s: <ul style="list-style-type: none"> <li>• Not using a mobility device</li> <li>• No</li> <li>• Yes</li> </ul>	Mandatory when booking an accessible travel option.	Y	N
<b>Carer eligibility for free travel or N/A</b>	<b>Select option (one only):</b> <ul style="list-style-type: none"> <li>• Companion card</li> <li>• QLD Pensioner using entitlements with a doctor's letter for a carer</li> <li>• Carer without companion card/doctor's letter</li> <li>• No carer travelling</li> </ul>	Mandatory when booking an accessible travel option.	Y	N
<b>Assistance animal pass type or Training organisation</b>	<b>Free text field</b>	Mandatory when booking an assistance animal travel option. Include the pass type and training organisation.  <b>Example</b> TransLink assistance animal pass or Guide Dogs Australia.	Y	N

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		<b>Note:</b> Ensure the policy for assistance animal bookings has been applied. Refer to the <a href="#">QRT website</a> .		
<b>Type of Animal, Breed, Animal's name</b>	<b>Free text field</b>	Mandatory when booking an assistance animal travel option.  <b>Example</b> Dog, Labrador, Graeme	<b>Y</b>	<b>N</b>