

# Conditions of Carriage

## Carnival of Flowers – Spring Bluff shuttle 2025

Tickets are issued subject to Queensland Rail's Conditions of Carriage, which can be accessed on the [Queensland Rail Travel website](#).

Specific conditions apply to this heritage service and are listed below.

### Payment options

1. All of Queensland Rails ticket offices, Travel Centres and retail outlets continue to have a cashless policy.

### Onboard safety

2. For their safety, customers must keep their heads and arms inside the carriage at all times and are not to move between carriages while the train is moving.
3. Riding on gangways and verandas is not permitted.
4. Footwear must be worn at all times on the train.
5. Please be mindful of the gap between the carriage and platform and take care when stepping on and off the train and hold the grab rail.

### Accessibility

6. This heritage train is not accessible for customers remaining in their wheelchair or mobility scooter. Access to the train is via steep ladder style steps (2 – 3 steps), with a grab rail on the outside of the train. There is no access to a ramp to assist with boarding.
7. There are no accessible facilities on these services or at the station.
8. For their safety, customers with accessibility requirements will be directed to the last two carriages when boarding at Toowoomba railway station. This is due to the height difference between the platform and carriage at Toowoomba railway station. At Spring Bluff railway station, customers with accessibility requirements will leave from the last two carriages.

## Animals

9. If you are travelling with guide, hearing or assistance animals then You agree to comply with Our [Assistance Animals policy](#).

For the safety and comfort of all customers, animals are not permitted on any Queensland Rail Travel service or station except for:

- a. Guide, hearing and assistance dogs that are trained and certified in accordance with the Guide, Hearing and Assistance Dogs Act 2009 (Qld) with an identity card issued in accordance with that Act. This includes a guide, hearing and assistance dog under training.  
  
or
- b. Animals that meet the assistance animal requirements as outlined in the Disability Discrimination Act 1992 (Cth) ("assistance animal"), being animals that assist a person with a disability to alleviate the effect of the disability and meets standards of hygiene and behaviour that are appropriate for an animal in a public place, with an approved assistance animal pass.

Please advise us when you are making a booking if you are travelling with guide, hearing or assistance animal.

## Luggage

10. Due to limited space onboard, large items such as prams/strollers walking frames and wheelchairs will be stored in the last carriage. Customers are reminded to remove all valuable items before stowage.

Our Onboard team will assist customers to collect large items at Spring Bluff railway station or be collected on arrival back in Toowoomba railway station.

11. Beach carts are not accepted on these services.

## Onboard food and beverages

12. Food and beverages are not available for purchase and must not be consumed onboard this service. Water is allowed, please bring along your own water bottle.

## Concession cards

13. Concession fares do not apply for this service; however, Companion Cards (Australian residents) are accepted. International visitors who require a carer and have a companion/carers card equivalent to the Companion Card issued to Australian residents can also access carer's fares.

## Cancellation and refunds

14. All tickets are fully refundable if cancelled prior to departure.
15. Tickets can be rescheduled to a different date or service without any fees, provided changes are advised prior to the service departure time.

**For more information visit [queenslandrailtravel.com.au](https://queenslandrailtravel.com.au) or call 1800 872 467**