

Day of travel

Important information

Please review this important information before your departure and follow the links provided for more detail. To review all our policies, please visit our [Policy Centre](#).

Onboard safety

Your safety is important to us, please view our [Travel Safe](#) page prior to travelling.

Assistance requirements

Please advise us in advance if you require assistance getting on or off the service, or during your journey. On the day of travel, please ask an Onboard team member for assistance.

At Brisbane railway station (Roma Street – Platform 10) there is a Customer Assistance Meeting Point located near the top of the stairs and travellerator. Please visit our [accessible travel](#) page to learn more.

Departure information

To check train arrival times, call our 24-hour arrivals information service on **1800 803 009** or visit our [Service Updates](#) page.

If you are checking in luggage and departing from an attended station, please be at the station 45-60 minutes before the train departure time (luggage check in closes 30 minutes before scheduled departure time).

For customers travelling from Brisbane railway station (Roma Street), please note that this station has longer operational hours to enable earlier luggage check in. Please visit our [Find your station](#) page to check these details.

If the station is unattended or you are not checking in any luggage, please be at the station ready to board 15 minutes before the train departure time.

We are not obliged to delay the departure of a train if you are late. To find out if your station will be attended, please visit our [Find your station](#) page.

Disruptions information

Disruption information is provided on our [Service Updates](#) page. Disruption information will be advised as soon as possible, generally as an SMS to the mobile number provided when booking.

Please review the [Disruptions policy](#) on our website for further information.

Travel insurance

For your protection and peace of mind, we strongly recommend you purchase travel insurance for your journey.

Ticket collection, luggage check-in and allowances

We accept downloaded digital tickets on your device (phone or tablet). Printing is not required.

Attended stations

Ticket offices and luggage check-in facilities open one (1) hour prior to the trains scheduled departure time and close 30 minutes prior to the scheduled departure time.

Unattended stations

The Onboard team will assist with checking luggage in upon train arrival and they will also take payment for any unpaid tickets.

For station facilities including attended/unattended information, visit [Find your station](#) page.

Economy Seats

- One (1) piece of checked luggage, up to 20kg each.

Business Seats, RailBeds, Twin and Single Sleepers

- Two (2) pieces of checked luggage, up to 20kg each.

Total dimensions for each piece must not exceed 180cm.

All luggage must be individually labelled, with the owner's name and phone number.

Please review the [Luggage policy](#) on our website for more information.

Onboard payments

Queensland Rail Travel accepts both cash and EFTPOS card payment options on board its long-distance trains.

Note: Our Travel Centres and station ticket offices remain cashless.

EFTPOS transactions accepted includes MasterCard; Visa credit and debit cards; American Express (AMEX); JCB and a wide range of debit cards.

Note: Due to intermittent connectivity onboard services, your physical card is required to be swiped or inserted (tap and pay payment methods are not accepted).

Concession cards

Concession cards used to purchase discounted tickets must be carried whilst travelling for presentation to the Onboard team and Authorised Officers on request.

City Network connections

Your rail ticket is valid for a complimentary connecting journey using Queensland Rail City Network service, on the day of travel only. This does not include the Airtrain service to or from Brisbane Airport, suburban buses or G:link light rail. To find a connecting journey, visit the [TransLink website](#).

Connections policy

We cannot guarantee connections with other transport companies and are not responsible for any costs or expenses associated with missed connections. Please review our [Connections policy](#).

Taxi bookings can be difficult to secure in many regional railway stations, especially if you are arriving early in the morning or later at night. Check before you travel as to local taxi services available and visit our [Find your station](#) page for taxi phone facilities at our regional railway stations.

Changes and cancellations

You may request a refund or rebook your rail travel to another without charge. For Queensland Pensioner entitlement tickets, the administration fee is non-refundable.

Booking conditions and Conditions of Carriage

For full information about Queensland Rail Travel booking conditions, Conditions of Carriage and related policies, please visit our [Policy Centre](#).

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