



Edusaver Groups Policy

1. Queensland primary and secondary school groups with a minimum 10 students can apply for a 70% discount off the full adult rail fare for the children/students. The group must be travelling under the school banner.
2. Any teachers or accompanying parents travelling with the group from the same origin and destination stations can apply for a 50% discount off the full adult rail fare.
3. Available for Economy Seats on the Bundaberg and Rockhampton Tilt services, Spirit of the Outback, Westlander, Inlander, RailBus coaches and Premium Economy Seats on the Spirit of Queensland. All services are subject to availability.
4. Upgrade to a Sleeper Cabin or Rail Bed is not permitted.
5. Seasonal block out- dates apply. Not available in school holidays or other nominated peak periods.
6. Groups must travel together and entrain and detrain at the same stations.
7. Booking requests must be submitted in writing on the Group Travel request form or tickets can be arranged through any Queensland Rail Travel Centre, station or accredited agency.
8. The Edusaver concession fare does not apply for travel of less than 100 kilometres on long distance services, or within the Brisbane suburban and Brisbane regional network.
9. If your Group, due to cancellation, falls below the minimum number of ten (10) students, your group is no longer eligible for any applicable group discount.
10. Cancellation and modification fees apply. See below for details.
11. If a group requires meals on the train, we strongly recommend a pre-paid meal option is purchased to assist with catering and dietary requirements.
12. Although we try to accommodate school group seating allocation requests, we cannot guarantee specific carriages or blocks of seats. Seat allocations may be changed at any time for safety, security or operational reasons. Carriage layouts may limit the amount of seats available to accommodate in desired seating preferences.
13. The Group Organiser must advise Queensland Rail Travel of any excess baggage or large number of unusual baggage items (e.g. musical instruments or sporting equipment) at the time of booking. All special baggage requests are subject to approval.

14. Payments and confirmations

14.1 The following sets out general payment and confirmation rules # which apply to Edusaver Group Bookings:

- Allocation review date is 90 days prior to departure however Queensland Rail Travel may contact you further in advance to review. Allocations may be recalled at discretion of Queensland Rail Travel.
- Final naming list must be received by 40 days prior to departure. Invoice for payment will then be provided based on your final numbers
- Final Payment is due 30 days prior to departure.

(Note these dates will be renegotiated if the group booking request is less than 90 days prior to departure date)

Payment and confirmation dates may vary from the general rules in section 14.1; please refer to your group confirmation documentation for these details.

14.2 Once full payment and naming lists have been confirmed, tickets and travel documentation will be issued and sent to the Group Organiser. (30 days prior to departure)

14.3 When making the booking, we require an alternate contact for a person responsible for making payments for your school group, e.g. Administration/finance officer so Queensland Rail can contact them in case of the unavailability of the main group organiser during school hours.

15. Amendments

15.1 Once the group booking is finalised and tickets and documentation has been issued, Queensland Rail may charge amendment fees as detailed below for any changes.

- \$15 amendment fee per person applies for changes made prior to departure #
- No changes allowed after departure.

Amendments must be advised within group business hours

15.2 New booking dates and services are subject to availability and price variation at time of change. Differences in ticket prices and change fees will be payable at the time the change is made.

15.3 It may be necessary for reasons beyond our control to cancel or amend any of the arrangements for any particular itinerary. Should this occur you may transfer to another service/travel date, book independent arrangements or receive a full refund.

15.4 If a ticket is lost or stolen, please contact Queensland Rail Travel

16. Cancellation fees

16.1 If the final name list is not received by the dates as specified in your Group Travel confirmation, the booking may be cancelled and all allocation released.

16.2 The following cancellation fees apply for services cancelled prior to departure:

- 29 - 15 days inclusive 50% per person (minimum \$25 per person)
- Inside 14 days of departure Non-refundable

16.3 If more than 20% of the Group Members cancel or split away (i.e. request a different itinerary from the group), Queensland Rail Travel reserves the right to re-quote the main group based on the Group Travel conditions.

16.4 When adding passengers to a Group Booking, the fare will be the best available at the time of booking.

Contact Group Travel:

Phone: 1300 735 307

Facsimile (07) 3235 1309

Email to grouptravel@qr.com.au