



WELCOME ABOARD

Dear Valued Customer,

On behalf of Queensland Rail, we would like to welcome you onboard our service today and thank you for choosing to travel with us. We look forward to spending this time with you during your journey, and hope that we can contribute to making this a memorable trip.

As a key tourism and transport operator, we take great pride in offering the best service possible both in our products and the customer service offering. Unfortunately, due to the ongoing impacts of complying with the latest Queensland Health guidance and ensuring the highest levels of safety are maintained for all our valued customers and staff, some of our services may be impacted with reduced staffing numbers.

These staffing reductions may have some impacts on the timely delivery of meal services or galley operations onboard your journey.

We would like to apologise in advance and ask for your understanding as any impacts experienced are a direct result of ensuring the safety of all our staff and customers as our main priority.

We greatly appreciate having you onboard our service today and thank you for your understanding during this challenging time.

Kind regards from all of Queensland Rails Onboard Customer Service team.

Martin Ryan
Executive General Manager – Travel and Tourism