



Reservations and invoicing procedures 2021-2022

1. Booking rail

- 1.1 Bookings can be made for Spirit of Queensland, Tilt Train (Rockhampton, Bundaberg), Spirit of the Outback Westlander and Inlander, Queensland Explorer Pass and Queensland Coastal Pass
- 1.2 Bookings can be made up to 325 days in advance.

Domestic retail agents Email: reservations@qr.com.au Phone: 1800 806 468	Domestic wholesale and International agents Email: bookings@qr.com.au Phone: 1300 723 863 Int Phone: +61 7 3606 6630	Group bookings Email: grouptravel@qr.com.au Phone: 1300 735 307
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When requesting/making a reservation, please provide the following information

- Dates of travel
 - Departing and arriving station (e.g. Brisbane to Rockhampton)
 - Train (e.g. Tilt Train, Spirit of Queensland), or Pass type/direction
 - Class of travel (e.g. economy or business seat, Rail Bed, First Class single/twin sleeper etc)
 - Number and names of passengers
 - Passenger type (e.g. adult, pensioner, student, child—advise children's ages)
 - Concession details (e.g. concession card number/state of residence) where applicable
 - Home, mobile and emergency contact number for customer
 - Any assistance getting on or off the service, or during the journey
 - Any dietary requirements for meals included in fare
- 1.3 Once the booking is finalised, a Queensland Rail Travel consultant will confirm the ticketing deadline and advise you of the booking number. The rail ticket will be emailed to your general office address.

2. Cancellation and Amendment Policy

- 2.1 Please provide Queensland Rail Travel with our booking reference number and customer names.

Category	Notice given of cancellation (based on 'departure' time)	Cancellation Fee charged	Amendment Fee charged
RailBed, First Class Sleeper and Business Seat	Anytime prior to scheduled departure date and time as shown on ticket.	\$50 per adult one-way	\$15 per adult*
Economy Seat, Economy Sleeper and Premium Economy Seat	Anytime prior to scheduled departure date and time as shown on ticket.	\$25 per adult one-way	\$15 per adult*
All above	Anytime after the scheduled departure date and time as shown on the ticket.	100% of ticket price	100% of ticket price
Rail Passes	Any changes	#	No fees apply

Rail Travel Pass Refund Policy:

No refund will be given once a pass has been used; nor are refunds allowed on lost, stolen or expired passes.

Cancellation fees are not charged if the pass hasn't been used, provided it is within six (6) calendar months of the date of issue.

For passes purchased overseas, refunds cannot be obtained in Australia.

* The \$15 per adult fee is charged per booking (Not per travel sector)

3. Payment options

Payment options for bookings can be transacted the following ways

3.1 **Approved account holders**

Retail agents – Monthly invoice issued based on ticketing date. 31 days to pay

Wholesale and international agents – Monthly invoice issued based on travel date 31 days to pay

Finance contact details:

Name: David Philip

Email: accounts@qr.com.au

Phone: +61 7 3072 2035

Fax: +61 7 3072 8493

Address: Rail Centre 1, level 3, 305 Edward Street Brisbane, QLD 4000

Payment options for approved account holders:

Direct debit

Direct debit is the easiest payment method as it allows you to pay your invoices automatically from your selected bank account. Email acctsreceivable@qr.com.au for more information or an application form.

BPAY (within Australia)

Bill Code: 128447

Reference: refer to page 2 of your monthly invoice

EFT payment

Bank: Commonwealth Bank of Australia

Address: 240 Queen Street, Brisbane, QLD 4000

Account name: Queensland Rail Limited

BSB: 064 013

Account number: 1003 0050

Swift code: CTBAAU2S

Description: Your account number and the invoice number you are paying

To ensure prompt allocation of funds, please email remittance to acctsremittance@qr.com.au or fax to +61 7 3072 8493 on the day of payment.

Cheque

You can also post your cheque with remittance to:

Queensland Rail, Att: Accounts Receivable, GPO Box 1429 Brisbane QLD 4000 AUSTRALIA

Hotline payment Credit Card (within Australia only)

Payment can be made by Visa, MasterCard and American Express via a secure phone service by ringing 1300 276 468.

You will need to key your account number and invoice number with your credit card details.

3.2 **Approved Cash Account Holders**

Queensland Rail Travel will require a company credit card via phone (email not permitted) at time of ticketing to finalise bookings. The nett amount owing will be charged to the card.