



Reservations Booking Flow

Rail bookings

When making a Queensland Rail Travel point to point booking, please quote your name and agency name at the start of the call and ensure you have the following information ready to supply to our reservations consultant.

Is your booking?

- An existing booking – please advise the reservations consultant of your booking number and what you require
- A new booking – please advise information in the following order

Type of journey

- one way
- return (eg, BNE – MKY – BNE)
- multiple trips (eg, BNE – MKY – TSV – BNE)

Travel legs

- Leaving from
- Going to
- Departure date
- Accommodation request (PE, RB etc)
- Return date (if applicable)

Number of travellers

Advise the number of customers travelling

- Adults
- Concession/Others*
- Infants and age of
- Children and age of

Customer Name & Detail

- A profile must be created for each traveller

INFORMATION REQUIRED

- First Name, Last Name
- Phone Number
- Emergency Contact Number

*Concession Bookings

A profile and concession record is required for the following:

- Queensland Pensioner (travelling on either rail entitlements or half-fare)
- Queensland State Government Senior
- Other Australian State Government Senior

TPI or EDA Veterans (travelling on entitlements or concessions)

the following information is required for their profile and concession record:

- First Name
- Last Name
- Email Address
- Home phone number
- Mobile phone number
- Emergency contact name and number
- Concession ID number
- Concession Type

All customer profiles and concession records are stored in the system for future use

Special needs

Does the customer have any:

- Dietary requirements
- Special luggage requirements
- Accessibility/mobility issues
- Assistance needs
- Seating requests
- Any other needs that onboard staff should be aware of

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