



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 Travel Consultant.

Is your booking?

- An existing booking – please advise the Travel Consultant of your booking number and what you require.
- A new booking – please advise information in the following order (as listed below).

Type of journey

- one way
- return (e.g. BNE – MKY – BNE)
- multiple trips (e.g. BNE – MKY – TSV – BNE)

Travel sectors

- Leaving from
- Going to
- Departure date
- Accommodation request (Economy Seat, Business Seat, RailBed, Sleeper etc.)
- Return date (if applicable)

Number of customers

Advise the number of customers travelling:

- Adults
- Concession/others*
- Infants and their ages
- Children and their ages

Customer name and details

A profile must be created for each customer.

Information Required

- First name and last name
- Phone number including mobile contact
- Email address
- Emergency contact first and last name and contact number
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*Concession bookings

A profile and concession record are required for the following:

- Queensland Pensioner (travelling on either rail entitlements or half-fare concession)
- Queensland Pensioner Dependent Child
- Senior Queensland State Government
- Senior Australian State Government
- Carer
- Veteran TPI/ EDA (travelling on entitlements)

The following additional information is required for their profile and concession record:

- First and last name as per their Concession card
- Concession type
- Concession ID number
- Expiry date

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

Specific requirements for customers

Please advise if any of the following apply:

- Accessible seating requirement
- Using a mobility aid or device
- Travelling with a carer
- Travelling with a guide, hearing or assistance dog or assistance animal
- Specific assistance requirements
- Dietary requirements
- Other relevant information for our onboard team
- Special luggage requirements
- Seating preferences

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1800 806 468

QRT1003.1_Agent Phone Reservations_0323

