Kuranda Scenic Railway Group Travel Policy

2027/28

Valid for travel from 1 April 2027 to 31 March 2028.

1. Travel with Queensland Rail Travel Kuranda Scenic Railway

1.1 All travel with Queensland Rail Travel Kuranda Scenic Railway is subject to our standard Conditions of Carriage available at ksr.com.au.

1.2 Specific rules apply to Kuranda Scenic Railway Groups for making a reservation, cancelling or amending a ticket and pricing of tickets as set out in this policy.

1.3 This policy is subject to change at any time, which may result in alterations to existing bookings.

1.4 We strongly recommend personal travel insurance to cover any unforeseen circumstances that may affect the Group's travel plans.

2. Definitions

2.1 In this policy, the following definitions apply:

Child fares apply for children aged 4 to 14 years inclusive.

Family fare applies for 2 Adults and 2 Children (aged 4-14 years inclusive). **Note:** To be eligible for this family fare, it must be requested at the time of booking and the group operator must pass this discount onto customers otherwise the standard fares will be charged.

Group booking means a booking made for ten (10) or more adults travelling on the same itinerary (with the exception of school groups of at least ten (10) students travelling under a school banner).

Group discount means an approved discount provided by Queensland Rail Travel for a group booking.

Group host or Tour guide means a person that accompanies the group for the same itinerary in the same accommodation type as the majority of the group.

Infant fares apply for children aged 0 to 3 years inclusive. They travel free of charge.

Student fares apply for full-time secondary school students aged 15 to 18 years inclusive.

Tour host/Guide policy means one free rail fare for a bona fide guide for every 15 customers booked. If a group does not meet the minimum 15 customers, one Tour host/guide fare will be available at a 50% discount off the full retail fare. Any request for additional tour host/guide discounts or variations to this policy will be considered on a case-by-case basis. This applies to all classes on Kuranda Scenic Railway services provided the group is booked into the same product type as the tour guide.

3. Making a reservation

3.1 Agents must make booking request via email to ksrres@qr.com.au.

3.2 Groups must consist of at least 10 customers.

3.3 Queensland Rail Travel will review your request. Group discounts are provided at the discretion of Queensland Rail Travel. If approved, you will be advised in writing of the specific group discounts applicable to your group booking.

Note: The group discount does not apply to meal charges unless otherwise advised.

4. General conditions of group travel

4.1 Customers who are part of a group must travel together on the same train and class of travel. Customers may join the group tour at an intermediate station; however, the fare is still required to be paid from the origin of the group booking. Return journeys (if applicable) must be undertaken under the same conditions.

4.2 The Kuranda Scenic Railway Luggage Policy applies to customers in groups. The Group Organiser must advise Queensland Rail Travel in advance of travel in relation to any luggage requirements in addition to standard entitlements. All special Luggage requests are subject to approval.

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

5. Payments and confirmation

5.1 Full payment and naming list are required* prior to train departure.

*__Note:__ Some groups will be allowed exemption from prepayment due to the nature of their group business (credit facilities). We require a detailed naming list two (2) weeks prior to travel, with the individual customer contact information including; first name, last name, mobile phone number, email,

postcode and concession details (if applicable). Emergency contact name, phone number and email address for each customer is also required to ticket.

5.2 After ticketing, if a member of the group cancels or makes an amendment to their travel, we require written notice of the cancellation or change.

5.3 Once full payment and naming lists have been confirmed, travel confirmation will be issued and sent to the group organiser.

5.4 Please contact the Kuranda Scenic Railway reservations team for methods of payment available.

6. Amendments to bookings

6.1 No changes allowed after departure.

6.2 All requests to amend Group travel bookings are subject to the availability of the requested dates or services. All Queensland Rail Travel fares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid. Differences in ticket prices and change fees will be payable at the time the change is made.

6.3 It may be necessary for Queensland Rail Travel to cancel or amend any of the arrangements for any itinerary or to cancel the service outright. If Queensland Rail Travel instigates the amendments, we will give you the option to transfer to another tour, departure or travel date, book independent arrangements or receive a full refund on the impacted journey.

7. Cancellation fees

7.1 If final payment is not received prior to the train departure, the booking may be cancelled, and all allocations released.

7.2 Refunds are available if cancelled at least 24 hours prior to the departure date and is subject to applicable fees. No refund or rebooking allowed if cancelled 24 hours or less prior to travel (or a no show).

Note: Gold Class bookings cancelled 24 hours or less prior to travel will be charged 50% of the full fare fee per person.

7.3 If the group, falls below the minimum number of ten (10)^ full adult fares (or, in the case of school groups, ten (10) students), due to cancellation, your group is no longer eligible for any applicable group discount. The booking will convert to a non-group booking at normal applicable rates unless otherwise advised.

^Different minimum numbers apply for non-scheduled charter services. These conditions will be advised in writing in the booking confirmation.

8. Misuse of this policy

8.1 If Queensland Rail Travel has reason to believe that a Group Organiser is intentionally misusing the Group Travel Policy, Queensland Rail Travel will consider the following actions:

- Cancel bookings made by that group organiser
- Require immediate full payment for bookings made
- Recover a financial debt from the Group Organiser for any loss Queensland Rail Travel suffers as a result of the conduct.

For more information visit queenslandrailtravel.com.au, email ksrres@qr.com.au or call 1800 577 245