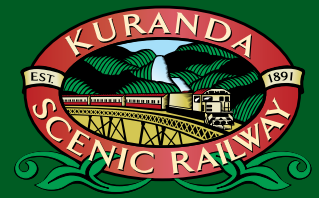




Accessibility



An accessible carriage is available on every Kuranda Scenic Railway (KSR) service. However, as the KSR is a heritage style service there are some points to consider when planning your journey.

If you have a disability, we recommend reading the information below and contacting us on 1800 KSRAIL (577 245) in Australia, +61 7 4231 9045 outside Australia to plan your journey.

When booking your ticket please let us know if you, or someone you are travelling with, have a disability and will require assistance. We can assist people with a wide variety of specific journey requirements if we are provided with this information at the time of booking.

On the day of travel, we also ask that you let our station staff know of your arrival.

CARRIAGES

Kuranda Scenic Railway's standard heritage carriages have steep ladder style stairs with a grab rail at the top of the stairs.



The KSR is a heritage style service, with an accessible carriage on every service.

Please advise what assistance you may require when you book.

The KSR carriages have steep steps.

If you experience difficulties navigating steep steps, we recommend you consider travelling in the accessible carriage.

Standard carriage steps/handrail:

For customers with disabilities, who may have difficulties using the stairs or negotiating the gap between the train and the platform, we recommend using the accessible carriage where assistance with boarding will be provided.

BOARDING AND DISEMBARKING

The Kuranda Scenic Railway is accessible for people using a variety of mobility devices including walking frames, wheelchairs and mobility scooters.

Platform heights, station facilities and access vary, and we recommend you review relevant station information when planning your journey.

This train is accessible, however station platform heights, station facilities and access vary.

INDIVIDUAL STATION ACCESSIBILITY INFORMATION

Freshwater:



Accessible toilet



Ramp access throughout the station



Hydraulic lift boarding device platform to carriage

Weight limit:

Weight capacity of 230 kg to accommodate you, your mobility device and anyone helping.

Mobility device size limit:

800 mm width by 1100 mm length

Kuranda:



Accessible toilet



Lift to street level



Hydraulic lift boarding device platform to carriage.

Weight limit:

Weight capacity of 230 kg to accommodate you, your mobility device and anyone helping.

Mobility device size limit:

800 mm width by 1100 mm length.

Cairns:



Accessible toilet



Lift to the platform bridge



Boarding ramp platform to carriage



Weight limit:

Weight capacity of 300 kg to accommodate you, your mobility device and anyone helping.

Mobility device size limit:

760 mm width.

Barron Falls Lookout:

Stair access only.

There is also a significant height difference between the station platform and train.

DURING YOUR JOURNEY – ACCESSIBLE CARRIAGE

If you use a wheelchair or mobility scooter you can utilise one of the four accessible spaces onboard in the accessible carriage.



You may choose to either remain in your mobility device in an accessible space or transfer to a seat.

If you transfer to a seat please be aware that the seating is tub style, with a 'u' shaped back and arm rest which cannot be moved or adjusted. You may require assistance from a companion or carer in order to transfer.

The seats located directly near the accessible spaces can also be booked for companions and carers (see the **Fare Rules details**).

Note: the seats are not able to be turned so some seats are facing backwards.

If remaining in your mobility device, you may choose to have your device secured into position by tie down straps or use the devices' braking mechanism.

We recommend securing your mobility device using the tie down straps because the incline can be steep during the journey.

The accessible carriage and accessible spaces on the KSR are located in a Gold Class seating area.

During the journey, you may choose to travel in your mobility device or transfer to a Gold Class seat. Your carer or companion can travel with you.

The journey is steep, and we recommend you use the tie down straps in the accessible carriage to secure your mobility device.

Please let our staff know your preference when booking or on the day of travel.

If using tie-down straps, our staff can secure or release these for you when the train is stationary.



Customers using their mobility devices braking mechanism can access the toilet during the journey.



The accessible carriage has accessible toilet facilities.

ONBOARD AND STATION STAFF ASSISTANCE

Please advise your consultant of any assistance you may require at the time of booking to ensure this information is passed on to onboard staff.

Staff can provide the following customer assistance:

- Boarding and disembarking the train by setting up ramps and operating lifts.
- Guiding to or from their seat or accessible space.
- Guiding to or from the toilet facility entrance.
- Assistance with carrying small hand-held luggage (7kg max)
- Assistance with carrying mobility aids under 20kg in weight e.g. walking frames, canes etc.

Staff cannot provide the following assistance:

- Driving or pushing large mobility devices up ramps.
- Lifting customers in any way.
- Carrying large carry-on luggage items (over 7 kg).
- Assistance with food and beverage consumption.
- Giving injections or administering medication.
- Personal care such as emptying colostomy bags, urine bottles or similar equipment.

Should assistance of this nature be required, please arrange for a carer or companion to travel with you.

For health and safety reasons there are some limitations to the assistance our staff can provide.

CUSTOMERS WHO ARE DEAF, HARD OF HEARING, BLIND OR HAVE LOW VISION

Please let our staff know when booking if you require the accessible carriage or assistance with boarding.

The accessible carriage has high visibility handrails, contrasting surface colours inside the carriage with raised text and Braille on toilet signs.

There are no hearing loops provided with the audio system on this train. Our onboard staff can provide a written copy of the audio commentary, if required.

GUIDE, HEARING AND ASSISTANCE ANIMALS

Please refer to the [Queensland Rail Travel webpage](#) that details information on requirements for booking guide, hearing and assistance animals on our services.

FARES AND CLASSES OF TRAVEL

The accessible carriage and accessible spaces are located in a [Gold Class](#) seating area.

Customers with disabilities who require the accessible carriage can travel for the Heritage Class seat fare in the Gold Class seating area. This includes travelling in their mobility device in the accessible spaces or transferring to a seat.

The accessible seat paid at the Heritage Class rate does not give an entitlement to the [Gold Class service \(including meals\)](#). If you would like [Gold Class service \(including meals\)](#), you will need to pay the standard Gold Class upgrade rates. Refer to the [Gold Class information page](#) for inclusions.

If you are deaf, hard of hearing, blind or have low vision, you may choose to travel in the accessible carriage.

Audio commentary can be provided in written format on request.

Accredited guide, hearing and assistance animals are welcome.

The accessible carriage is in the Gold Class area.

Customers with a disability using the accessible carriage pay the Heritage Class fare.

Your companion or carer can travel with you for the Heritage Class fare (or free if you have a Companion Card).

If you are travelling with a companion or carer they can also travel for the Heritage Class seat fare in the Gold Class seating carriage.

Please note that there is limited seating in the accessible carriage. Your other travelling companions (e.g. family members) may also travel in the accessible carriage (Gold Class seating area) at the Heritage Class seat fare.

If you have a Companion Card, your companion can travel for free in Heritage Class, in the Gold Class seating carriage.

If your companion wants to, they can pay the standard Gold Class upgrade rate to upgrade to the Gold Class.

If you don't require to travel in the accessibility carriage and book with a carer/companion in a Heritage Class carriage, you pay the applicable Heritage Class fare and your carer/companion travels for free if you have a Companion Card.

If you would like Gold Class service you can pay the standard upgrade rates, together with your companion/ carer travelling with you if you have a Companion Card.