Gulflander Group Travel Policy

2027/28

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

1. Travel with Queensland Rail Travel Gulflander

1.1 All travel with Queensland Rail Travel Gulflander is subject to our standard Conditions of Carriage available at gulflander.com.au.

1.2 Specific rules apply to Gulflander 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.

Group booking means a booking made for ten (10) or more adults travelling on the same itinerary.

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.

Tour host/Guide policy means one free rail fare for a bona fide guide for every 15 customers booked. Any request for additional tour host/guide discounts or variations to this policy will be considered on a case-by-case basis.

3. Making a reservation

3.1 Agents must make booking request via email to gulflander@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 Gulflander 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. Tour operators are strongly encouraged to arrange their own transfer of luggage to avoid disappointment.

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 Gulflander reservations team for methods of payment available.

6. Amendments to bookings

6.1 No changes are 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).

7.3 If the group, falls below the minimum number of ten (10)^ full adult fares 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 gulflander@qr.com.au or call 1800 577 245