



Gulflander Luggage Policy

Luggage storage space is very limited on Gulflander services. Luggage is limited to one suitcase per person no heavier than 20kg per item, plus one small carry-on day bag.

All luggage items accepted on-board Gulflander services must be checked prior to departure.

The secure storage of luggage items is an essential safety requirement as in the event of an abrupt stop, loose items can become airborne and have the potential to be dangerous to customers and staff

Size and weight limits

Gulflander staff cannot assist with handling and cannot accept luggage items that exceed 20kg in weight due to Workplace Health & Safety regulations.

Prams and strollers

Collapsible prams, strollers and walking frames can be stored in the Gulflander Luggage compartment provided they are no more than 25cm in height once collapsed.

For safety reasons, children are not allowed to travel on the train in a stroller, pram or baby capsule.

Wheelchairs and mobility scooters

The traditional and unique style of rail travel offered by the Gulflander is not accessible to customers who use a wheelchair or mobility scooter.

This service does not have facilities to assist customers with vision or hearing impairments.

Please discuss your exact requirements with your travel consultant to determine if you will be able to safely use the service.

Bicycles

A limited number of bicycles can be accepted on Gulflander services provided there is available space.

Luggage will take precedence; customers with bicycles need to provide at least 1 weeks' notice of travelling if they intend to travel with bicycles.

Customers will be required to remove any panniers/bags and other easily removable items from the bicycle and Gulflander staff will determine the storage location for the bicycle subject to available space.

Luggage lockers

Lockers are not available at Normanton or Croydon stations for storage of luggage.

Group Bookings

Group tours/Charter customers are allowed 1 piece of luggage per person at maximum 20kg per bag. Tour operators are strongly encouraged to arrange their own transfer of luggage to avoid disappointment.

gulflander.com.au
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