



# Concession Rail Fares

## Queensland Pension Rail Entitlements

The information and fares on this fact sheet are applicable for the following customers:

- Holders of a current Queensland Pensioner Concession Card issued by the Department of Human Services or the Department of Veteran Affairs
- Holders of a current Australian Government DVA Health Card endorsed as WAR WIDOW/WIDOWER – Queensland Residents only
- Holders of a current confirmation letter confirming the customer is a spouse/partner of a TPI/EDA Veteran Travel Pass holder – Queensland Residents only.

## Entitlements

Queensland Resident Pension Card holders are entitled to four (4) Queensland Pension rail entitlements each calendar year and can be utilised in various ways depending on the rail accommodation booked:

- **Economy Seat:** One-way trip using one (1) entitlement for each trip. Cost of \$25 per person (administration fee only#).
- **Business Seat:** One-way trip using two (2) entitlements for each trip. Cost of \$50 per person (administration fees only#).
- **RailBed:** One-way trip using two (2) entitlements for each trip. Total cost varies depending on the travel sector. For example, the cost is \$200 per person Brisbane to Cairns (includes administration fee#, sleeping berth and mandatory meal charges).
- **Twin / Single Sleeper:** One-way trip using two (2) entitlements for each trip. For example, the cost is \$239 per person Brisbane to Longreach (includes administration fee#, sleeping berth and mandatory meal charges).

Refer to the adjacent fare table for examples or contact Queensland Rail Travel for more fare information.

#The administration fee of \$25 per entitlement used, is non-refundable. Travel in RailBeds and Twin or Single sleepers require an additional upgrade paid for berth and meals which are mandatory inclusions in these accommodation types.

## Children of concession card holders

Children of a Queensland Pension concession card holder, travel at no additional cost in Economy or Business Seats under the following circumstances:

- The child must be listed on the Queensland Pension Concession Card (PCC) as a dependant, and;
- The child is travelling (same class, journey and carriage) with the Queensland Pension Concession Card holder (PCC) with the child's name listed as a dependant and;
- The primary card holder must be utilising a pensioner travel entitlement, and;
- Children over 16 years of age must still attend school.

Additional payments for RailBed/Sleeper accommodation and meals which are mandatory.

## Carers

For Queensland Pensioners with a disability or other special care requirement travelling on pensioner rail travel entitlement card, their carer may also be eligible for free rail travel. Requests for carer travel must be substantiated by a Companion Card or a letter (no less than two years-old) from a doctor, or an association for people with a disability with details of the customer's disability and the requirement for a carer to travel with them.

## Fare examples:

### Tilt Train

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement	\$25.00*
<b>Business Seat</b>	Two (2) entitlements	\$50.00*

### Spirit of Queensland

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement	\$25.00*
<b>RailBed</b>	<b>Brisbane to Townsville:</b> One-way rail fare with inclusive meals \$127.00 and two (2) entitlements admin fee \$50.00*	\$177.00*
	<b>Brisbane to Cairns:</b> One-way rail fare with inclusive meals \$150.00 and two (2) entitlements admin fee \$50.00*	\$200.00*

### Spirit of the Outback

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement	\$25.00*
<b>Twin Sleeper (sleeps 2 people)</b>	<b>Brisbane to Longreach:</b> One-way rail fare with inclusive meals \$189.00 and two (2) entitlements admin fee \$50.00*	\$239.00*
<b>Single Sleeper</b>	<b>Brisbane to Longreach:</b> One-way rail fare with inclusive meals \$189.00 and two (2) entitlements admin fee \$50.00*	\$239.00*

### Westlander and Inlander

Total cost – one-way per person

<b>Economy Seat</b>	One (1) entitlement includes complimentary in-seat snack meal pack	\$25.00*
---------------------	--	----------

\***Conditions apply:** Prices are valid for Queensland Pension Concession Card holders with valid entitlement card and sufficient entitlements remaining. RailBus Coach Connection not included. Prices are subject to change without notice. Rebooking, cancellation and itinerary amendments may incur additional fees.

Travel for carers must be the same class, carriage and journey as the pensioner they are accompanying. Additional charges such as RailBed and Sleeper fees and meals must be paid.

Carers travelling on the entitlements of the pensioner are expected to provide nursing, mobility assistance and perform all associated assistance tasks on the journey.

## Break of Journey and Connections

A break of journey is permitted if re-joining at the same station and no back-tracking allowed. The break of journey must be made at the time of booking with relevant dates of travel and destinations. Additional charges for RailBed or Sleeper fees will apply. Changes to a ticketed booking may incur additional fees and required entitlements.

A break of journey example is Brisbane to Hervey Bay#, Hervey Bay# to Airlie Beach# then Airlie Beach# to Cairns, all using the one (1) entitlement in an Economy Seat and paying the \$25 administration fee.

Entitlements may be used if booking connecting services. For example, travel from Brisbane to Mount Isa with a connection at Townsville, using one (1) travel entitlement for this through journey.

**Brisbane to Mount Isa Economy Seat:** One-way fare based on Economy Seat availability on the Spirit of Queensland from Brisbane to Townsville and the Inlander service, Townsville to Mount Isa, using one (1) entitlement, the cost is \$25\* per person for the administration fee. Both sectors must be booked together at the same time.

**RailBed and Economy Seat:** One-way fare based on a RailBed availability on the Spirit of Queensland from Brisbane to Townsville and connecting Inlander service to Mount Isa, using two (2) entitlements per person, the cost is \$177\* per person for the administration fee, RailBed and mandatory meal charges.

#Using connecting RailBus services

## Using travel entitlements

If you have not used your Concession entitlements before, we need to verify your concession card prior. This can be completed by either:

- Phoning our Customer Contact Centre on **1800 872 467** open daily between 7am and 7pm to answer some verification questions
- Presenting your card in person at one of our Travel Centres, Ticketing Stations or a rail accredited Travel Agent
- Or by emailing (front and rear side) a scanned or photograph copy, through to email address [reservations@qr.com.au](mailto:reservations@qr.com.au) along with your name.

To use your entitlements, you will need to have a valid Concession Card or letter at the time of ticketing and during travel.

Concession cards used to purchase discounted tickets must be carried whilst travelling for presentation to onboard staff and Authorised Officers on request.

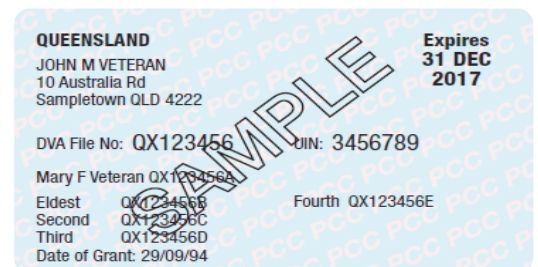
Authorised Officers may issue Penalty Infringement Notices or Warning Notices for customers travelling on a concession fare ticket for which they are not entitled. Fines apply for travel on an invalid concession ticket.

For Queensland Pension Concession card holders and Australian Government DVA Health Card endorsed as WAR WIDOW/WIDOWER – Queensland Residents only – can choose to either use a 50% concession or travel entitlements for each journey (four (4) travel entitlements). Once all four (4) entitlements are used, the 50% concession applies for the rest of calendar year.

The 50% concession does not apply to a spouse/partner of a TPI/EDA Veteran Travel Pass holder once the four (4) travel entitlements have been used.



Queensland Pension Card (front and back)



Queensland Pension Card DVA (front and back)



War Widow Veteran (older version front)



War Widow Veteran (new version front)