



Edusaver Groups Policy

1. Travel with Queensland Rail Travel

- 1.1. All travel with Queensland Rail Travel is subject to Queensland Rail Travel's standard conditions of carriage. Please visit queenslandrailtravel.com.au for details
- 1.2. Our available capacities will be impacted by the COVID-19 situation at the time of travel with potential impacts to Edusaver Group bookings. Please visit queenslandrailtravel.com.au for details
- 1.3. Specific rules apply to Edusaver Groups for making a reservation, cancelling or amending a ticket and pricing of tickets as set out in this policy.
- 1.4. This policy is subject to change at any time but such changes will not impact confirmed tickets.

2. Making a Reservation as an Edusaver Group

- 2.1. Booking requests must be submitted in writing on the [Group Travel request form](#) or can be arranged through any Queensland Rail Travel Centre, station or accredited agency. If web access is not available requests can be made via a fax form - call 1300 735 307.
- 2.2. Queensland Rail Travel will review your request. Edusaver Travel Discounts are provided at the discretion of Queensland Rail Travel. If approved, you will be advised in writing of the specific Group Travel Discounts applicable to your Group Booking.

3. Edusaver Discount Eligibility Rules

- 3.1. All services are subject to availability. Seasonal block out-dates apply and Edusaver discounts are not available in school holidays or other nominated peak periods.
- 3.2. Queensland primary and secondary school groups travelling under the school banner can apply for a 70% discount off the full adult rail fare for the children/students if you meet the following criteria:
 - 3.2.1. The Edusaver Group must have a minimum of 10 students. If your Edusaver Group, due to cancellation, falls below the minimum number of ten (10) students, your group is no longer eligible for any applicable group discount.
 - 3.2.2. The Edusaver Group must travel more than 100km on long distance services and entrain and detrain at the same stations.
 - 3.2.3. An Edusaver Group discount fare may be available for travel in Economy Seats on the Bundaberg and Rockhampton Tilt Train services, Spirit of the Outback, Westlander, Inlander, RailBus coaches and Premium Economy Seats on the Spirit of Queensland.
- 3.3. Any teachers or accompanying parents travelling with the Edusaver Group from the same origin and destination stations can apply for a 50% discount off the full adult rail fare.
- 3.4. The Edusaver discount is not available for sleeper cabins or RailBeds or for travel on the [South East Queensland train network](#).

4. General Travel Conditions

- 4.1. Customers who are part of Groups must travel together on the same train and class of travel. Customers may join the group at an alternate station; however, fare discounts may change, subject to review
- 4.2. We recommend groups purchase a pre-paid meal option to assist with catering and dietary requirements. Please contact us for Edusaver group meal options.
- 4.3. Although we try to accommodate Edusaver Group seating allocation requests, we cannot guarantee specific carriages or blocks of seats for Edusaver Groups. Individual seat allocations may be changed at any time for safety, security or operational reasons. Carriage layouts may limit the number of seats available to accommodate desired seating preferences.
- 4.4. The [Queensland Rail Travel Luggage Policy](#) applies to customers in Edusaver Groups. The Edusaver 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.

5. Allocation Reviews, Payments and Confirmations

- 5.1. Allocation review date occurs 90 days prior to departure however Queensland Rail Travel may contact you at different times to review the approved allocation.
- 5.2. Final naming list is due 40 days prior to departure. Payment is required 30 days prior to departure.
- 5.3. Once full payment and naming lists have been confirmed, tickets and travel documentation will be issued and sent to the Group Organiser (30 days prior to departure).
- 5.4. Once the allocation is fulfilled any additional requests are subject to availability and bound by the same group travel policy.
- 5.5. All dates listed above can be changed through negotiation with Queensland Rail Travel.
- 5.6. Until confirmed through payment for the ticket, all allocations may be recalled at discretion of Queensland Rail Travel.

6. Amendments to Bookings

- 6.1. All requests for amendment must be made within Group business hours.
- 6.2. After the Edusaver Group tickets and documentation have been issued, Queensland Rail may charge amendment fees as detailed below for any changes:
 - \$15 amendment fee per person applies for changes made prior to departure.
 - No changes allowed after departure.
- 6.3. All requests to amend Edusaver 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.

- 6.4. It may be necessary for Queensland Rail to cancel or amend any of the arrangements for any itinerary. If Queensland Rail instigates the amendments, we will give you the option to transfer to another service or travel date, book independent arrangements or receive a full refund on the impacted journey.
- 6.5. If a ticket is lost or stolen, please contact Queensland Rail Travel.

7. Cancellation fees and split aways

- 7.1. If the final name list is not received by the dates as specified in your Group Travel confirmation, the booking may be cancelled, and all allocation released.
- 7.2. The following cancellation fees apply for services cancelled by you prior to departure:
- 29 - 14 days inclusive 50% per person (minimum \$25 per person)
 - Inside 14 days of departure - Non-refundable
- 7.3. If more than 20% of the Edusaver Group Members cease to travel with the Edusaver Group (i.e. request a different itinerary from the Edusaver Group or cancel), Queensland Rail Travel may re-quote the Edusaver Group Discount provided to the Edusaver Group based on the Group Travel conditions.

queenslandrailtravel.com.au

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