



# BOOKING AND TRAVEL CONDITIONS

## Effective for bookings from 08 August 2016

These are the Terms and Conditions under which you book your rail holiday and travel on any Great Southern Rail product we sell you. Once you make a payment towards your journey (train travel, a trip/holiday package, accommodation, day tour or overnight tour or Travel Insurance) with Great Southern Rail, you become bound by these Booking & Travel conditions. Therefore, it is important that you read them carefully.

Certain laws such as the Australian Competition and Consumer Act 2010 (Cth) and any applicable Australian state based consumer legislation (from here known as 'consumer laws'), are in place for your protection. They are designed to ensure our services are provided with due care and skill and are presented fit for a rail holiday. These Booking and Travel Conditions do not alter any non-excludable guarantees, warranties, remedies and conditions (Non-Excludable Terms) given to you by consumer laws. The Terms and Conditions are governed by the law applicable in the State of South Australia and each party submits to the exclusive jurisdiction of the courts of that State, regardless of where a Ticket may be issued.

### 1. Bookings and Payment Terms & Conditions

#### The Ghan and Indian Pacific – Gold and Platinum Fares

GSR charges an additional fee for transactions paid by credit card. The exact charge will be advised at the time of payment. To avoid credit card surcharges, you may contact GSR's Travel Centre on 13 21 47 or +61 8 8213 4401 for other payment methods.

For Everyday, Everyday Saver and Pension Saver rail only fares the booking deposit will be \$50 per person per rail sector and must be received by GSR within 14 days of the booking being made. A rail sector is defined as: on the Ghan as being Adelaide to Alice Springs or vice versa (vv), or Alice Springs to Darwin or vv; on the Indian Pacific as being Sydney to Adelaide or vv, or Adelaide to Perth or vv; on the Overland as Adelaide to Melbourne or vv. For example this means Sydney to Perth (or vv) counts as two rail sectors. From time to time, special offer fares may be released that will require immediate payment at the time of booking. These special offers may also have different fees and conditions relating to when payment is due, cancellation of bookings and whether or not amendments can be made to the booking. These special conditions will be announced when the special offer fares are released and will be printed on provisional and booking confirmations as well as travel documents. Not all special offer fares may be available for all concession types. Generally, special fares will require immediate payment in full, and will not be refundable in circumstances where the guest changes their mind.

All train travel, a trip/holiday package, accommodation, day tour or overnight tour prices are quoted in Australian dollars inclusive of GST, and are valid for the booked dates of travel. Fares, packages and prices are subject to change without notice prior to booking. If a guest has booked a rail journey that includes flights, hotel accommodation or touring, these components will not be booked until a booking deposit is received.

When a deposit has been paid, the balance of payment will be due at 45 days prior to the date of travel. For bookings made at 45 days or less prior to travel, full payment will be required at the time of booking. If not received, the booking will be cancelled.

A single supplement will be applied when a guest occupies a twin or double room on their own.

Different booking and payment conditions may apply to accommodation or tours. These will be advised at the time of booking.

Where a booking is on request through a third party supplier, cancellation and amendment fees will not apply if that booking cannot be confirmed. An 'on request' booking will not be accepted until confirmed by the third party supplier.

Holiday package bookings cannot be made less than 4 days prior to the date of travel. For rail only bookings to be made less than 4 days from the proposed date of travel, please contact GSR on 13 21 47 (within Australia) or +618 8213 4401.

If you decide to make your GSR booking through a registered travel agent, any amendments or enquiries on the booking will need to be made by your travel agent. The term travel agent refers to a travel agent authorised by GSR or a related body corporate of GSR to sell the right to travel on GSR trains (a "Travel Right").

#### The Overland – Everyday Fares, Rail Saver Fares, and Red Premium Fares

Full payment will be required at the time of booking.

#### The Overland – Ready Rail Fares

Ready Rail Fares are subject to fare type availability. Bookings can be made on the GSR website at [www.greatsouthernrail.com.au](http://www.greatsouthernrail.com.au). If the booking is made by phone to one of GSR's Travel Centre phone agents, it will incur a \$20 booking fee. This fare may be allocated non-window seats. Full payment is required at the time of booking and no amendments or changes can be made once the booking is confirmed.

#### Pension Saver Fares:

Pension Saver Fares are available in Gold Service on The Ghan and Indian Pacific and in Red Class on The Overland, and are subject to fare type availability and only valid on selected dates, services and sectors.

Guests booking a Pension Saver Fare must hold a valid Concession Card at the time of booking and at the time of travel. These fares are only applicable to Australian citizens who hold the relevant cards issued by an Australian Government department.

The following are the concessions that are valid for access to the Pension Saver fares on The Ghan, Indian Pacific and The Overland: Australian Pension concession card (including Blind) (PCC), Commonwealth Seniors Health Care (CSHC) card. In addition, totally and permanently incapacitated (TPI) Veterans and extreme disablement adjustment (EDA) veterans are eligible for Pension Saver fares as well, upon presentation of a valid DVA customer reference number.

Victorian Pension Voucher holders are eligible for Pension Saver fares on The Overland only. Victorian Special Veterans (TPI, EDA) are eligible for free travel on the Overland only.

Pension Saver fares are not available to Australian State Seniors or Australian Pension Voucher holders.

#### Child Fares

Child Fares are available to children aged 4 – 15 years inclusive or where a younger child occupies a seat or berth. Infants aged under 4 years travel free on GSR services unless the infant is going to occupy a seat or berth. In this instance, the infant is to be booked as a child and the child fare applies.

Please note that children's meal menus are not provided on board our train services.

A guest aged under 16 years must always be allocated a cabin with their parent, guardian or responsible adult aged over 16 years of age. Sole occupancy of a room by a guest aged 13-15 inclusive will only be considered if they can be booked in the room next door to their parent, guardian, or responsible adult. Sole occupancy of a cabin by a guest aged under 13 years is not permitted. Exceptions may be considered at GSR's discretion.

### 2. Confirmed Bookings for Travel

Subject to the Booking & Travel Conditions, the Guest will only be permitted to travel on a GSR Train if the Guest has a specified reservation in a specified class of service, on a specified date and journey, and has fully paid the fare in line with the fare terms and conditions. This is known as a confirmed booking for travel, which may also be known as "Travel Right".

#### Right to Alteration

GSR reserves the right to alter, increase or restructure any fare prior to your booking.

#### Taxes

All fares are inclusive of Government taxes and charges applying at the date of reservation. GSR reserves the right to increase or decrease the fares prior to travel to reflect any changes to Government taxes and charges after reservation.

3. Amendments

An amendment is:

- a change to an existing booking with the same fare type (for example changing the date of travel for an Everyday fare on the Indian Pacific to another travel date on an Everyday fare on the Indian Pacific).
- one or more name changes on a booking, however at least one guest from the original confirmed booking must remain on the amended booking. If all guests are removed from a booking then this is a cancellation.

When a booking is changed to a different rail fare, special offer or holiday package, the change will be treated as a Cancellation, in which case Section 4 of this document will apply.

The Ghan and Indian Pacific - Amendment Rules

Amendments of an Everyday, Everyday Saver, or Pension Saver guest booking in Gold or Platinum service cannot be made less than fourteen (14) days prior to the date of travel and may incur amendment fees from any third parties who are supplying components of the booking (for example hotels or tour providers). Change to another fare type of greater value will result in paying the difference between the booked fare and applicable fare. No other amendments are allowed.

Amendment of an Advance Purchase guest booking in Gold or Platinum service can be made to travel dates if the change is greater than 6 months prior to the new proposed departure date, subject to fare type availability. Irrespective of whether the change is greater or less than 6 months prior to departure, change to another fare type of greater value will result in the customer being required to pay the difference between the booked fare and applicable fare.

Amendment of a confirmed Holiday Package booking (including rail and accommodation/touring together) will result in you incurring an amendment fee of \$50 per person per travel sector, in addition to any costs charged by operators and cannot be made less than 14 days prior to the date of travel.

Amendment of a confirmed Special Offer Fare booking in Platinum Service and Gold Service is not permitted.

Amendment to a change of travel direction can only be made to fares where amendments are allowed. Change may result in paying the fare difference between the applicable travel direction and the new travel direction and fare.

An amendment to a confirmed booking cannot extend the date of travel beyond 12 months from the original travel date.

The Overland - Amendment Rules

Amendments of an Everyday or Pension Saver guest booking in all services on the Overland can be made up to 1 day before departure at no fee but only for travel within 6 months of original travel date. For amendments of Overland ReadyRail fares, one amendment only to travel dates is allowed greater than 30 days prior to departure, subject to availability and at a \$20 amendment fee per leg. Change to another fare type of greater value will result in paying the difference between the booked fare and applicable fare.

Touring

GSR does not own, operate or control third party suppliers of services that are not included in their rail fares or purchased in addition to rail travel (e.g. airlines, hotels/accommodation, sightseeing, tour operators, transportation companies, and restaurants or hire car operators). To the extent permitted by law, and subject only to any Non-Excludable Terms, GSR is not responsible for any loss, accident, delay or irregularity whatsoever resulting from a third party supplier’s acts or omissions. The travel services provided by those suppliers are subject to the conditions imposed by the suppliers and their liability may be limited by their tariffs, conditions of carriage and agreements. Seasonal conditions occasionally necessitate adjustments to touring. GSR reserves the right to amend/cancel packages/tours at any time. Where a package or tour is cancelled other than by the guest, all guests will be provided with a full refund where able to be obtained by GSR Travel Pty Ltd from its third party suppliers. Where a package or tour is

substantially amended, all guests will be entitled to request a full refund, subject to the ability of GSR Travel Pty Ltd to obtain a refund from its third party suppliers.

Specific Amendment fees apply to these tour operators:

**AAT Kings** - \$50 per person per amendment once booking has been confirmed

**Pinnacle Tours** - \$50 per person per amendment once booking has been confirmed

Airlines

There are a number of airfares that may be booked in conjunction with a Special Offer holiday package. Terms and Conditions will be advised at the time of booking.

Hotel Accommodation

Black-out dates and event surcharges may apply to some or all hotels that GSR contracts with. All rooms are subject to availability. Single rooms are available upon request and a supplement may be payable. Triple room rates and child rates will be provided on application and are subject to availability. The third bed may be a ‘foldaway’ or ‘rollaway’ bed for triple share rooms. Accommodation prices are subject to change without notice.

Hotel rooms are assigned at the discretion of each hotel property. All rooms are not the same and GSR has no control over room assignments. Alternative hotels of a similar standard to those outlined in packages in our brochure or website may be used in the event of circumstances outside the reasonable control of GSR. The star rating system for hotels is provided as an indication of the standard of the hotels only and the ratings are subject to change without notice.

Hotels may require a credit card imprint on check in or alternatively a cash bond.

4. Guest Cancellation

A cancellation arising from the actions of a customer, through no fault of GSR, is considered a “Guest Cancellation”, and is covered in this section. A cancellation arising from the actions of GSR or another entity other than the customer is considered a “Service Disruption”, and covered in Section 5.

In the event of Guest Cancellation, no refund of any amount paid will be made to you, except as specifically set out below. Also, if you request to change a confirmed travel booking to a different rail fare, special offer or holiday package this may be treated as a cancellation depending on the booking conditions related to the original booked fare.

The Ghan & Indian Pacific Everyday, Everyday Saver, & Pension Saver Fares

Timing of guest cancellation	Refund available
Within 14 days of booking (unless within 45 days of departure)	Full refund of all amounts paid
More than 45 days before \$50 departure sector*	Amounts paid, less per person per rail
14 – 45 days before 50% departure	Amounts paid, less of booking value
Less than 14 days before departure or after departure	No Refund

\*A ‘rail sector’ is defined as: on the Ghan as being Adelaide to Alice Springs or vice versa (vv), or Alice Springs to Darwin or vv; on the Indian Pacific as being Sydney to Adelaide or vv, or Adelaide to Perth or vv. For example this means Sydney to Perth (or vv) counts as two rail sectors.

The Ghan & Indian Pacific Advance Purchase Fares

Timing of guest cancellation	Refund available
Within 14 days of booking (unless within 45 days of departure)	Full refund of all amounts paid
More than 14 days after booking, or within 45 days of departure	No refund

The Overland Everyday and Pension Saver Fares

Timing of guest cancellation	Refund available
More than 14 days before departure	Full refund of all amounts paid
14 – 7 days before departure	Amounts paid, less 50% of booking value
6-1 days before departure	Amounts paid, less 75% of booking value
Day of Departure	100% cancellation fee applies

The Overland ReadyRail Fares

ReadyRail Fares are non-refundable at any time in the event of a Guest Cancellation.

Special Offer Fares

Special fares and offers may have different conditions, including in respect of refunds available in the event of Guest Cancellation. These will be advised at the time of booking.

Unused Bookings

If on the day of departure, through no fault of GSR, you fail to board your scheduled service, this will be considered a Guest Cancellation of the missed rail sectors of that journey and no refund will be provided for those rail sectors. GSR may also cancel any onward or return bookings in your name and may also allocate your seat or room to someone else without further notice to you.

Accommodation and Tours

Individual accommodation or tour operator payment terms and cancellation conditions may vary from those stipulated by GSR. In this event the individual operator’s conditions will be advised at time of booking and apply accordingly to your booking.

Specific cancellation conditions apply to these Tours:

Captain Cook Cruises – all cruises

Timing of guest cancellation	Refund available
More than 30 days before departure	Amounts paid, less \$200
30 – 15 days before departure	Amounts paid, less 50% of the fare
Within 14 days of departure	No refund

AAT Kings/Pinnacle Tours

Timing of guest cancellation	Refund available
More than 45 days before departure	Amounts paid, less 10% of tour price
45 – 15 days before departure	Amounts paid, less 50% of tour price
Within 14 days of departure	No refund

Wilpena Pound Resort

30 days or less before departure = No refunds available for Guest Cancellation

5. Service Disruptions

A Service Disruption is:

- A full or partial rail journey cancellation arising from the actions of GSR or another entity, or from Force Majeure;
- A major change in a booked rail journey which occurs due to the actions of GSR or another entity, other than you.

6. Refunds & Substitute Services Policy

If during your travel you decide not to complete all components of your booked journey, this will be treated as a Guest Cancellation, and unused trip/holiday/package components are not refundable except as might be provided for under a Non-Excludable Term.

Subject only to any Non-Excludable Terms, no refunds will be payable in connection with airline, cruise or connecting non-GSR train delays, unused services, or acts beyond the control of GSR.

## Service Cancellation Prior to Departure

If a rail service is cancelled by GSR prior to the customer departing on the initial GSR rail sector on their journey, for any reason, then, in addition to any remedies available under any Non-Excludable Terms, GSR will provide the option to:

- rebook an alternate rail service of the same value, in lieu of any refund; or
- if the customer agrees at the time and in lieu of any refund, to travel on an alternative non-rail holiday package of similar value, that gets them to their original end destination as originally scheduled, where available; or
- receive a full refund of the fare paid to GSR

## Minor Service Disruption During Your Rail Journey

A minor Service Disruption is:

- a) A complete halt to your itinerary where the train is unable to continue its journey and GSR are unable to continue your journey except by way of coach rides of less than 8 hours; or
- b) Where we have the ability to accommodate you on alternative transport for the rest of your journey, but your itinerary is delayed no more than 24 hours

When a rail service is disrupted or cancelled after the guest has commenced on their GSR rail journey (the train has departed the station on the initial sector of their journey), GSR will endeavour to provide continuity of service (by some other means of transport if required) to our guests' end destination within 24 hours of your scheduled arrival, without refund.

In addition to any remedies available under any Non-Excludable Terms, GSR will use its reasonable endeavours to provide the following options (without refund), where available:

- a) Reroute the Guest to the next stopover or destination on the Guest's Ticket by any form of transport, at no additional cost to the Guest; or
- b) Carry the Guest on another scheduled train service on which space is available; or
- c) Give the guest the option to travel on an alternative non-rail holiday package of similar value, that gets them to their original end destination as originally scheduled

## Major Service Disruption During Your Rail Journey

A major Service Disruption is:

- a) A complete halt to your itinerary where the train is unable to continue its journey and GSR are unable to continue your journey except by way of coach rides of greater than 8 hours; or
- b) Where we have the ability to accommodate you on alternative transport for the rest of your journey, but your itinerary is delayed more than 24 hours

In addition to any remedies available under any Non-Excludable Terms, GSR will use its reasonable endeavours to provide the following options, where available:

- a) Reroute the Guest to the next stopover or destination on the Guest's Ticket by any form of transport, at no additional cost to the Guest and without refund; or
- b) Carry the Guest on another scheduled train service on which space is available without refund; or
- c) Give the guest the option to travel on an alternative non-rail holiday package of similar value without refund, that gets them to their original end destination as originally scheduled
- d) Give the Guest the option to cease their journey, and provide of a pro rata refund of the distance not travelled.

## Refund Payment

Subject to any Non-Excludable Terms, when a refund is to be provided by GSR, this will be:

- a) If no part of the ticket has been used – an amount equal to the fare paid to GSR.

OR

- b) If part of the ticket is used, the difference between the fare paid and the fare for the part of the ticket used.

The refund will be paid to the person who paid for the ticket or to the person named on the ticket. If a booking was made through a Travel Agent, any refund will be returned to that Travel Agent for their payment to the Guest. It must be noted that Travel Agents may have fees or commissions that need to be deducted from the amount GSR refunds which may mean the amount received by the guest may be different from the amount they paid for their booking. GSR is not liable to refund the commission or margin the agent has earned.

Subject only to any Non-Excludable Terms, GSR cannot make exceptions for guests booked through travel agents by refunding them directly, even in the event of a Service Disruption. In such an event, guests will need to contact their travel agents' helpline or customer service hotline, or organise the refund with the travel agent at a later time.

## 7. Travel Insurance

### Recommendations

GSR's Train journeys carry guests to and through remote parts of Australia. This sometimes means that unexpected events can occur that are outside the control of GSR, for example severe weather events, flash flooding, bushfires, remote location medical evacuations. These events can interrupt the journey being undertaken.

GSR strongly recommends that Guests take out travel insurance before leaving home to cover incidents including but not limited to:

- a) Cancellations of travel arrangements due to unforeseen circumstances (for example, a bushfire that causes a re-routing of an in-transit train journey to ensure guest safety but results in a later arrival time or forces a journey to end prior to reaching the scheduled destination point either of which may mean that the guest's onward travel arrangements cannot be met).
- b) Additional expenses for disrupted travel arrangements
- c) Damaged and/or lost luggage and personal effects
- d) Accidental death
- e) Rental vehicle excess cover, and;
- f) Personal liability
- g) Medical or Health related matters

### Australian Residents

Australian residents travelling on a GSR Train are invited to contact GSR to arrange a travel insurance policy specifically tailored for Rail Guests. These policies are restricted to residents of Australia only. For additional information and/or a Product Disclosure Statement please contact GSR on 13 21 47 (within Australia).

If your car is being conveyed on our Motorail Service, it is suggested that you also have transit insurance.

### Visitors

Visitors to Australia should contact their local insurance provider before leaving their country of origin to effect a more comprehensive travel insurance plan.

## 8. Fitness for Travel

### Introduction

GSR seeks to ensure that its guests are able to experience unique areas of Australia. This means GSR travel to areas that may not have the infrastructure support that may generally be found in urban areas. This can mean that guests with fitness and/or mobility issues are unable to experience some aspects of our journeys and in some instances may not be able to journey at all.

### Obligation to Inform

You must ensure that you are medically and physically fit for travel, and that such travel will not endanger yourself or anyone else. At the time of booking (or as soon as possible after booking), please advise GSR if you have any medical or physical condition that will or may require medical attention, medication or special treatment during your rail holiday. GSR may also ask you to complete a health questionnaire. If a guest has a condition that GSR decides may significantly affect the enjoyment, health or safety of themselves or any other person on board, GSR can refuse or cancel a booking. Such decisions will be made giving reasonable consideration to your circumstances and GSR will advise you of our decision as soon as possible.

Where your booking is cancelled and you have provided GSR with a completed health questionnaire with all relevant information about your condition, you will be entitled to a full refund. Guests with restricted or limited mobility, and those with medical conditions must be self-sufficient or travel with a carer or someone who can assist with day-to-day activities. Our on board team will not act as personal carers. Dependent on weight and dimensions, some mobility scooters may be used on our trains subject to availability of special access cabins and the size of the scooter is approved by GSR to be used on train. In addition, guest wheelchairs are not able to be used on board the train, however GSR can provide a specially sized wheelchair to assist guests on board, subject to availability of special access cabins.

### Requirement for a Medical Certificate

If your fitness to travel may be in doubt as a result of recent illness, surgery, injury, medical treatment or an existing medical condition which may require treatment or assistance on board (including but not limited to additional oxygen, wheelchairs, assistance to use the bathrooms, assistance to get in or out of bed, medication administered via a needle other than well-managed diabetes) you must (i) provide GSR with an up-to-date certificate from your doctor no later than 14 days prior to departure certifying that you are fit to travel and (ii) be accompanied by another passenger who is able to provide you with all appropriate assistance you may need (our staff cannot provide such assistance). GSR may refuse you carriage (and, subject only to any Non-Excludable Terms, no refund or compensation shall be paid to you) if you have not provided the applicable certificate and/or are not accompanied by a suitable guest.

Guests who are pregnant and have reached the 30th week of the pregnancy and/or have a complicated or multiple pregnancy must also provide a certificate from a registered/licensed medical practitioner to confirm the guest is fit to travel.

## 9. Health

### Refusal to confirm or permit boarding

GSR may refuse to confirm the Guest's reservation, boarding or remove the Guest from a GSR Train, without any liability on its part (subject only to any Non-Excludable Terms) if, in GSR's opinion:

- a) The Guest suffers from any illness, injury, disease or other medical condition which makes travel unsafe for the Guest, other Guests or employees
- b) The Guest is pregnant and has reached the 30th week of the pregnancy (an "advanced" pregnancy)
- c) The Guest has complicated or multiple pregnancy
- d) The Guest has not complied with GSR medical requirements regarding either a recent or on-going medical condition
- e) The Guest's mental or physical state is a danger or risk to the Guest, GSR Trains or any other Guests on board,
- f) Permitting the Guest to board GSR Trains and travel may put the Guest's safety or health in danger or at risk;
- g) Permitting the Guest to board GSR Trains and travel may put other Guests and employee's safety or health in danger or at risk.
- h) The guest failed to inform GSR of their medical condition;
- i) The guest fails to follow the reasonable instruction of a GSR Team Member

### No Smoking Policy

All GSR Trains are entirely smoke free in accordance with relevant state government regulations. This includes the use of e-cigarettes.

### No Liability

If the Guest suffers from any illness, disease or other condition or has an advanced, complicated or multiple pregnancy and the Guest fails to advise GSR of these circumstances, then, subject only to any Non-Excludable Terms, GSR accepts no liability for death or personal injury or any other consequences arising from these medical conditions which occur during the Guest's journey with GSR.

Guide Dogs

If the Guest is sight or hearing impaired, the fare paid to travel on a GSR Train will include carriage of a guide dog (to be provided by the Guest) provided that:

- a) The Guest notifies GSR, when making a reservation, of the requirement for carriage of a guide dog on the GSR Train, and;
- b) Upon request by GSR, the Guest makes available for inspection by GSR, the guide dog’s health and vaccination certificates, and all other documents required by any applicable law, regulation, or order

Companion Card Holders

If a Guest who is an eligible Companion Card holder is booking travel on The Overland Red Standard service, their companion will travel for free for this journey.

If a Guest who is an eligible Companion Card holder is booking travel on The Ghan or Indian Pacific, their companion will travel at a fare no greater than the fare paid by that Companion Card holder, regardless of their own eligibility for this fare type. The companion must be fit to complete the duties of a travel carer (able to assist with personal care, lifting, manoeuvring an on-board pushchair or other assistance as required).

The Companion Card must be presented at the time of boarding.

10. Warranties, exclusions and limitation of liability

Except as expressly set out in this document, and to the extent permissible by law (but without limiting the operation of any non-excludable laws or regulations), GSR will not be liable for any death or personal injury, loss of or damage to luggage or goods, incidental damages, consequential losses, loss of profit or any like claims whatsoever arising from any use of, or incidental to, the Services or arising out of GSR’s negligence in any way whatsoever, including delay, or any inaccuracy with respect to information relating to transport, Services or pricing.

To the extent that the Services, or any component part of the Services, are supplied to the Guest by a third party, any warranty offered by GSR in relation to the Services or component part of the Services will be limited to GSR’s right of redress (if any) against the third party supplier arising out of any alleged fault/defect in the Services, subject only to any Non-Excludable Terms.

Any remedies offered in this document are in addition to all other non-excludable rights and remedies which guests may have under the Australian Consumer Law, and any other applicable laws.

To the extent permitted by law, the liability of GSR for any non-excludable term, condition, guarantee or warranty applicable under the Australian Consumer Law or its equivalents is limited to (at the option of GSR):

- a) in the case of goods – repairing, replacing or supplying equivalent goods, or paying the cost of any of those remedies to the customer; or
- b) in the case of services – supplying the services again or paying the cost of having the services supplied again.

11. Tickets and Seating

Cabin or Seating Allocation

GSR will allocate seats/cabins prior to your scheduled departure date. GSR will do its best to accommodate requests, but unfortunately GSR can’t guarantee it will be able to accommodate all requests made, for example approximately half of all cabins are forward-facing. If more than 50% of guests request a forward facing cabin then some of these requests cannot possibly be met. Guests can find their seating/cabin allocation when they check in at their departure terminal.

Check-In

The Guest should confirm with GSR the departure time of the GSR train they are traveling on, and ensure that they check in sufficiently in advance of the scheduled departure time to complete all formalities. GSR check in opens 2.5 hours prior to departure, and closes 1 hour prior to departure.

The Guest must not board a GSR Train without first

checking in with the GSR representative/ employee at the applicable place of boarding. Photo identification must be shown to the GSR team member or authorised agent who is completing the Guest’s check-in prior to boarding.

No guarantee

Subject only to any Non-Excludable Terms, GSR does not guarantee any particular cabin/seat to any Guest.

Should GSR be unable to accommodate a Guest in the service level purchased, this will be considered a Major Service Disruption and dealt with in accordance with Clause 6.

If a guest chooses to cancel due to not receiving their preferred cabin/seating allocation, this will be treated as a Guest Cancellation and dealt with in accordance with Clause 4.

Lost, Stolen or damaged tickets

- a) GSR tickets are called “Travel Documents”
- b) In the event that a guest loses their Travel Documents, replacement documents will be issued upon the appropriate identification of the person requesting the document.

12. Luggage

Cabin Luggage

GSR recommends you take the following luggage on board:

- a) Platinum Service Twin and Double Cabins – one piece of hand luggage plus a garment bag and/or briefcase per person;
- b) Gold Service Twin Cabin – one piece of hand luggage plus a garment bag, cabin bag or briefcase per person;
- c) Gold Service Single Cabin – one piece of hand luggage plus a garment bag, cabin bag (105 cm/ 41 inches – linear measurement) or briefcase;
- d) The Overland, all classes – cabin bag (105 cm/ 41 inches – linear measurement/maximum 10kgs weight)

Occupational Health and Safety legislation provides guidelines outlining the safe weight that can be lifted by GSR staff. GSR appreciates the Guest’s cooperation.

Checked Luggage

Platinum Service (per person)	3 x 30 kgs
Gold Service (per person)	2 x 30 kgs
Overland Red Premium (per person)	2 x 30kgs + 1 x 10 kgs
Overland Red Service (per person)	2 x 20 kgs

Luggage check-in opens 2.5 hours prior to departure and closes 60 minutes prior to departure.

Checked luggage cannot be accessed during the journey.

Your luggage must not contain any items which in our opinion are dangerous, illegal, liable to harm or annoy other guests or otherwise unsuitable. Animals and livestock will not be carried, except guide-dogs.

Checked luggage must not contain (and, subject only to any Non-Excludable Terms, GSR shall have no liability for) any fragile or perishable articles, cash money, jewellery, precious metals or other valuables.

GSR will accept the carriage of your luggage subject to any applicable laws and regulations and subject to

- a) The luggage not being excessively heavy, bulky, dangerous, inadequately packed, in a defective state or otherwise unsuitable for carriage
- b) Luggage being correctly labelled with your name, destination address and contact phone number both inside and outside the bag.
- c) You are accompanying your luggage on the train.

Subject only to any Non-Excludable Terms, GSR accepts no liability for any and all luggage (and their contents) brought or checked on board our trains.

Prohibited Items

Under no circumstances are Guests permitted to carry the following items as either Cabin Luggage, Checked Luggage or on their person:

- a) Knives, weapons and firearms of any type.
- b) Items that may become or are dangerous, such as compressed gases, corrosives (such as wet seal batteries, items containing mercury, bleaches, acids and alkalis), explosives (including fireworks

- and flares), flammables (such as hydrogen peroxide), poisons (such as pesticides and herbicides), radioactive material;
- c) Items prohibited by an applicable law, regulation or order,
- d) Furniture and household goods, and;
- e) Animals (with the exception of guide dogs).

Excess Luggage

Subject to available space, guests may travel with non-luggage items that do not exceed a maximum of 2.7 metres in length and/or 30kg in weight and comply with the following lists:

Accepted Non-Luggage Items

Subject to available space, guests may travel with non-luggage items that do not exceed a maximum of 2.7 metres in length and/or 30kg in weight and comply with the following lists:

- Accepted Non Luggage Items
- Baby Safety Capsules (No Charge)
- Fold Up Cots (max 30kg) (No Charge)
- Prams/Strollers (collapsed) (No Charge)

The following items will incur an excess luggage charge of \$50 per item and should be advised at the time of booking

- Child Restraint Car Seats
- Candy Striped Bags (in good condition)
- Sleeping Bags
- Small Camping and Sporting Equipment items
- Bicycles (panniers must be removed. If the panniers are packed, they will be weighed and counted as part of the guest luggage allocation. This may mean that an excess luggage charge is applicable for these items).
- Boogie Boards
- Canoes
- Fishing rods and other sporting equipment
- Golf Bags
- Sailboards
- Surf Skies
- Tents

Not Accepted Items

- All Household goods (TVs, refrigerators etc)
- Birds or Animals
- Dangerous Goods
- Firearms
- Fresh fruit & vegetables
- Alcohol beverages (on The Overland)
- Fragile or Perishable Goods
- Freight
- Furniture
- Garbage/Plastic Bags
- Hessian bags
- Eskies
- Tea Chests
- Mobility Scooters and gophers that weigh over 80kgs (unless they can be dismantled and no piece weighs more than 30kgs)

Items not specifically listed above will be considered on a case-by-case basis. GSR reserves the right to refuse to carry any non-luggage item not specifically listed as acceptable above, at its sole discretion.

Searches

If GSR has reasonable cause to believe that the Guest is carrying a prohibited item either in their luggage or on their person, GSR, government and authorised officers may, subject to applicable laws, search or inspect the Guest’s luggage and/or require the Guest to submit to clothing and/or body searches.

## Consequences of carrying prohibited items

If the Guest, upon request by GSR, or government or authorised officers, refuses to submit to a search, or if Prohibited items are found as a result of a search, GSR may refuse to carry the Guest and the Guest's luggage and may deliver the luggage to government-authorised officers or dispose of any Prohibited item without notice to the Guest. In such a circumstance, the Guest will also not receive a refund, subject only to any Non-Excludable Terms.

## Luggage Receipt

- a) A luggage receipt will be issued to the Guest at check-in for any Checked Luggage.
- b) Subject only to any Non-Excludable Terms, GSR does not accept any liability for luggage which is lost, stolen or damaged as a result of a person other than the Guest collecting the Guest's luggage.
- c) If the Guest claims that GSR is in possession of luggage belonging to the Guest but does not have a luggage receipt, GSR will release that luggage to the Guest only on:
  - i Proof of identify and entitlement to the luggage
  - ii The Guest indemnifying GSR in writing against any loss, damage or expense incurred as a result of that release, and;
  - iii The Guest's compliance with any other applicable directions given by GSR in relation to that luggage.

## Luggage Collection

- a) Subject to this clause, checked luggage is available for collection as soon as possible at the end of the Guest's journey.
- b) Any checked luggage not collected or cabin luggage left on a GSR Train which remains unclaimed for 30 days after completion of the journey, may be sold or otherwise disposed of by GSR without further notice to the Guest and without the incurring of liability on the part of GSR.
- c) Subject only to any Non-Excludable Terms, GSR is not liable for any loss or damage suffered by the Guest as a result of leaving luggage on a GSR Train upon disembarkation.

## 13. Timetables and Schedules

### Departure and Arrival Times

GSR does not guarantee departure or arrival times or the operation of any service, although GSR will endeavour to run all services as scheduled on time. GSR does not own any of the tracks our journeys run on, and as such are subject to their operational delays from time to time.

### Acknowledgement by Guest

The Guest acknowledges that GSR does not and cannot guarantee (subject only to any Non-Excludable Terms) that timetables and schedules are accurate and the Guest must check departure and arrival times with GSR on the day of travel. Call 13 21 47 for current timetable information.

### No guarantee of carriage

GSR will use its best efforts to carry the Guest and the Guest's luggage reasonably and for the duration of the journey specified on the Guest's Ticket, but, subject only to any Non-Excludable Terms, does not guarantee that it will be able to do so. In the event the Guest is unable to be carried through no fault of the Guest, this will be considered a Service Disruption, in which case Section 6 of this document will apply.

### No liability for other carriers

Subject only to any Non-Excludable Terms, GSR is not liable for any loss or damage suffered in relation to a Guest missing a connecting journey on another carrier, as a result of any cancelled or delayed GSR journey.

### Recommended connection time

From time to time, GSR's rail services may be disrupted or cancelled due to operational issues outside GSR's control. It is recommended that guests allow at least a 4 hour buffer (and preferably longer) between the scheduled departure and arrival times of their booked rail journey and other onward travel plans. If the next

component (or previous component) of a guest's journey is an international flight or a cruise, overnight accommodation is recommended.

## 14. Personal Information

- a) The Guest acknowledges and agrees that GSR may collect, hold, use and disclose the Guest's personal information:
  - i To provide services to the Guest, including answering queries, providing requested information regarding travel options, packages and other activities, arranging and making reservations for travel, packages and activities on behalf of the Guest, invoicing the Guest for confirmed travel arrangements, and completing related transactions;
  - ii To provide the Guest with updates and other information about travel options, packages and other activities that can be booked through GSR, and other information about the goods, services and activities offered by GSR or third parties. The Guest may notify GSR at any time if they do not wish to receive this information.
  - iii For administrative purposes and all other purposes reasonably associated with GSR's business and;
  - iv As required or authorised by law.
- b) The Guest acknowledges and agrees that GSR may disclose the Guest's personal information:
  - i To third parties for the purpose of processing and making reservations for the Guest's right to travel on a GSR train, accommodation and activity arrangements and to facilitate other transactions in relation to those arrangements (including without limitation disclosing the Guest's information to accommodation and activity providers and other carriers who will be providing the Guest with goods or services in relation to the Guest's travel plans), and;
  - ii To agents, contractors and service providers who act on GSR's behalf or who provide goods or services to GSR (the identity of which may change from time to time). Your personal information may be disclosed between GSR and any of its related bodies corporate.
- c) The Guest may seek access to any personal information that GSR holds about the Guest at any time (although some requests may be denied in certain circumstances). GSR will correct any information that GSR considers is inaccurate, incomplete or out-of-date.
- d) It is important that GSR collects the information it requires about the Guest. Without this information, GSR may not be able to provide the Guest with travel and accommodation information and reservation services.
- e) Full details of GSR's privacy practices and regarding personal information are contained in GSR's Privacy Policy, which is available at [www.greatsouthernrail.com.au/contact\\_us/privacy\\_policy/](http://www.greatsouthernrail.com.au/contact_us/privacy_policy/). To request access to any personal information that GSR holds about the Guest, to request a copy of GSR's Privacy Policy or to enquire generally about privacy matters, please write to GSR's Privacy Officer at the following address:

The Privacy Officer  
Finance Department  
Great Southern Rail  
PO Box 445  
Marleston Business Centre SA 5033  
Email: [privacyofficer@gsr.com.au](mailto:privacyofficer@gsr.com.au)

## 15. Miscellaneous

### Severability

Each clause in the Terms and Conditions is severable from the others and if one found to be unenforceable, this will not affect the validity of the others.

### Waiver

A provision of the Booking and Travel Conditions may not be waived except in writing signed by GSR.

### No Variation

No employee of GSR or other person is authorised to vary the Booking and Travel Conditions.

### Food On Board GSR Trains

You may take on board a reasonable quantity of food for personal consumption during a journey as long as it conforms to the requirements set out below:

- a) It is prohibited to take on board food that:
  - i Contravenes health or quarantine regulations
  - ii Needs preparation, cooking or reheating
  - iii May perish during the course of the journey
  - iv Could cause offence to others by way of its appearance or smell
  - v Could stain or damage carriage furniture
  - vi May pose a risk to health of staff or other guests
  - vii Does require refrigeration

### Food On Board The Overland

- a) Hot water will not be made available to the Guest to make up a food item which is available for purchase on board (for example, tea bags, noodles, soup)
- b) Rigid food carriers (for example, picnic hampers and coolers) are not permitted on board and must travel in the luggage van, providing they comply with GSR's luggage terms and conditions
- c) The food service carriage of the train is reserved for those purchasing food on board. The Guest may not consume their own food or beverages in this carriage
- d) Alcohol cannot be taken on board for consumption. Permission to carry any alcohol must be sought from GSR and permission will only be granted in exceptional circumstances.

The Guest must comply with all directions of onboard staff in regards to all matters pertaining to these requirements. These requirements may be subject to revision, and GSR recommends that you review them prior to travel.

### Motorail

Accompanied motorail bookings are subject to the same booking, payment, cancellation and amendment Terms & Conditions as for the guest fare type booked.

Unaccompanied motorail bookings are unable to be refunded in instances of Guest Cancellation, require full payment at the time of booking and can only be made within 30 days of departure.

The full Motorail Conditions of Carriage may be obtained from your booking agent or any office of GSR upon request and can also be found on GSR's website at [www.greatsouthernrail.com.au](http://www.greatsouthernrail.com.au)