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1 Definitions, interpretations

Wherever in this manual the following terms are used, they will have the meaning prescribed in the definitions or interpretations shown below:

Term	Definition, interpretation
Adult	A person 16 years of age and over
Adult fare	A person 16 years of age and over excluding concession holders
Agent	NSW TrainLink ticket sales outlet
Alternative route	Any other routes which may be available between two locations within the same geographical regions
Ancillary	An additional service provided to passengers (i.e. berths and meals)
Attendant	Sighted person 4 years or over
Between	The word “between” means “to and from”
Break of journey	Time less than 12 hours between arrival at a location by one service and departure from the same location on the next service
Charging Unit	A NSW TrainLink measure for the purpose of calculating a fare
Child	A person 4 years of age and over, but under 16 (including school pupil)
Child fare	Half the Adult ordinary fare/
Sydney Trains/NSW TrainLink Intercity service	A Product Group of NSW Train responsible for operating passenger rail services in the Sydney Trains/NSW TrainLink Intercity service Area
Sydney Trains/NSW TrainLink Intercity service Area	Area from Sydney bounded by, Moss Vale (*Goulburn), Lithgow (*Bathurst), Muswellbrook (*Scone), Dungog, Karuah and Booral. For NSW TrainLink fare purposes * <u>For Sydney Trains/NSW TrainLink Intercity service fare purposes</u>
Concession fares	A percentage of the Adult net fare rounded to the nearest dollar , plus GST
NSW TrainLink	A Product Group of the NSW Train that operates NSW TrainLink services
NSW TrainLink services	Any NSW TrainLink-operated rail or coach service
CRS	NSW TrainLink Reservation System
Date of expiry	The date of the last leg of an itinerary as printed on a ticket
Declaration	Signed statement
Destination	Last location of a leg of an Itinerary
Distance fare	Fare based on charging unit fare scale
Employee	Any employee in the service of NSW TrainLink, Sydney Trains, Sydney Busses/Ferries/State Transit, Pacific National, or Rail Infrastructure Corporation
Fare	The charge fixed by NSW TrainLink for the conveyance of passengers, plus GST
Fare, Discount	Fare sold at a reduced rate

Fare, Promotional	Fare sold at a reduced rate to a specified market
FTR	Financial Transaction Record
Infant	A person under 4 years of age
Term	Definition, interpretation continued
Interstate	Area deemed outside of NSW
Intrastate	The State of New South Wales as bounded by (north) Border Tunnel, Tweed Heads; (south) Albury; (west) Broken Hill. Also including all locations Albury/Wagga Wagga to Echuca and Cootamundra to Mildura
Itinerary	The total leg or legs contained in a PNR
Journey - Single	One or more legs where the origin and final destination are not the same location
Journey - Return	Two single journeys
Leg	A journey between an origin and a destination
Location	A recognised place for picking up or setting down passengers travelling by NSW TrainLink services
Origin	The first location of a leg or an Itinerary
Paid area	That area upon which a person may not enter or leave without being in possession of a valid ticket
Pass	A pass shall be deemed as a ticket
Passenger Name Record	PNR, Reservation system booking identification code
Passenger type	Specific passenger type code used in the computer reservation system
PCC	Pensioner Concession Card
PNR	Passenger Name Record
Product report	Notice for the purpose of informing NSW TrainLink sales outlets
Railway Acts	Any Act, of the Commonwealth or of a State, including the Transport Administration Act 1988 (NSW), which creates a statutory corporation for the purpose of operating a railway system or which in any way relates to any railway operated by such a corporation and any Regulation, made pursuant to any such Act
Remote location	Any location where a NSW TrainLink service is timed to stop but not serviced by a NSW TrainLink Rail Travel Centre or NSW TrainLink accredited agent
Return fare	The charge fixed for two journeys where the origin and final destination are the same specified location
Route	A course followed by a NSW TrainLink service
Sales Agent	A person who sells NSW TrainLink products and or uses CRS
School pupil	Person over 16 years attending secondary school in possession of a School Pupil Identification Card
Single fare	The charge fixed for one journey from one specified location to another specified location
Stopover	Time greater than 12 hours between arrival at a location by one service and departure from the same location on the next service
Student	Passenger in possession of a Student Identification Card with Sydney Trains/NSW TrainLink Intercity service foil attached or with an International Student Identity Card (ISIC)
Student fare	50% of the Adult net fare rounded to the nearest dollar, plus GST

TC1	Transport Concession Card
Through fare	Fare covering a journey for an itinerary conveyance by rail or motor vehicle operated by a Transport Authority or operator
Ticket	Authority to travel, printed or electronic, receipt, Pass, Rail Pass, Travel Pass or any pass of a similar nature either
CRS	NSW TrainLink computer reservation and ticketing system

2 General

This publication contains policies and procedures relating to the sale of NSW TrainLink services in accordance with the Transport Administration Act 1988 (NSW) and, the Rail Safety (General) Regulation 2008 (NSW) and constitutes the NSW TrainLink Business Rules Manual for NSW TrainLink ticket sales outlets.

All fares rates and charges enclosed in the NSW TrainLink Business Rules Manual are inclusive of the Goods and Services Tax (GST) in accordance with legislative requirements implemented on 1 July 2000.

Passenger conduct

Passengers shall not:

- (a) Put any part of their body outside any window or doorway of a NSW TrainLink service while it is in motion.
- (b) Enter or leave a NSW TrainLink service while it is in motion.
- (c) Board or leave a service that is not scheduled to pick up or set down passengers.
- (d) Board or leave a service in circumstances where the passenger is not scheduled to board or leave it.
- (e) Board a service without a valid ticket and/or reservation.
- (f) Occupy a sleeping berth or seat without a valid ticket and or reservation.
- (g) Board a service under the influence of alcohol, wearing soiled clothing, without footwear or being offensive to other passengers.

If a passenger is in breach of a condition of travel NSW TrainLink has the right to refuse service, and the contract for carriage between NSW TrainLink and the passenger is immediately terminated without right of refund.

If a passenger breaches any provision of the Rail Safety (General) Regulation 2003, NSW TrainLink staff may ask the police to remove the passenger from the service. NSW Authorised officers of NSW TrainLink, for the purposes of the Regulation, may direct a passenger to leave a train where the member of staff is in the opinion that the passenger has committed an offence.

Smoking

- (a) Smoking is not permitted on any NSW TrainLink service.
- (b) The smoking of electronic cigarettes and/or similar devices is not permitted
- (c) Smokers are advised not to leave a service at any intermediate location while in transit for the purpose of smoking.
- (d) If a passenger chooses to leave a service while it is stopped at an intermediate location, NSW TrainLink will not be liable for any consequences.

Alcohol

- (a) Passengers cannot board a NSW TrainLink service in possession of alcohol.
- (b) Alcohol can be purchased on board some NSW TrainLink services.

- (c) NSW TrainLink services do not have alcohol free carriages.

Privacy and personal information Act compliance

- (a) NSW TrainLink is required to comply with the Privacy and Personal Information Act 1998. This act regulates the collection, storage, use and disclosure of personal information.
- (b) Information about a passenger, including their name, address and other details is “personal information” for the purpose of the Act. Any inquiries in relation to passenger information must be directed to the Reservations Systems Manager on (02) 9379 4617.
- (c) Under privacy legislation, personal information must only be used for the purpose for which it is collected, and NSW TrainLink employees, contractors or agents must not disclose any passenger information to any third party.

Infringements

Passengers on NSW TrainLink services travel according to the Transport Administration Act 1988 (NSW) and the Rail Safety (General) Regulation 2003 (NSW) regardless of where the passenger purchased the ticket or where an offence is committed.

Lost property

All reasonable action will be taken to recover property left by passengers on NSW TrainLink and railway premises in any State. Communication costs will not be charged.

- (a) Articles of lost property found on NSW TrainLink premises are to be held at that location for seven days. After seven days property is sent to the Lost Property office in Sydney.
- (b) Any articles of lost property found on NSW TrainLink services are despatched to the Lost Property office in Sydney.
- (c) A fee may be charged for each item retrieved from the Lost Property Office.
- (d) Items of lost property returned to the owner at locations other than the Lost Property Office will be delivered without charge.
- (e) Cash found on NSW TrainLink premises, in luggage or otherwise, must be handled according to the NSW Train Accounting Instructions and Guidelines Book, clause 156.01.
- (f) If lost property is not claimed after three months the person who found the articles or money may lodge a claim.

Lost Property Office is located at 484 Pitt Street Central Station Sydney (PO Box K349, Haymarket NSW 1238). Telephone: (02) 9379 3341 (Public) Fax: (02) 9379 3901 (Departmental 93901)

Office hours: 0900 to 1700 Monday to Friday only

Confiscation of concession cards or tickets

Authorised ticket sales outlets and/or authorised officers reserve the right to confiscate, tickets and NSW Train issued concession cards for misuse and/or breach of conditions.

- Secondary student concession card Form 202
- Tertiary Student concession card Form 204
- Free school pass
- Boarders pass
- TAFE pass
- Apprentice/Trainee concession card
- Vision Impaired Pass
- Ex Defence Forces Pass
- Blinded soldier pass
- WW1 pass
- Employee pass
- Employee Gold pass
- NSW Travelpass
- Sydney Trains/NSW TrainLink Intercity service RailCard
- Sydney Trains/NSW TrainLink Intercity service TravelCard
- NSW TravelCard

Concession cards other than those listed above should not be confiscated by ticket sales outlets and/or authorised officers.

Animals on NSW TrainLink services

Only Guide Dogs, Hearing Dogs, Police Dogs and Assistance animals or any of these animals in training, accompanied by a handler are allowed on NSW TrainLink services.

No other animals are allowed on NSW TrainLink services.

Section 43 of the Rail Safety Regulation 1999 governs the carriage of animals on NSW TrainLink services.

3 to 5 Spare

6 Fares

Fare calculation

All fares are those calculated by the reservation system.

NSW TrainLink first or economy fares are based on charging units (distance between locations) as set out in Chapters 31 and applying these units to the NSW TrainLink Fare Scale.

Adult fares: gross fare as per the NSW TrainLink Fare Scale page 6- includes GST (1/11 of gross fare).

Example: Sydney to Wangaratta First Class Fare.

Adult fare (net) \$131.00 + \$13.10 GST = (gross) fare \$144.10

Child, Student and Concession fares are calculated by halving the Adult (net) fare, adding GST the rounding to the nearest 5 cents.

Example: Sydney to Wangaratta First Class Fare.

Child fare (net) \$66.00 + \$6.60 GST = (gross) fare \$72.60

Where an itinerary is made up of first and economy class legs, the total through charging units and net fare at the economy rate is to be calculated. The difference between the first and economy class net fares for the legs travelled at first class is calculated and then added to the economy class net fare. GST is then added to give the total.

Where an itinerary has a break of journey at a location of less than 12 hours the system calculates the through fare.

Where an itinerary has a stopover at a location of 12 hours or more the system will treat this as a break of journey and the fare for each leg will be calculated separately and added together.

Passengers can not purchase two separate tickets on the same service to gain an advantage on a fare.

Extended journey

A passenger in transit who travels to a location beyond the destination shown on the ticket shall pay the fare for a separate journey to that location.

Fare overrides

All fare over-rides are monitored by the Reservation Systems Manager.

A weekly report is produced that details each over-ride made by a reservation system operator.

It is essential that details of the fare over-ride is recorded in the PNR remarks, including the authority number, reason for the over-ride and name of the person that authorised it.

Fare over-rides that have been processed without authorisation, where there are no PNR remarks, or for reasons that are deemed not valid will be investigated by Reservation Systems Manager.

Authority to Over-ride Fares:

- Reservations Systems Manager
- NSW TrainLink Customer Support Desk
- NSW TrainLink Travel Centres – Travel Centre Manager
- NSW TrainLink Travel Centre (Sydney) – Travel Centre Supervisors
- Newcastle Call Centre – Call Centre Supervisors
- NSW TrainLink Platform Mangers
- Customer Relations
- Sales Agents quoting product reports as authority

Cancellation

All cancellation and re-booking transactions conducted at a NSW TrainLink sales outlet, with the exception of Queensland, are subject to the NSW TrainLink cancellation & re-booking fee policy, irrespective of the journey being on a NSW TrainLink or Queensland rail service or on both. The conditions and charges are those set out in the following table.

All tickets

<i>If notice of cancellation re-booking is given:</i>	<i>Cancellation Fee</i>	<i>Re-booking fee</i>
7 days or more before “departure”	NIL	NIL
6 days or less before “departure”	\$5.50 per PNR	# \$5.50 per PNR
After “departure” date and time shown on ticket	NO REFUND OR REPLACEMENT PENSIONER TRAVEL VOUCHER	NO REBOOKING Except on the next available service only, providing reservations are re-booked within 24 hours of the original service. A \$5.50 fee is to be charged. In the event that the passenger then cancels travel for revoked service ticket is non-refundable. #

No fee is charged if a reservation is upgraded upon payment of an additional fare amount.

CRS reservations operators are to debit the fee as:

- i. Product Availability - Product Type: “CLCANFEE”

Cancellations and re-booking transactions conducted at an accredited NSW TrainLink sales outlet in Queensland are subject to the Queensland rail cancellation & re-booking fee policy, irrespective of the journey being on a NSW TrainLink or Queensland rail service or on both. Refer to the Queensland Business Rules Manual.

Exchange

Ticketing agents may make changes to a passenger’s itinerary and reissue a ticket without having to fully refund a ticket.

- (a) Original ticket value, including non-refundable legs, will be credited to the cost of the exchanged ticket.
- (b) If the exchanged ticket collected fare is greater than the original ticket collected fare, the passenger will pay the difference.
- (c) If the exchanged ticket collected fare, not including non-refundable legs, is less than the original ticket value, the difference will be refunded to the passenger.

Refund

If a passenger requires a refund, the ticket can be refunded at any NSW TrainLink sales outlet regardless of the original purchase location.

- (a) A valid ticket must be presented to obtain a refund.
- (b) Partial refunds are calculated by deducting the value of the travelled segments from the total fare. The balance is the amount of the refund.
- (c) Tickets originally paid for by warrant or voucher will be refunded as that form of payment.
- (d) Credit Card refunds must be credited back to the same card number used for the sale of the ticket being presented. If unable to verify Credit Card details used for the sale of the ticket, authorisation for a refund is to be requested from the Call Centre Supervisor or Travel Centre Manager.
- (e) Journeys paid for by PTV and now not required by the passenger must be refunded in the reservation system to re-credit the passenger their PTV entitlement.

Fares from NSW Border to Interstate Locations

From	To	Adult First	Adult Economy	Child/ Student/ Concession First Class	Child / Student/ Concession Economy Class
NSW / QLD Border	Brisbane Direct	46.11	33.43	23.06	16.72
	Brisbane via SFP		16.14		8.07
	Palm Beach		6.92		3.46
	Burleigh Heads		6.92		3.46
	Surfers Paradise		6.92		3.46
	Robina		6.92		3.46
	Beenleigh		16.14		8.07
NSW / Victorian Border	Wangaratta	24.21	16.14	12.11	8.07
	Benalla	40.35	29.98	20.18	14.99
	Melbourne	89.91	66.86	44.96	33.43

Fare scale - GST included - effective 1 September 2007

	Adult			Child/Student/Concession		
<i>Charging Units Not Exceeding</i>	<i>F Class Single \$</i>	<i>Y Class Single \$</i>	<i>Change of class \$</i>	<i>F Class Single \$</i>	<i>Y Class Single \$</i>	<i>Change of class \$</i>
46	8.07	6.92	1.15	4.04	3.46	0.58
56	13.84	9.22	4.62	6.92	4.61	2.31
66	16.14	11.53	4.61	8.07	5.77	2.30
75	18.45	13.84	4.61	9.23	6.92	2.31
84	19.60	14.98	4.62	9.80	7.49	2.31
99	24.21	16.14	8.07	12.11	8.07	4.04
109	27.67	18.45	9.22	13.84	9.23	4.61
119	29.98	19.60	10.38	14.99	9.80	5.19
129	31.13	21.90	9.23	15.57	10.95	4.62
149	35.74	26.51	9.23	17.87	13.26	4.61
169	40.35	29.98	10.37	20.18	14.99	5.19
189	46.11	33.43	12.68	23.06	16.72	6.34
209	50.72	35.74	14.98	25.36	17.87	7.49
229	53.03	40.35	12.68	26.52	20.18	6.34
249	61.09	44.96	16.13	30.55	22.48	8.07
269	66.86	47.27	19.59	33.43	23.64	9.79
289	72.62	49.57	23.05	36.31	24.79	11.52
309	74.93	53.03	21.90	37.47	26.52	10.95
329	79.54	56.49	23.05	39.77	28.25	11.52
349	84.15	61.09	23.06	42.08	30.55	11.53
374	89.91	66.86	23.05	44.96	33.43	11.53
399	96.83	71.48	25.35	48.42	35.74	12.68
424	103.75	74.93	28.82	51.88	37.47	14.41
449	108.36	78.39	29.97	54.18	39.20	14.98
499	119.89	84.15	35.74	59.95	42.08	17.87
549	125.65	88.77	36.88	62.83	44.39	18.44
599	131.42	94.53	36.89	65.71	47.27	18.44
699	141.79	102.60	39.19	70.90	51.30	19.60
799	151.02	107.21	43.81	75.51	53.61	21.90
899	161.39	115.28	46.11	80.70	57.64	23.06
999	170.61	124.50	46.11	85.31	62.25	23.06
1099	183.29	130.26	53.03	91.65	65.13	26.52
1199	192.52	138.34	54.18	96.26	69.17	27.09
1299	204.05	146.41	57.64	102.03	73.21	28.82
1399	215.58	153.32	62.26	107.79	76.66	31.13
1499	227.11	161.39	65.72	113.56	80.70	32.86
1599	235.17	166.00	69.17	117.59	83.00	34.59
1699	249.01	175.23	73.78	124.51	87.62	36.89
1799	258.23	185.60	72.63	129.12	92.80	36.32
1899	267.45	190.21	77.24	133.73	95.11	38.62
1999	278.98	201.74	77.24	139.49	100.87	38.62
2099	291.65	210.96	80.69	145.83	105.48	40.35
2199	304.34	220.19	84.15	152.17	110.10	42.07
2299	312.41	231.72	80.69	156.21	115.86	40.35
2399	323.94	238.63	85.31	161.97	119.32	42.65
2499	337.77	250.16	87.61	168.89	125.08	43.81
2599	347.00	261.69	85.31	173.50	130.85	42.65

❖ Berth Fee \$88.00 in addition to the first class fare

For the method of fare calculation see page [6-4](#).

7 Discount fares

Discount and promotional fares will be introduced for sale from time to time and information relating the conditions of sale; reservations and ticketing will be published in NSW TrainLink Product Reports.

Season Fares

Conditions

- (a) Adult passengers only.
- (b) Does not apply to Child, Student, Pensioner, Concessions, Employee, etc.
- (c) Discounts are applicable to Economy, First and Sleeper class.
- (d) The sleeping berth charge is not discounted.
- (e) Seasons: Peak, Shoulder, and Low.
- (f) Normal Cancellation and Re-booking conditions apply.
- (g) Upgrading to a higher fare does not attract a re-booking fee.
- (h) All fares should be quoted from the reservation system.
- (i) Not available with any other promotional fare and can not be used in conjunction with other discounts or vouchers.
- (j) Travel dates will determine the discount available.

The following are the date ranges that apply to the various seasons.

PEAK (No Discount)	SHOULDER (15% Discount)	LOW (30% Discount)
		18/07/16 – 31/07/16
	01/08/16 – 24/09/16	
25/09/16 – 09/10/16		
	10/10/16 – 15/12/16	
16/12/16 - 29/01/17		
		30/01/17 – 12/04/17
13/04/17 – 28/04/17		
		29/04/17 - 29/06/17
30/06/17 – 17/07/17		
		18/07/17 - 31 /07 /17
	01/08/17 – 21/09/17	
22/09/17 - 09/10/17		
	10/10/17 – 14/12/17	
		15/12/17 – 31/12/17

- For the purpose of a fare calculation, CRS determines the level of discount for the season, Peak, Shoulder or Low by the date of travel. It may also be possible that a fare for a journey with a stopover of more than 12 hours will be calculated using the sum of one or more seasons.

Reservations

Passenger Type: ADT

Booking Class: Y, F, FT

Discount Entitlement: None

8 Ticketing

Conditions of carriage

- (a) The ticket is issued to and accepted by the person named on the ticket (“the holder”). The ticket is subject to the terms and conditions explained here, applicable Railway Acts, By-Laws, Regulations and the terms and conditions in force in each Railway System or Transport Operator to which this ticket applies in respect of travel within that System.
- (b) Each of the Railway Systems or Transport Operators contracts on its own behalf for carriage of the holder on the transport services which it operates and as agents for the other Railway Systems or Transport Operator.
- (c) A ticket entitles the passenger to one and only one allocation on a service. If a passenger requests an additional allocation, a separate ticket will be issued for the unoccupied allocation.
- (d) On presentation of valid identification (ID), a person not in possession of a ticket may be permitted to travel on NSW TrainLink services if they have a valid PNR or they appear on a manifest (*If a reservation is ticketed after a manifest has been printed there will be no record of the passenger on the manifest. Staff will need to contact the NSW TrainLink Help Desk to verify the booking.*) Passengers ID must correspond with PNR/FTR and/or manifest details.
- (e) A person who is on a NSW TrainLink service and in possession of a ticket must make their ticket available for inspection or processing by an authorised officer on the officer’s request.
- (f) A ticket displayed on an electronic device is accepted as a valid ticket for travel.
- (g) A copy of an email confirmation for online bookings displayed on an electronic device is also valid for travel.
- (h) A person must not travel on a NSW TrainLink service on the authority of a concession ticket unless the person is, by reason of their age, occupation or status, entitled to the concession ticket. An authorised officer may require a person to produce to the authorised officer evidence (for example, the person’s pensioner or student concession card) that the person is entitled to the concession ticket.
- (i) A person detected travelling on a NSW TrainLink service on an unauthorised ticket will be required to pay the difference between the fare printed on that ticket and the applicable full fare for the journey printed on that ticket.
- (j) NSW TrainLink ordinary tickets may be purchased up to 325 days before the date of travel.
- (k) Tickets are valid for the date, time and service as printed on it. The FTR (Financial Transaction Record) is held in the reservation system for 325 days from date of issue. An FTR can be retrieved, on presentation of the original ticket, within this period. Any credits for unused travel segments may go towards the cost of a new ticket (Ticket Exchange).
- (l) To the fullest extent of the law, NSW TrainLink shall be under no obligation or liability whatsoever to any person as a result of:
 - i. Any inaccuracy, error or misdescription contained in any travel or tour brochure.

- ii. Any change in any ticket price
 - iii. Withdrawal of or failure to provide any service set out in any travel or tour brochures.
- (m) The issuer of a ticket shall not be liable to the purchaser or the holder if the ticket is lost or stolen, or if it is honoured when presented by any person other than the person named on it, or if the ticket is mislaid.
- (n) Tickets are not transferable.
- (o) NSW TrainLink may use any mode of transport to carry the ticket holder.
- (p) NSW TrainLink shall not be liable to the holder for loss, damage or delay caused by or arising from riot, act of God, civil commotion, strikes, lockouts, stoppages or restraint of labour from whatever cause, whether partial or general. Nor shall NSW TrainLink be liable to the ticket holder for loss, damage or delay caused by or arising from the failure of NSW TrainLink to give a ticket holder notice of:
- i. The withdrawal or cancellation of any service to which the ticket holder is entitled
 - ii. The occurrence of any of the events, matters or things set out in the condition
 - iii. The threat, likelihood, possibility or probability of the occurrence of any of the events, matters or things set out in this condition
- (q) NSW TrainLink shall not be liable for any consequences arising out of or from any variation in the time of arrival at or departure from any station or point of any train, bus or other travel service.
- (r) NSW TrainLink may in its sole description, without liability, cancel wholly or in part any of the trains, buses or other services shown in the published timetables, or vary the stations or points at which trains, buses or other services will pick up or set down passengers.
- (s) Break of journey is available at any location where a NSW TrainLink service is timed to stop.

Refunds

- (a) Reservations must be cancelled prior to service departure.
- (b) Refunds must be processed within 325 days from when the ticket was purchased.
The date of purchase is recorded on the ticket as the first 8 digits of the ticket number or the FTR.
- (c) Ticket will expire and is no longer valid for refund or reissue 326 days after the date of purchase.

NSW Train Australian Business Number (ABN)

The NSW Train ABN is 50 325 560 455.

Computer-printed tickets

NSW TrainLink ticket sales outlets that have a CRS reservation terminal print this type of ticket. The computer style ticket is accepted for travel on all NSW TrainLink services. This ticket may also be faxed to a number of NSW TrainLink sales outlets that do not have access to a CRS terminal and to passengers who arrange reservations and ticketing by telephone or on the Internet.

Tickets are NOT to be issued, posted outstanding and then cleared when payment is made. This is considered unauthorised credit.

NSW TrainLink

NSW Trains (ABN 50 325 560 455) trading as NSW TrainLink
TAX INVOICE

PNR NUMBER **JTJ265**
TICKET NUMBER **06082013 93064**

TEST	TEST	CS	\$ 87.20
ADULT		TOTAL	<u>\$ 87.20</u>
		Includes:	
		GST	\$ 7.93
		Cash Rounding	\$ -0.01

From	SYDNEY	FR 06 Sep 2013	07:42	To	ALBURY	FR 06 Sep 2013	15:19
CLK	0623 XPT TRAIN	ECY SEATS	Y			CARD SEAT 09	

NSW TRAINLINK WISH TO ADVISE CUSTOMERS TRAVELLING FROM OCTOBER 2013 THAT A TIMETABLE CHANGE MAY OCCUR. TO CONFIRM TRAVEL TIMES PLEASE CALL 13 22 32 DURING SEPTEMBER.

FOR NSW TRAINLINK DEPARTURE / ARRIVAL & TRACKWORK INFORMATION GO TO WWW.NSWTRAINLINK.INFO OR CALL 13 22 32.

REFUND AND LUGGAGE CONDITIONS APPLY, ASK YOUR TRAVEL AGENT

ISSUED SUBJECT TO RULES AND REGULATIONS OF EACH OPERATOR

666

06 AUG 07:47

COUPON 1 OF 1

NSW TrainLink Road Coach Tickets

The following is a sample of the new style tickets issued by coach captains on NSW TrainLink road coach services.

The tickets are issued to 'Go Show' passengers (passengers who do not have a reservation or ticket) and 'Pay Con' passengers (passengers who have made a booking, appear on the manifest but do not have a ticket).

Tickets issued to Pay Con passengers will reflect the origin, destination and amount shown on the manifest.

Name	Conc. Card/Pass/Empl. No.	From	To	Type	Fare	Date	Time
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  <p>CountryLink ABN 59 325 778 353 Tax Invoice No.</p> <p>c0540 0</p> <p>Includes GST at 10%</p> </div> <div style="width: 40%;"> <p><u>Terms and Conditions</u></p> <p>The terms and conditions of sale of this ticket and coach services provided by CountryLink are contained in the Transport Administration Act 1988, the CountryLink Business Rules Manual, and the Passenger Transport (Bus Services) Regulation 2000.</p> <p> This ticket is valid for this service only and must be retained for proof of payment. Non transferable and non-refundable.</p> <p> Remain seated and wear the belts provided whilst the coach is in motion.</p> </div> <div style="width: 25%;"> <p> Luggage: Max. 2 articles, weighing no more than 20kg, and no larger than 60cm high, 70cm long and 50cm wide. Must be stored in the luggage bin of the coach.</p> <p> Carry on: 1 article, no heavier than 5kg and must be stowed under the seat.</p> <p> No liability is accepted for unchecked luggage or its contents. Liability for checked luggage is limited to the contents of the luggage to a maximum of \$300.00</p> <p> Eating and drinking (except drinking water or eating or drinking for medical reasons) is not permitted on board a CountryLink coach service. Please advise the coach captain if required for medical reasons.</p> </div> </div>							
<p>Thank you for choosing to travel with CountryLink</p> <p>For further information or to book your next ticket visit www.countrylink.info or phone 13 2232</p> <p>Lost Property: (02) 9379 3341 or (02) 9379 3843</p>							

Ref. 138462

NSW TrainLink On-Board Train Tickets

The following is a sample of the new style tickets issued by staff on NSW TrainLink train services.

The tickets are issued to 'Go Show' passengers (passengers who do not have a reservation or ticket) and 'Pay Con' passengers (passengers who have made a booking, appear on the manifest but do not have a ticket).


CountryLink

Service Code: WT27/WT28
Service Name: Dubbo XPT
Destination: Sydney - Dubbo - Sydney

CountryLink
ABN: 739 9798 3198

Tax Invoice

Transaction #: 461
23/01/2007 11:46:58 AM Cashier: 3 Reg: 1

Description/Item Code	RRP	Qty	Total
=====	=====	=====	=====
KATOONBA-STUARTOWN-Y-H			
FARE	\$21.45	1	\$21.45*
Total GST			\$1.95
Total (Inc. GST)			\$21.45
Cash Tendered			\$21.45
Change Due			\$0.00

* Indicates Taxable Supply

Thank you for travelling with
CountryLink


* 4 6 1 *

Refunds and ticket exchange

Refunds and ticket exchanges may be processed at any NSW TrainLink sales outlet.

The procedure for a refund or ticket exchange of a voucher is the same as for a NSW TrainLink ticket.

Holders of economy class tickets travelling first class

The holder of an economy class ticket who travels first class will be charged the difference between the first class and economy fares for the distance of the first class travel.

Promotional fares

NSW TrainLink may introduce 'Promotional or Package Tour Fares' from time to time. The details, fares and conditions will be advertised and circulated in Product Reports.

Lost or mutilated

A person may apply for a substitute ticket to replace one which has been lost or mutilated beyond legibility under the following conditions and circumstances:

- (a) An applicant must apply before the time of departure and provide positive proof of identification, e.g. driver's licence, passport, etc.
- (b) Passenger must be able to provide ticket details, e.g. location of purchase, PNR, day of travel, etc.
- (c) The onus is on the applicant to accurately supply details of the purchase of the ticket. If NSW TrainLink cannot verify the sale from those details, the sale of the ticket will be deemed not to have taken place.
- (d) Provided either the NSW TrainLink agent or NSW TrainLink can verify the sale of the ticket from the information provided, a substitute ticket will be issued.
- (e) If the ticket was sold on an account or with a debit or credit card, an applicant for a substitute ticket must be the person who paid for the original ticket. Otherwise the applicant must be the person to whom the ticket was issued.
- (f) A substitute ticket will only be issued for tickets sold by an authorised NSW TrainLink sales outlet.
- (g) An applicant for a substitute ticket may apply at any authorised NSW TrainLink sales outlet.
- (h) A **\$12.10** fee is charged for all substitute tickets. The substitute fee is not refundable.
- (i) The substitute ticket must only have details of the original ticket and **cannot be altered**.
- (j) The PNR Main Screen Special Service Request (SSR) field is to be endorsed 'Substitute Ticket Not For Refund'.

Obsolete or redundant ticket stock

(a) NSW TrainLink Stock

Stock must be forwarded to NSW TrainLink Fares & Ticketing where they will be destroyed.

Prior to tickets being sent to NSW TrainLink Fares & Ticketing, sales outlets are to ensure that the stock is recorded in the Accountable Documents Register. Two staff members then verify and sign this register to the effect that these tickets have been forwarded for destruction.

(b) Third Party Stock

Make all efforts to contact the company to return stock. If contact can not be made, ensure that the stock is recorded in the Accountable Documents Register. Two staff members then verify and sign this register to the effect that these tickets have been forwarded to NSW TrainLink Fares & Ticketing for destruction. In all cases NSW TrainLink Fares & Ticketing will issue a receipt to the sending location that the tickets have been received and subsequently destroyed.

Sleeping Berths

NSW TrainLink night trains between Sydney-Melbourne-Sydney, Sydney-Brisbane and Casino-Sydney, each has nine two bed compartments. Each bed (sleeping berth) is 185 cm X 72 cm in size.

- (a) Sleeping berths are allocated to passenger gender defined as female 'F' and male 'M'. If a person refuses to nominate being male or female then staff can either sell the person both berths as sole use in the compartment or refuse the booking. Transsexual is not a 'gender' and a berth must not be allocated.
- (b) Passengers occupying a sleeping berth are required to pay a first class rail fare and a sleeping berth charge of **\$88.00**
- (c) There is no concession discount on sleeping berth charges.
- (d) NSW TrainLink shall not be liable to provide sleeping accommodation to meet all requirements, and sleeping berths will be allotted in order of priority of booking.
- (e) Sleeping berths are to be booked in accordance with reservation conditions.
- (f) Passengers may book sleeping berths irrespective of origin/destination locations when a twin-berth compartment is allocated to passengers travelling together.

Entrain and Detrain Restrictions

<i>Sleeping car routes</i>	<i>Last pick up location</i>	<i>First set down location</i>
Sydney-Melbourne XPT	Goulburn	Wagga Wagga
Melbourne-Sydney XPT	Wagga Wagga	Goulburn
Sydney-Brisbane XPT	Macksville	Brisbane
Casino-Sydney XPT	Kempsey	Maitland

Meal: complimentary

Passengers who have paid the appropriate sleeping berth charge will be given a complimentary breakfast.

- (a) On-board staff will contact passengers at the start of their journey regarding their meal requirements.
- (b) Any passenger not accepting the complimentary breakfast is not entitled to a reduced fare.
- (c) If a passenger is alighting earlier than times shown on the menu, they will be served earlier.
- (d) Any person sharing a berth and requiring a meal must pay for the meal as it is not provided. Passengers with sole use of a two-berth cabin will only be provided with one meal.

Sole use of sleeping compartment

Upon request, an individual passenger may reserve both sleeping berths in a compartment irrespective of the origin/destination locations.

- (a) The second sleeping berth fare will be calculated at the full adult ordinary rate. If a passenger holds a discount ticket for one berth, the additional fare for the extra berth will be the same discount if available. If a similar discount is not available another fare may be charged, provided this fare is not less than the fare for the occupied berth.
- (b) If a concession, PTV, child or student passenger requests the sole use of a compartment they will be required to pay the same fare, but not less than the fare for the first berth. A PTV can be accepted for the extra berth. The applicable PTV rail fare plus the full berth fee will be charged.
- (c) CRS operators will issue to the passenger two tickets for the same journey and each ticket will show a berth allocation in the same compartment. Each ticket will have a SSR comment indicating sole use of berths.
- (d) There is no refund on the unoccupied berth ticket after the journey has commenced or after the journey has been completed.
- (e) Passengers with sole use of a sleeping compartment are only entitled to one complimentary breakfast.
- (f) Sole use of a compartment is not available when converted to seating for daytime use.

Children & infants sharing

Sleeping berths

- (a) Two children aged under 11 years may occupy and will be charged for one sleeping berth, provided they have both paid the appropriate child rail fares for the journey being undertaken and are travelling with an adult.
- (b) A maximum of one adult and one child under 10 will be permitted to occupy any one sleeping berth.
- (c) Rail tickets and the passenger attendant's manifest are to be endorsed 'Child sharing'.
- (d) An adult and a child are not to be booked in a compartment with an additional unrelated passenger.
- (e) If an adult and child wish to share a berth they must pay the adult and the child's fares plus two berth charges for the compartment.
- (f) Passengers travelling with infants cannot be booked in a compartment to share with an unrelated passenger.
- (g) Under no circumstances is a child travelling alone permitted to share a sleeping compartment with a stranger.

<i>Occupancy per <u>berth</u></i>	<i>Fare Paid</i>	<i>Passenger Type/DE</i>
1 infant + 1 adult (sharing)	1 adult fare + 1 berth charge	CHD FMF + ADT
2 infants (sharing)	1 child fare + 1 berth charge	CHD FMF + CHD
1 infant + 1 child (sharing)	1 child fare + 1 berth charge	CHD FMF + CHD
1 child	1 child fare + berth charge	CHD
<i>Occupancy per <u>compartment</u></i>		
2 adults	2 adult fares + 2 berth charges	ADT
2 adults + 1 infant sharing	2 adult fares + 2 berth charges	ADT + CHD FMF
2 adults + 1 child sharing	2 adult fares + 2 berth charges 1 child fare	ADT + CHD
2 adults + 2 children sharing	2 adult fares + 2 berth charges 2 child fare	ADT + CHD
1 infant and 1 adult (2 berths) Must book both berths	1 adult fare + 2 berth charges	ADT + CHD FMF

Reservations

Discount Entitlement: CN FMF

CRS operators are to use the “Add Relationship” function.

Children & infants sharing

<i>Occupancy per <u>berth</u></i>	<i>Fare Paid</i>	<i>Passenger Type/DE</i>
1 infant + 1 adult (sharing)	1 adult fare + 1 berth charge	CHD FMF + ADT
2 infants (sharing)	1 child fare + 1 berth charge	CHD FMF + CHD
1 infant + 1 child (sharing)	1 child fare + 1 berth charge	CHD FMF + CHD
1 child	1 child fare + berth charge	CHD
<i>Occupancy per <u>compartment</u></i>		
2 adults	2 adult fares + 2 berth charges	ADT
2 adults + 1 infant sharing	2 adult fares + 2 berth charges	ADT + CHD FMF
2 adults + 1 child sharing	2 adult fares + 2 berth charges 1 child fare	ADT + CHD
2 adults + 2 children sharing	2 adult fares + 2 berth charges 2 child fare	ADT + CHD
1 infant and 1 adult (2 berths) Must book both berths	1 adult fare + 2 berth charges	ADT + CHD FMF

- (a) Rail tickets and the passenger attendant's manifest are to be endorsed 'infant sharing'.
- (b) An adult and infant sharing a bed are not to be booked in a compartment with an additional unrelated passenger.
- (c) Passengers travelling with infants cannot be booked in a compartment to share with an unrelated passenger.

Reservations

Discount Entitlement: CN FMF

CRS operators are to use the "Add Relationship" function.

One person 2 seats

At the time of booking an individual passenger may request an additional seat on presentation of some form of evidence indicating they have a medical condition that requires them to have the use of that seat. If the ticketing is by telephone or Internet the passenger must be advised that the evidence must be made available to on board staff when they board the service.

- (a) The additional seat fare will be calculated at half the adult ordinary full fare rounded to the nearest dollar.
- (b) If a concession, PTV, child or student passenger requests the use of an additional seat they will be required to pay the same fare, but not less than the fare for the first seat. A PTV can be accepted as payment for the extra seat.
- (c) One and only one additional seat may be booked for the journey.
- (d) CRS operators will issue to the passenger two tickets for the same journey and each ticket will show a seat allocation next to each other. Each ticket will have a SSR comment 'sole use of seats'.
- (e) There is no refund on the unoccupied seat ticket after the journey has commenced or after the journey has been completed.
- (f) Normal Cancellation and Re-booking conditions apply.

Reservations

Additional Unoccupied seat: Booking Class: Y – F Discount Entitlement: CN XSEAT

Note: If evidence is not produced by the passenger to support their request for an additional seat and the passenger wishes to book one, the extra seat will be charged at the same fare type charged for the occupied seat e.g. a full adult paying passenger is to be charged the full adult ordinary fare. If the passenger holds a discount fare type or concession, the additional seat is to be charged at the same discount fare or concession type for the extra seat. The additional seat fare can not be less than the fare charged for the occupied seat. Normal reservation and ticketing conditions apply.

Sponsored fare tickets

Sponsored fare transactions are to be used where a person is paying a fare on behalf of another person who is at different location for travel on NSW TrainLink services.

- (a) Reservations and ticketing may only be made within three days of date of travel at any NSW TrainLink accredited sales outlet or through the NSW TrainLink Call Centre on 13 22 32.

- (b) The travel ticket can be made available at any NSW TrainLink sales outlet, provided the ticket is collected at least one hour before travel, subject to hours of business.
- (c) The passenger must produce valid identification at time of ticket collection.
- (d) Passengers with a recognised transport concession card must present the card to collect the travel ticket.
- (e) Re-bookings may only be made upon presentation of the travel ticket or substitute ticket once the substitute ticket has been issued.
- (f) Sponsored fare tickets can only be refunded to the original sponsor using the original method of payment. If paid by credit card and the original credit card details can be verified, a refund can be processed to that card without sighting the original receipt.
- (g) If credit card details can not be verified then a refund can only be processed on presentation of the original receipt.
- (h) Remarks should be added to the PNR identifying the PNR as a sponsored fare.
- (i) Tickets should be endorsed with the following comment: - 'Sponsored Fare Receipt only. Not valid for travel'.
- (j) Sponsors details such as name/phone number etc can be entered in the PNR remarks to assist in verifying the sponsor.
- (k) Tickets issued on behalf of a voucher account must be refunded back to that voucher account. No monies can be refunded.
- (l) Normal re-booking or cancellation conditions apply.

CRS locations

- (a) Create a reservation in CRS.
- (b) Ensure you select the SSR of **PPAY** when making the reservation to identify the ticket as a **Sponsored Fare** ticket. If the SSR is not selected, the ticket may be mistaken for a **Lost/Mutilated** one, which **cannot** be altered or refunded (as per the NSW TrainLink Business Rules Manual). **Sponsored** fare tickets **can** be altered and **can** be refunded.
- (c) Collect payment.
- (d) Issue a ticket to the customer paying for the reservation.
- (e) Record FTR details in the remark field.

Non CRS locations

- (a) Make a reservation through the NSW TrainLink Call Centre on 13 22 32
- (b) Collect payment.
- (c) Issue a manual ticket or give fax ticket to the customer paying for the reservation.
- (d) Call Centre staff are to ensure they select the SSR of **PPAY** when making the reservation to identify the ticket as a **Sponsored Fare**. If the SSR is not selected, the ticket may be mistaken for a **Lost/Mutilated** one, which **can not** be altered or refunded, (as per the NSW TrainLink Business Rules Manual). **Sponsored** fare tickets **can** be altered and **can** be refunded. Operators are also required to record the FTR in the remark field.

Procedures for locations issuing Sponsored fare tickets to the passenger intending to travel:-

CRS locations

- (a) Retrieve the PNR/FTR.
- (b) Sight ID to confirm passenger details.
- (c) Issue a substitute ticket – \$12.10 fee is **NOT** to be charged.

Non CRS locations

- (a) Retrieve the PNR/FTR by phoning the NSW TrainLink Call Centre on 13 22 32.
- (b) Sight ID to confirm passenger details.
- (c) Issue a manual ticket/fax substitute ticket - \$12.10 fee is **NOT** to be charged.

Letters of authority

Letters of authority are issued for authorised travel on NSW TrainLink services for departmental convenience and other special travel requirements that may occur from time to time.

Authorisation

Letter of authority ticket issues can only be authorised by:

General Manager NSW TrainLink and Manager Customer & Government Relations
Hunter

Ticketing locations

- (a) All NSW TrainLink Travel Centres.

Conditions

Letter of authority tickets may be issued for travel in any class and may or may not include sleeping berths.

- (a) All reservations must be confirmed.
- (b) No changes can be made to the reservation after the ticket has been issued.
- (c) If after the ticket has been issued travel is not required, the ticket must be returned to the office of issue for cancellation before the date of travel. Failure to do this will result in the recipient being refused tickets in future.
- (d) NSW TrainLink ticketing conditions apply.

Reservation: Discount Entitlements

NSW TrainLink Business Manager North	WO C6010
NSW TrainLink Business Manager Metro	WO C6020
NSW TrainLink Business Manager South	WO C6030
NSW TrainLink Sales & Marketing Manager	WO C6033
Passenger Services NSW TrainLink	WO C6037

Unbooked travel – Go Show

Train / road coach services

If a passenger boards a NSW TrainLink service without a reservation, the passenger must purchase a ticket on the service for the travel involved.

- (a) On–Board staff (train) or Coach Captain (coach) will issue a ticket for the journey to the next interchange.
- (b) Passengers will pay the applicable fare for that sector only.
- (c) Passengers are to be advised that no guarantee can be given that accommodation is available for connecting or return services.
- (d) Passengers wishing to join a connecting or return service irrespective of Break of Journey (less than 12 hours) or Stopover (more than 12 hours), must then purchase a separate ticket at the interchange point and pay the applicable sector fare for that portion of the journey, provided vacancies exist.
- (e) No unbooked Pensioner Travel Voucher journeys can be accepted.
- (f) Pensioner Country Excursion tickets may be used for unbooked travel. \$2.50 is to be charged per service/sector travelled.

Pay on board rail and coach services – Pay Con

In some instances, passengers will make a telephone reservation but are unable to collect their ticket from a sales outlet prior boarding a service.

The following procedures are to be adopted:

- (a) Reservations can only be made within 72 hours of service departure.
- (b) Reservation systems operators are to make a reservation in the normal manner and in the PNR Main screen select Ticket Type/PCN then quote the fare.
- (c) Reservation systems operators are to enter the system quoted fare in the SSR/MANC-Manifest Comments rounded to multiples of 5cents. This is the fare to be collected and may be the ordinary, seasonal or concession fare.
- (d) The manifest comments **must** indicate the **origin** and **destination** and the fare to be collected i.e. "Pay Con GFF/SYD/BNE \$\$\$\$". The reservation system will print the manifest comments on all manifests associated with this travel.
- (e) Sales staff are to advise passengers of the seat number and carriage allocated by CRS at time of booking. Passengers are to be advised that that on board train staff will collect the applicable fare printed on the manifest and issue a ticket once the passenger is seated. Coach captains will collect the applicable fare printed on the manifest from the passenger and issue a ticket prior to boarding the coach.
- (f) On-Board staff and Coach Captains are to check the manifest to ensure the passenger's name, origin, destination and fare is recorded.
- (g) A ticket will be issued to the passenger for the entire journey and fare as printed in the manifest comments.
- (h) At the interchange location the passenger will board the next service and the On-Board staff or Coach Captain will confirm the ticket details are on the manifest, direct the passenger to their allocated seat and note on the manifest the passenger is ticketed. A new ticket is not to be issued if all details on the ticket held by the passenger are the same as on the manifest.
- (i) If there are no manifest comments the On Board staff or Coach Captain will contact the NSW TrainLink Customer Support Desk to obtain a fare and issue a ticket for the journey as directed by the NSW TrainLink Customer Support Desk.
- (j) Passengers issued with Pay Con tickets by On Board staff or Coach Captains are to be encouraged to exchange their ticket at a ticketing outlet while in transit.
- (k) PTV and any other voucher travel are not to be booked as Pay Con.
- (l) Pensioner Country Excursion tickets may be used for Pay Con travel.

9 Payment

Cash

The exact amount of the fare, when practicable, should be tendered when purchasing tickets.

Cheques

NSW TrainLink Travel Centres and Booking Offices

A company called CERTEGY provides a cheque clearance and guarantee facility for NSW TrainLink Travel Centres and Booking Offices.

- (a) Cheques presented for payment of a ticket must immediately be processed through the CERTEGY system by phoning 1800 242 808 (whilst the customer is present).
- (b) If the cheque is rejected by CERTEGY the customer can be informed instantly and another form of payment can be arranged.
- (c) Any cheque accepted by a NSW TrainLink sales outlet but not cleared, or rejected by CERTEGY yet still accepted by sales staff and subsequently dishonoured by the bank, will be charged to the person who accepted the cheque.
- (d) Whether accepting a personal or business cheque, the back must be endorsed with the name, address and phone number (area code to be included) of the account holder. If the account holder does not have a phone contact, the words 'no phone' must be marked on the cheque.
- (e) Cheques must be made payable to NSW TrainLink
- (f) Current ID must be sighted and details of the ID** (including ID type and expiry date) must be written on the back of the cheque. Two forms of ID are required if customer does not have a photo ID.

**Acceptable current ID includes Driver's Licence, Credit Cards, ATM Card, Recognised Government ID)

- (g) Signature in the signature block must be the name printed on the cheque and must match the signature on ID (except for company cheques).
- (h) There is a ceiling of \$15,000 per cheque. Regardless of the value, all cheques must be processed through the CERTEGY system. Cheques with a value in excess of the ceiling must be cleared for the first \$15,000 by CERTEGY. Approval gives an indication that the credit rating is satisfactory and the cheque should be accepted. In cases like this, if the cheque is dishonoured the person accepting it would not be held responsible for the amount in excess of \$15,000.

Sydney Trains/NSW TrainLink Intercity service selling locations

The NSW TrainLink policy regarding cheque payment for NSW TrainLink tickets does not apply to Sydney Trains/NSW TrainLink Intercity service selling locations.

Cheques can only be accepted in accordance with current Sydney Trains/NSW TrainLink Intercity service Policy and Procedures.

As EFTPOS facilities are not available at all Sydney Trains/NSW TrainLink Intercity service locations, passengers collecting tickets from a Sydney Trains/NSW TrainLink Intercity service station should be advised to check payment methods accepted with the individual station.

NSW TrainLink accredited agents

Acceptance and authorisation of cheques by accredited sales agents for payment of fares on NSW TrainLink services is the responsibility of the agent. NSW TrainLink will not be liable for any transaction fees or non-payment of fares or charges associated with cheque transactions.

EFTPOS/credit cards

NSW TrainLink Booking Offices and Travel Centres

Cards accepted for payment:

- i. American Express
- ii. Diners Club
- iii. MasterCard
- iv. Visa
- v. JCB (Japanese Card Bureau)
- vi. EFTPOS (* only at NSW TrainLink Travel Centres)

On-Board NSW TrainLink services

Maximum Transactions -

Food & Beverages	\$100.00
Ticketing	\$300.00

MasterCard and Visa card are the only credit cards accepted for on board transactions.

Accredited agents and other rail systems

Acceptance and authorisation of credit cards by sales agents for payment of fares on NSW TrainLink services is the responsibility of the agent. NSW TrainLink will not be liable for any merchant fees or non-payment of fares or charges associated with credit card transactions.

Creditcard Bookings & Payments

Customers wishing to book and pay by credit card over the phone can do so by phoning the NSW TrainLink Call Centre on 13 22 32.

Bookings where passengers wish to have their ticket mailed to them by post can only be accepted more than seven (7) days prior to date of travel.

The following credit cards are accepted:

- i. American Express
- ii. Diners Club
- iii. MasterCard
- iv. Visa
- v. JCB (Japanese Card Bureau)

Ticketing

- (a) All passenger types can be ticketed including some paying by voucher.
- (b) Passengers must be advised at time of booking, when travelling at the concession rate that the applicable adult fare must be paid if not in possession of a valid concession card.
- (c) Tickets will be delivered to the passenger by email, fax or post.
- (d) If a ticket cannot be delivered by email, fax or post, arrangements can be made to have the ticket available to the passenger when they board the service.

Tickets not received prior to travel

- (a) Contact the NSW TrainLink Call Centre who will issue a replacement ticket.
- (b) No lost/replacement ticket fee will apply.
- (c) If NSW TrainLink cannot verify the sale of the ticket, the sale will be deemed not to have taken place.

Pay it @ Post

NSW TrainLink in conjunction with Australia Post have contracted to provide an additional outlet for our customers to make payment for travel. The following outlines the procedures for the operator and customer.

Payment will be made at an Australia Post Outlet and a ticket will be mailed out to the customer.

Conditions of Sale

All passenger types permitted.

To allow time for processing all bookings must be greater than two (2) working days prior to travel.

Normal OPTL restriction will apply and the customer must be advised to ensure they pay prior to this date to ensure booking does not drop out.

Total value of PNR must be paid at the Post Office. If passengers wish to pay separately then individual PNR's must be created.

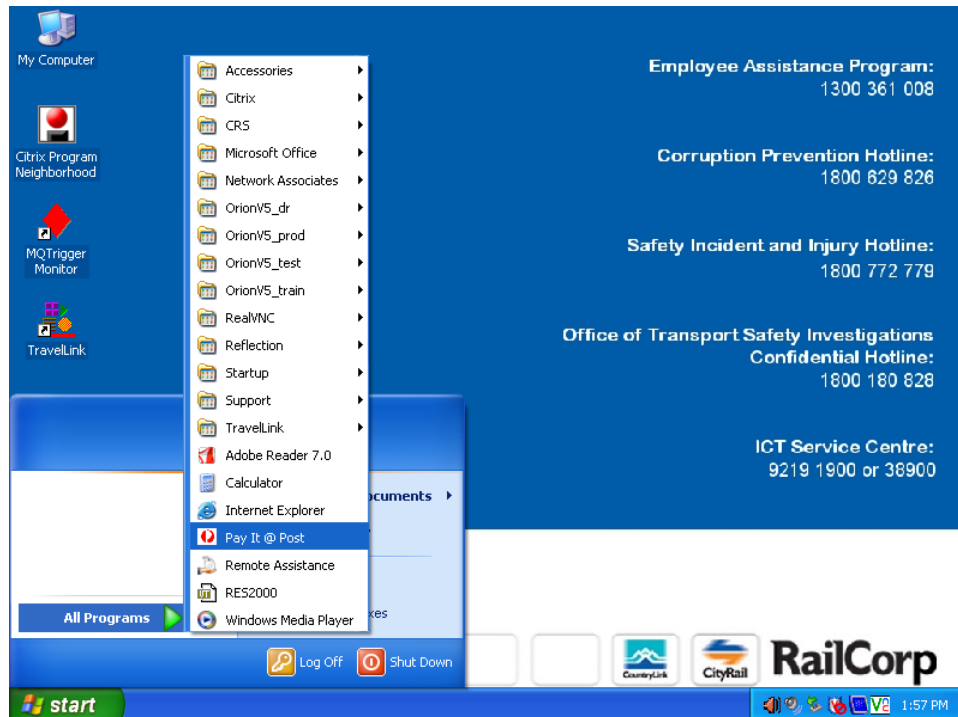
Cash and Debit Cards (EFTPOS) will be the only acceptable payment methods at Australia Post Outlets.

Australia Post office hours vary from location to location, for simplicity advise customers that payment can be made at Australia Post Outlets Monday to Friday 9:00am to 5:00pm.

Australia Post will accept a minimum amount of \$10.00.

Reservation Procedure

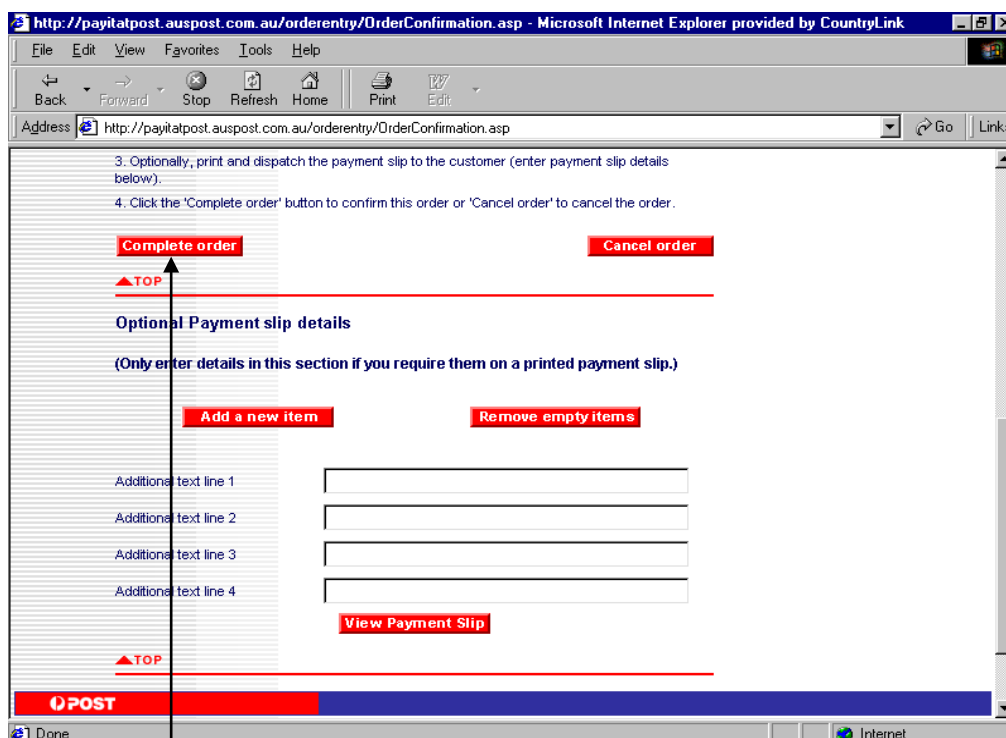
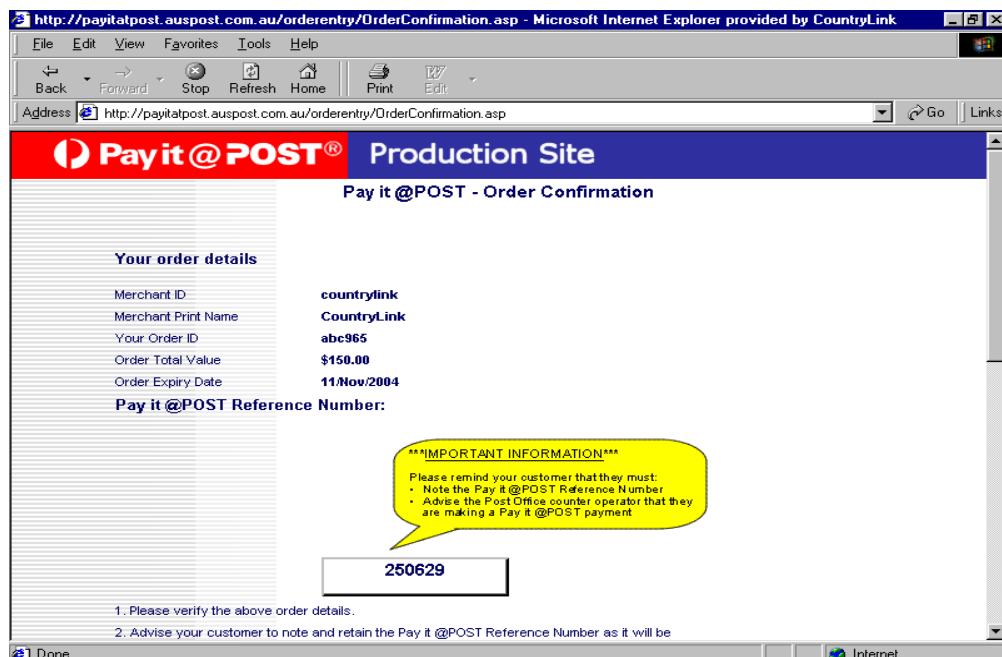
- (a) Create a Reservation in **CRS** and complete customers mailing address details as per the current Ticket By Mail procedure.
- (b) Select the Pay it @ Post icon displayed on your screen. Start>Programs>Pay it @ Post.



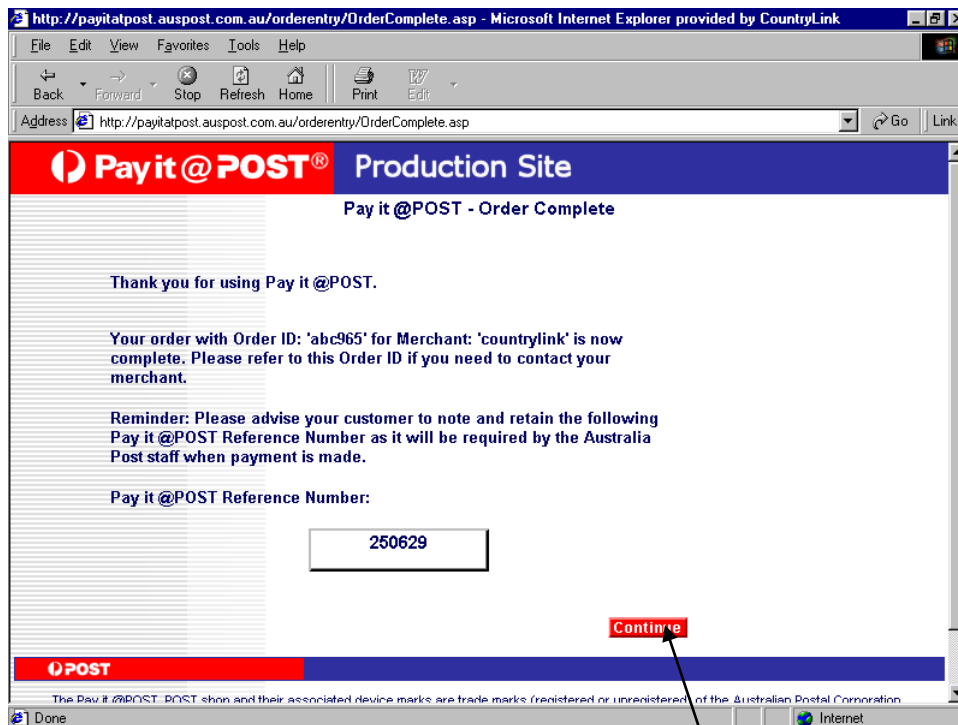
- (c) The Pay it @ Post Order Form will be displayed on your screen.

- (d) Enter reservation system PNR number in the Merchant Order ID Field.
- (e) Enter the Total amount (GST inclusive) payable by the customer in the Order Total Value (\$) field.

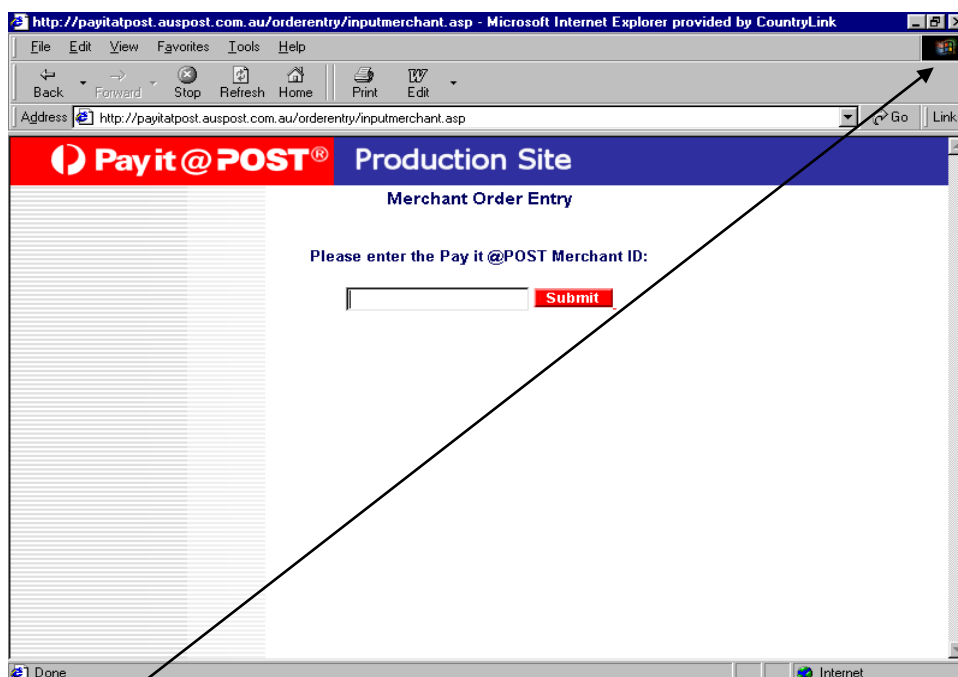
- (f) Click on the Submit button. This will create the new record in the Pay it @ Post System.
- (g) When confirmation has been accepted the Pay it @ Post Order Confirmation screen will be displayed. This screen will display the Pay it @ Post Reference Number. This screen can be printed if required.



- (h) Select Complete Order. The Pay it @ Post Order Complete page will be displayed. **Please record the Reference number.** The Customer requires this number.



(i) Select Continue to be returned to the Merchant Order Entry Page.



(j) Exit the site by clicking the 'X' at the top right of the screen. This will return you to **CRS**.

Orion clappprd01 - PNR MAIN - Microsoft Internet Explorer provided by CountryLink

Home Reservation PNR Other Products FTR Profiles Queues Reports Maintenance Messages Log Out

PNR MAIN PNR Locator ARL383 Go

PNR Passenger Reservation Override Detail Remark History Total Amount

Passengers: 1 Add Remove Quote Add Rel. Switch Rel.

#	Last Name	First Name	Sex	Type	FOP 1	FOP 2	Discount	Discount ID	PO FS Amt	SSR
1	CITIZEN	JOHN	M	ADT	CS					SSR

Reservations: 1 Book Cancel Assign Unassign

#	Train	Date	Class	Y	G/38
1	CLK623	Mon07A	1	Y	G/38

Phone1 Phone2 Contact Info. Owner

02 99999999 CLK 2057 RESERVATION SYSTEMS CLK

PNR Name Ticket Type OPTL Override Force Queue Remarks

PIAP REF 250629 TPD 12Aug2006 23:00 CLK OPTL [X] [X] [X]

Availability Car Diagram Timetable Quote Quote & Ticket Exchange Itinerary Undo File Close

Messages Unread: 2 Orion version 5.0.2-6.13 Powered By Onetail

- (k) Enter the Pay it @ Post reference number in the PNR Name Field located on the PNR Main Screen. And the PNR remarks field, located in PNR Info.
- (l) Advise customer:
- CRS** PNR Number.
 - Pay it @ Post Reference Number.
 - OPTL Date.
 - Amount due to be paid. (GST Incl)
- (m) Customer is directed to any Australia Post Sales Outlet to pay for their ticket.
- They will be required to quote the Pay it @ Post reference number.
 - The Post Office will issue a receipt as proof of Payment.
- (n) On confirmation of Payment, NSW TrainLink will issue a ticket and post it to the customer's address.
- (o) If the booking has been made on line the NSW TrainLink 'E-Ticket Itinerary, Receipt and Tax Invoice' (see below) will be e-mailed to the e-mail address entered by the passenger at time of booking. The passenger is required to print the E-Ticket and be in possession of it when travelling.

=====

NSW TrainLink E-Ticket Itinerary, Receipt and Tax Invoice

=====

NSW TRAINLINK TAX INVOICE ABN: 59325778353 www.nswtrainlink.info

Reservation Number

CAW215

Ticket Number(s)

2007102550541 TEST TICKET

Total Fare(AUD)

Fare: \$100.65

GST: \$10.07

Total: \$110.72

Voucher Value: \$0.00

=====

Thank you for choosing to travel with NSW TrainLink. Please ensure you print your e-ticket and carry it throughout your journey as you may be required to present it to a NSW TrainLink representative.

Note, if you have purchased a concession fare you will be asked to provide evidence that you are entitled to this concession and have your valid card available for inspection. Full fare will be charged and fines can apply for travelling without a valid concession card that matches that ticket. Please quote your NSW TrainLink Reservation number CAW215 anytime you contact the NSW TrainLink Reservation Centre on 13 22 32.

In the event you are unable to print the ticket please contact NSW TrainLink Customer Support. Quote the NSW TrainLink ticket number to have alternate arrangements made.

Special meal requests are NOT guaranteed and must be made at least 48 hours prior to departure. Ancillary charges are payable to the NSW TrainLink On-Board staff.

Passengers are required to be at your departure location at least 15 minutes prior to the scheduled departure time.

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Passenger: TEST TICKET (Adult)

=====

Fare: \$100.65

GST: \$10.07

Total: \$110.72

Voucher Value: \$0.00

=====

Date: Sun, 25 Nov 2007

Service: CLK31 XPT TRAIN

Departing: Sydney (Central) 4:20PM

Arriving: Brisbane Transit 5:30AM

Carriage: D
Seat: 09
Class: Economy Class Seat

Sydney Trains/NSW TrainLink Intercity service unreserved journeys.

Passengers are required to check the departure and arrival times of Sydney Trains/NSW TrainLink Intercity service services, allow sufficient connecting time and note that connections are not guaranteed and trains may not be held in the event of late running services. Please visit [www.Sydney Trains/NSW TrainLink Intercity service .info](http://www.SydneyTrains/NSWTrainLinkIntercityservice.info) or call 131 500

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To Cancel Your Reservation and Obtain a Refund

Go to the NSW TrainLink Web page www.nswtrainlink.info and select "Login", enter your e-mail address and password. Click on "View/Cancel". All reservations must be cancelled prior to the departure date.

Note, cancellation fees may apply please visit: http://www.nswtrainlink.info/travelling_with_us/reservations_and_tickets for full details of cancellation/rebooking fees.

Note some NSW TrainLink fares are non/refundable as set out in the conditions of booking, and the terms and conditions of carriage accepted by you. Refundable tickets can only be re-credited to the original Credit Card used to purchase the ticket.

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Refunds

- (a) Australia Post Sales Outlets do not process Refunds.
- (b) Reservations must be cancelled prior to departure.
- (c) Customer must take Rail Ticket to a NSW TrainLink Sales outlet to obtain a refund or mail the ticket into Customer Relations for processing.

Amendments to Reservations/Tickets

(a) Prior to PNR being ticketed.

- i. Retrieve PNR; obtain a quote and record amount.
- ii. Ensure **NO** payments have been made on PNR.
- iii. Alter reservation details as required and requote the PNR.

If the amended PNR is of the same value, advise pax to make payment at their nominated Post office using the original Pay it @ Post reference number.

If the amended PNR's value has altered you will need to re-enter the PNR details and the total amount for PNR in the Pay it @ Post website. When entering the original PNR #, you must enter the number followed by a forward slash (/) and the letter "A" (KMK777/A). Advise customer to disregard original reference number and quote the new reference number for payment.

(b) PNR has been ticketed

- i. Make the required alterations to the PNR and refer the customer to a NSW TrainLink Sales outlet or Accredited Agent for processing.

Ticketing

- (a) The credit card section will ticket the Pay it @ Post PNR when payment has been confirmed.
- (b) Confirmation of payments will be provided by NSW TrainLink Reservations Systems Support until the process is automated. The CCLX Queue will be used to notify Travel Services.
 - ii. Recall the PNR from the CCLX Queue.
 - iii. Ticket the PNR, the form of payment will be cash.
 - iv. Ticket is to be mailed to the customer.

Fare Discrepancies

If the amount entered by the Call Centre Consultant is less than the value of the ticket (the Support Administrator would identify this from the “payment report”), NSW TrainLink will honour the amount paid by the customer. The fare will be over-ridden to equal the amount paid by the customer with an appropriate waiver code (which will be created) and PNR remarks entered. The transaction will be identified in the fare over-ride report and the operator who created the PNR will receive a ‘please explain’. If the passenger has paid more than the value of the ticket, the PNR will be ticketed at the correct fare and passenger is to be advised that the ticket is to be taken to a NSW TrainLink Sales Outlet for a ticket exchange and refund.

Cash Drawer

- (a) To account for Pay it @ Post transactions Travel Services (Newcastle Call Centre) will use the Cash Banked Settlement Item.
- (b) At the end of each shift the operator will be required to calculate the value of Pay it @ Post transactions processed during their shift, sales less (P.I.A.P) refunds and enter that amount using the Cash Banked Settlement item.
 - i. From the Agent Home Screen select Settlement Availability.
 - ii. Select Settlement Type Remittance.
 - iii. Select Settlement Item Cash banked.
 - iv. Enter the value of Pay it @ Post sales in the Amount Transferred field.
 - v. Select Receipt.
 - vi. Form of Payment remains as Cash
 - vii. Select Issue.

Customer has not received their ticket.

- (a) Greater than 3 working days prior to travel
 - i. Verify passenger details.
 - ii. Issue a Substitute ticket.
 - iii. Email, Fax or post substitute ticket to customer.
- (b) Within 3 working days prior to travel
 - i. Verify passenger details.
 - ii. Issue a substitute ticket.
 - iii. Email, Fax or make the ticket available onboard.

10 Travel passes

Premium Discovery and Economy Discovery Passes are available for sale in CRS.

The Premium Discovery Travel Pass - first travel class, where available, on any NSW TrainLink service.

Economy Discovery Passes – economy class travel on any NSW TrainLink

Selling locations

NSW TrainLink Travel Centres, Booking Offices, NSW TrainLink Call Centre, accredited agents and online at www.nswtrainlink.info

Ticketing

All Travel Pass Sales must be accounted for as a Non Travel Product in CRS.

A receipt, along with a copy of 'Terms and Conditions', of the pass will be printed. The '**Terms and Conditions**' should be **attached** to the Travel Pass (Non Travel Product) for the customer's information.

The receipt will also generate a unique '**Travel Pass Number**'. This is the number to enter in the Discount ID field when making a booking.

Please ensure that the detail entered in the 'Name field' of the 'Non-Travel Product Sale' screen reflects that of the **passenger travelling**.

The Non Travel Product receipt is **now the authority to travel** (the generic 'Rail Pass Ticket' does not have to be issued).

Passes Purchased Online

A confirmation and 'Terms and Conditions' will be e-mailed if pass purchased online.

The confirmation will display the type of Travel Pass, the amount paid and the Travel Pass number.

The confirmation will be the authority for travel.

Premium Discovery Pass

Conditions:

- (a) Pass available for unlimited journeys on the NSW TrainLink rail and regional coach network.
- (b) Available for purchase by overseas visitors to Australia and Australian residents.
- (c) Travel must commence and the pass validated within 6 months of the date of purchase.
- (d) Pass are valid for 14 days, 1, 3 or 6 months from the commencement date of travel and expire at midnight on the last day. An overnight journey will be permitted on the last day, provided the last sector can be completed by the next day.
- (e) Pass valid for first class on train services only or economy class on train/coach services. Upgrade to sleeping berth permitted. You will need to pay the applicable berth charge.
- (f) If there are no first class seats available, economy class seat can be booked. The customer will not be entitled to a refund of the fare between the first and economy class.
- (g) If train services are replaced by road coaches, no refund will be applicable.
- (h) Travel on NSW TrainLink Intercity or Sydney Train services is only permitted when travelling in conjunction with a connecting NSW TrainLink regional service.
- (i) Only one passenger per pass.
- (j) Pass not transferable.
- (k) No refund permitted after the pass has been validated or journeys commenced.
- (l) No refund or replacement of a lost, stolen, destroyed invalid or expired pass.
- (m) Unused pass will expire 6 months from the date of purchase and must be submitted for refund to the office of issue within that period.
- (n) NSW TrainLink luggage policy applies.
- (o) A reservation is essential prior to the use of the pass and entitles the passenger to only one allocation on any service.
- (p) Not available for travel on Great Southern Railway, Queensland Travel Train or Melbourne Met services.

Validation

- (a) Discovery Passes issued manually through a NSW TrainLink Travel Centre are to be validated at the time of ticketing with the date of the first travel segment.
- (b) Travel Pass Confirmations issued online will be automatically validated at time of purchase.

Reservations

Product Type	Product Item	Description	Discount Entitlement	Cost
CLBTPAS	PDP14D	PREMIUM DISC 14DAY	TP PDP14D	\$300.00
CLBTPAS	PDP1M	PREMIUM DISC 1MTH	TP PDP1M	\$350.00
CLBTPAS	PDP3M	PREMIUM DISC 3MTH	TP PDP3M	\$400.00
CLBTPAS	PDP6M	PREMIUM DISC 6MTH	TP PDP6M	\$550.00

Economy Discovery Pass

Conditions:

- (a) Pass available for unlimited journeys on the NSW TrainLink rail and regional coach network.
- (b) Available for purchase by overseas visitors to Australia and Australian residents.
- (c) Travel must commence and the pass validated within 6 months of the date of purchase.
- (d) Passes are valid for 14 days, 1, 3 or 6 months from the commencement date of travel and expire at midnight on the last day. An overnight journey will be permitted on the last day, provided the last sector can be completed by the next day.
- (e) Pass valid for economy class travel, but may be upgraded to first class seat or sleeping berth. You will need to pay a surcharge to travel in a first class seat or in a sleeper.
- (f) Travel on NSW TrainLink Intercity or Sydney Train services is only permitted when travelling in conjunction with a connecting NSW TrainLink regional service.
- (g) Only one passenger per pass.
- (h) Pass not transferable.
- (i) No refund is allowed after the pass has been validated or journeys commenced.
- (j) No refund or replacement of a lost, stolen, destroyed invalid or expired pass.
- (k) Unused pass will expire 6 months from the date of purchase and must be submitted for refund to the office of issue within that period.
- (l) NSW TrainLink luggage policy applies.
- (m) A reservation is essential prior to the use of the pass and entitles the passenger to only one allocation on any service.

- (n) Not available for travel on Great Southern Railway, Queensland Travel Train or Melbourne Met services.

Validation

- (c) Discovery Passes issued manually through a NSW TrainLink Travel Centre are to be validated at the time of ticketing with the date of the first travel segment.
- (d) Travel Pass Confirmations issued online will be automatically validated at time of purchase.

Reservations

Product Type	Product Item	Description	Discount Entitlement	Cost
CLBTPAS	CBT14D	DISCOVERY PASS 14D	TP CBT14D	\$232.00
CLBTPAS	CBT1M	DISCOVERY PASS 1M	TP CBT1M	\$275.00
CLBTPAS	CBT3M	DISCOVERY PASS 3M	TP CBT3M	\$298.00
CLBTPAS	CBT6M	DISCOVERY PASS 6M	TP CBT6M	\$420.00

Procedures for sale/compile/use of travel passes

Selling a pass

- All pass sales must be entered in the reservation system as Non Travel product/Product Item.
- The Non Travel Product, along with a copy of 'Terms and Conditions', of the pass will be printed. The '**Terms and Conditions**' should be **attached** to the Travel Pass (Non Travel Product) for the customer's information.

Passes sold by an overseas agent

- Passenger must be in possession of either an emailed confirmation or 'Non Travel Product'.
- Vouchers issued by overseas agents will NO longer be accepted.

Travel Pass confirmation - Passes sold online

- The Travel Pass confirmation will show the type of Travel Pass selected, the amount paid and a Pass ID. The confirmation is the authority to travel. It is NOT required to be exchanged. Seat reservations can be booked online.
- Tentative bookings for travel legs can not be made online. Tentative bookings must be made through a NSW TrainLink Travel Centre/Booking Office, accredited sales outlets and the NSW TrainLink Call Centre.

11 Non-accredited ticketing agents

NSW TrainLink Groups and Consolidation section located Level 2, Wharf Rd, Newcastle NSW 2300 will process ticket requests from licensed travel agents who do not hold NSW TrainLink accreditation.

Non-accredited agents cannot arrange reservations or ticketing for passengers presenting vouchers as a method of payment.

Procedures

The transaction process is conducted in two distinct stages as itemised below,

Agents

- (a) Telephone 13 22 42 for a recorded message menu selection.
- (b) Phone 38599 or (02) 49077599.
- (c) Or fax (02) 49629488

Groups and Consolidation – Stage 1

- (a) Make a tentative reservation.
- (b) Advise the agent of the gross value of the ticket and the nett amount to be paid to NSW TrainLink
- (c) The level of commission paid to the agent is 8%. Commission is calculated on the fare including GST.
- (d) The amount collected from the agent in exchange for the ticket will be the nett amount.
- (e) The agent will make all payments to NSW TrainLink either as cash, cheque or credit card.
- (f) Cheque or credit card payments made by the passenger to the agent must not be redirected to NSW TrainLink.
- (g) On receipt of the nett payment from the agent and a Tax Invoice for the value of the commission paid, confirm the reservation and ticket in the normal manner.
- (h) The gross amount will be printed on the ticket.
- (i) Tickets and payments can be exchanged either by post, courier or by the agent in person going to the Groups and Consolidation Office.
- (j) No tickets are to be issued until payment and a Tax Invoice has been received from the agent. Agents who do not issue a Tax invoice are to be charged the gross fare **(No Commission)**.
- (k) Certegy must clear all cheques.

Groups and Consolidation – Stage 2

Accounting for commission

- (a) From the Agent Home Screen, Select 'View' then 'Settlement Availability'.
- (b) Settlement Type MISREVCN, 'Retrieve'.
- (c) Tag Non Accredited Agent and enter the value of the agent's commission in the Amount Transferred field.
- (d) Click on 'Hold', and then 'Receipt'.
- (e) Method of payment will be the same as the ticket issued.
- (f) Click on 'Issue'.
- (g) Attach the receipt issued by printed from the reservation system to the Tax Invoice issued by the agent.
- (h) Retain the receipt and Tax Invoice at your location till the end of each calendar month, then forward to NSW TrainLink Financial Accounting, 1st Floor West Wing, Sydney Central.

12 Educational/familiarisation travel for accredited and non-accredited agents

Discount travel may be granted to NSW TrainLink accredited agents and non-accredited AFTA or IATA travel agent card holders for educational or familiarisation travel on NSW TrainLink services.

NSW TrainLink reserves the right to withdraw this offer without notice.

Following are the conditions and procedures for reservations and ticketing.

NSW TrainLink accredited agents

Agent request

Accredited agents complete a request form (supplied by NSW TrainLink) and forward it to the NSW TrainLink Sales Manager for approval.

Entitlements

75% discount on the F or Y class ordinary adult fare, including sleeping berths where applicable.

Authorisation

The letter of request is approved and signed by the Sales Manager and sent to a Travel Centre for ticketing. A copy is faxed back to the requesting agent.

Issuing locations

NSW TrainLink Booking Offices and Travel Centres.

Conditions

- (a) Requests for discount travel must reach the authorising officer not less than 10 days before the date of travel.
- (b) The authorising person will inform the agent if the discount has or has not been approved.
- (c) All reservations must be confirmed.
- (d) Not available for open leg journeys.
- (e) No changes can be made to the reservation after the ticket has been issued.
- (f) If the ticket has been issued but travel is not required, the ticket must be returned to the office of issue for cancellation before the date of travel.
- (g) Normal cancellation conditions apply.

AFTA or IATA Travel Agent Card Holders

Agent request

Travel agents will be faxed a copy of the request form which must be completed and returned to the authorising office.

Authorisation

Agent discounts can only be authorised by:

- i. Sales Manager NSW TrainLink

Authority

Request form with the authorising person's signature.

Issuing locations

NSW TrainLink Travel Centres.

Entitlements

Half the adult ordinary fare including sleeping berths where applicable.

Conditions

- (a) Requests for discount travel must reach the authorising officer not less than 10 days before the date of travel.
- (b) The authorising person will inform the agent if the discount has or has not been approved.
- (c) If approved the authorising person will request a tentative booking.
- (d) If approved the agent will be informed of the amount to pay.
- (e) On receipt of the payment the reservation will be confirmed and tickets forwarded.
- (f) All reservations must be confirmed.
- (g) Not available for open leg journeys.
- (h) No changes can be made to the reservation after the ticket has been issued.
- (i) If the ticket has been issued but travel is not required, the ticket must be returned to the office of issue for cancellation before the date of travel.
- (j) Normal cancellation conditions apply.

13 Special Needs

Portable Medical Oxygen Cylinders

Customers with breathing difficulties and requiring the assistance of Medical Oxygen Cylinders can carry and use small portable cylinder types B, CS, CH, CL and D on NSW TrainLink services.

Trolley cylinders and cylinders in travel packs with restraining straps weighing no more than 13kgs will be accepted. The cylinder must be in an upright position and secured by its straps to the train or coach seat at all times during the journey. Passengers travelling with trolley cylinders must supply a suitable strap (e.g. Velcro) to secure the unit.

Passengers can travel with more than one cylinder subject to approval from the NSW TrainLink Reservations Manager. Operators are to make a tentative booking and contact the NSW TrainLink Reservation Systems Manager on 02 9379 4617 with the PNR details and cylinder type. The passenger is to be advised that their reservation has been requested and that they will be contacted when/if the booking is confirmed.

The passenger must also be made aware that as some services are subject to delays, they must ensure that they have sufficient oxygen in the tanks to meet their supplementary oxygen needs.

Onboard train staff and coach captains can not assist with carrying the oxygen cylinder on and off the train or coach.

Onboard staff and coach captains are to ensure that the oxygen cylinder is placed in an upright position and safely secured to the seat.

Onboard train staff and coach captains will not be in a position to assist passengers with the following:

- i. Turning the oxygen cylinder on or off.
- ii. Adjusting the oxygen cylinder equipment.
- iii. Repair any component of equipment assembly.
- iv. Adjust the oxygen gas flow meter.
- v. Assist the passenger to position the nasal cannula on the face.
- vi. Provide respiratory therapy in case of oxygen failure.
- vii. Clean the equipment.
- viii. Any other operational/medical need not covered by the above.

The following Air Liquide sizes and/or equivalent will be accepted by NSW TrainLink.

Cylinder Code	B	CS	CH	CL	D
Approx Height	38cm	38cm	51cm	75.5cm	72.5cm
Diameter	8.2cm	11cm	11.7cm	11cm	18cm
Approx full weight	1.3 kg	3kg	4.2kg	5.2kg	13kg
Volume (litres)Gaseous	160	270	470	760	1600

Oxygen Concentrators

Oxygen Concentrator batteries cannot be charged onboard train services as continuous 240V power supply cannot be guaranteed. Passengers wishing to travel with an oxygen concentrator must ensure that they have sufficient battery life for the duration of their journey.

Reservation

‘OXGN’ is to be selected from the SSR drop down list. The comment attached to this selection will be displayed on the passenger ticket and on the manifest.

Passengers travelling with an oxygen cylinder must have a reservation.

‘Go Shows’ with an oxygen cylinder will not be accepted for travel.

CPAP machine

Continuous positive airway pressure (CPAP) cannot be charged onboard train services as continuous 240V power supply cannot be guaranteed. Passengers wishing to travel with a CPAP must ensure that they do not rely on power supply and have sufficient battery life for the duration of their journey if the machine is battery operated.

14 to 15 Spare

16 Ordinary

Adults

Who gets

A person 16 years and over and not in possession of a recognised student or school pupil card.

Entitlement

- (a) Full ordinary fare on all NSW TrainLink services.
- (b) Discount or promotional fares when available.
- (c) Concession fares on presentation of a recognised entitlement card.

Reservations

Reservation operators are to use Passenger Type 'ADT'.

Children (under 4 years see 'Infants')

Who gets

A person 4 years and over but under 16.

A person in possession of a NSW School Pupil Identification Card 16, 17 and 18 years.

For fares purposes a child not classed as an infant

Entitlement

Half the adult ordinary fare on all NSW TrainLink services.

Conditions

- a) In the interest of safety children aged up to 11 years inclusive are not permitted to travel alone.
- b) In the interest of safety children aged up to 11 years inclusive must travel with an adult.
- c) Children 12 to 15 years inclusive may travel alone. (UNMR)-'UNACCOMPANIED MINOR 12-15 YEARS OF AGE TRAVELLING ALONE' SSR must be selected when making a reservation. A contact phone number for the parent/guardian required to make a booking. SSR remarks should include
 - i. The child's age
 - ii. The name and phone number of a contact person
 - iii. Any special requirements/needs/instructions
- d) Under no circumstances is a child travelling alone to be booked in a seat in Car A (sleeping compartment) on the XPT.
- e) When travelling with an adult the child must be in the adjacent seat to the adult.
- f) Children must be personally allocated and occupy a reserved seat and they are not to be seated on another passenger's lap.

- g) School children travelling to or from school as a group of 10 or more are to be classified as accompanied.

Sleeping berths

- (h) Two children aged under 11 years may occupy and will be charged for one sleeping berth, provided they have both paid the appropriate child rail fares for the journey being undertaken and are travelling with an adult.
- (i) A maximum of one adult and one child under 10 will be permitted to occupy any one sleeping berth.
- (j) Rail tickets and the passenger attendant's manifest are to be endorsed 'Child sharing'.
- (k) An adult and a child are not to be booked in a compartment with an additional unrelated passenger.
- (l) If an adult and child wish to share a berth they must pay the adult and the child's fares plus two berth charges for the compartment.
- (m) Under no circumstances is a child travelling alone permitted to share a sleeping compartment with a stranger.

Reservations

Reservation computer operators are to use the passenger type 'CHD'.

Infants

Who gets

A person under 4 years of age.

Entitlement

One free seat for each adult passenger.

Conditions

- (a) Infant must be ticketed in conjunction with the adult passenger. Infant is not to be ticketed unless the adult passenger ticket is issued.
- (b) In the interest of safety infants must be accompanied by a parent or guardian aged 16 or older.
- (c) Not to be used in conjunction with a family fare.

Seats

- (a) Infants must be allocated and occupy a reserved seat next to the accompanying adult with the **following exception**:
 - If booking the day compartment on the XPT (Car A), an infant is allowed to travel with 3 other passengers who are known to each other and travelling together as a group from the same origin to the same destination. All passengers must be booked on the same PNR.

- As a seat can not be reserved for the infant, rail tickets and the manifest endorsed using the SSR Remark **INFA**.
 - The following passenger combinations will be accepted:
 - i. 2 adults, 1 child & 1 infant
 - ii. 1 adult, 2 children & 1 infant
 - iii. 3 adults & 1 infant
 - This applies to the rail portion of the journey only. If the passenger is joining or connecting to a NSW TrainLink coach, a seat must be reserved for the infant.
- (b) Infants are not to be seated on a passenger's lap with the exception of that which is stated above.
- (c) If additional seats are required for infants in excess of the number of adult passengers holding tickets, the child's fare must be paid for each additional seat.

Sleeping berths

<i>Occupancy per berth</i>	<i>Fare Paid</i>	<i>Passenger Type/DE</i>
1 infant + 1 adult (sharing)	1 adult fare + 1 berth charge	CHD FMF + ADT
2 infants (sharing)	1 child fare + 1 berth charge	CHD FMF + CHD
1 infant + 1 child (sharing)	1 child fare + 1 berth charge	CHD FMF + CHD
1 child	1 child fare + berth charge	CHD
<i>Occupancy per compartment</i>		
2 adults	2 adult fares + 2 berth charges	ADT
2 adults + 1 infant sharing	2 adult fares + 2 berth charges	ADT + CHD FMF
2 adults + 1 child sharing	2 adult fares + 2 berth charges 1 child fare	ADT + CHD
2 adults + 2 children sharing	2 adult fares + 2 berth charges 2 child fare	ADT + CHD
1 infant and 1 adult (2 berths) Must book both berths	1 adult fare + 2 berth charges	ADT + CHD FMF

- (a) Rail tickets and the passenger attendant's manifest are to be endorsed 'infant sharing'.
- (b) An adult and infant sharing a bed are not to be booked in a compartment with an additional unrelated passenger.
- (c) Passengers travelling with infants cannot be booked in a compartment to share with an unrelated passenger.

Reservations

Discount Entitlement: CN FMF

CRS operators are to use the “Add Relationship” function.

Family fare

Who gets

The family group must be members of the one household*, i.e. parent(s), grandparent(s), guardian and children, and must travel together as one group for the exact same journey.

*A household consists of one or more people who live in the same dwelling/accommodation and may consist of a single family or some other grouping of people.

Entitlement

- (a) One or two adults (excluding student fares) plus two child fares for the same journey.
- (b) Any number of children in excess of two will be carried free of charge.
- (c) Family fare does not apply to children occupying a berth. Relevant berth and child fares applicable.
- (d) If the adult members of the family are in possession of a concession card or pensioner travel voucher, or the family group is travelling on rail employee passes; they are eligible for the family fare concession.
- (e) Available on all NSW TrainLink services.
- (f) Passengers are not required to provide identification if members of the same family have different surnames.
- (g) School pupils in possession of a New South Wales School Pupil Identification Card or Victorian Primary / Secondary School Pupils cards are included in the family fare.

Reservations

Discount Entitlement for children in excess of two: CN FMF

Children \$1.00 fare

Who gets

One or two full adult fare paying passengers, travelling with a maximum of four (4) children for the same journey.

The family group must be members of the one household*, i.e. parent(s), grandparent(s), guardian and children, and must travel together as one group for the exact same journey.

*A household consists of one or more people who live in the same dwelling/accommodation and may consist of a single family or some other grouping of people.

Entitlement

- (a) Fare applies to first and economy class seats only.
- (b) The normal applicable child fare is to be charged to any number of children in excess of four.

- (c) Child \$1.00 fare does not apply to children occupying a berth. Applicable child rail fare and berth charges apply.
- (d) Child \$1.00 fare does not apply if the adult members of the family are in possession of a concession card, pensioner travel voucher or employee pass, Economy and/or Premium Discovery Pass or if a group booking discount is extended.
- (e) Passengers are not required to provide identification if members of the same family have different surnames.
- (f) Available on all NSW TrainLink services.
- (g) Child \$1.00 fare is non refundable.
- (h) Normal rebooking fees and conditions apply.
- (i) School pupils in possession of a New South Wales School Pupil Identification Card or Victorian Primary/Secondary School Pupils cards are entitled to this fare.

Reservations

Discount Entitlement: DF CFQ

17 Concessions

General

The format of concession cards is generally the same throughout Australia and remains unchanged from year to year except that the colour of some cards may vary each year.

Passengers must hold a valid concession card at the time of ticketing even though the card may not cover the date of travel.

The passenger must be in possession of a valid concession card when travelling, and must be informed of this requirement by the sales agent at the time of ticketing.

When travelling, the passenger must produce on demand a valid concession card to an authorised person. If unable to do so, the full adult fare must be paid. The additional fare paid is non-refundable.

Pensioner Concession Card (PCC)

Issued from August 2012



Issued before August 2012



Who gets

- (a) Australian residents in possession of Centrelink or Veterans Affairs PCC.
- (b) The cardholder's spouse/family, listed on the back of the PCC, are not entitled to a pensioner concession using this card on NSW TrainLink services.

Entitlement

- (a) Half the adult ordinary fare on all NSW TrainLink services.
- (b) Country Pensioner Excursions tickets only NSW VIC and ACT residents. See [17/6](#)
- (c) Pensioner Travel Vouchers (PTV). See [17/7](#)

Issued by

Centrelink and Department of Veterans Affairs.

Lost Card

Replaced by the department which issues the pension.

Reservations: Discount Entitlement: CN PENSCONC

Transport Concession Card (TC1) Resident: NSW War Widow/er



Who gets

Widows and widowers who live permanently in NSW, ACT or VIC who receive a war widows pension from the Department of Veterans Affairs.

Entitlement

- (a) Half the adult ordinary fare on all NSW TrainLink services.
- (b) Country Pensioner Excursions tickets. See [17/6](#)
- (c) Pensioner Travel Vouchers (PTV). See [17/7](#)

Issued by

Passes & Concessions: Telephone 02 9891 8988

Lost card

Replaced by Sydney Trains/NSW TrainLink Intercity services Passes and Concessions.
No prescribed fee.

Reservations

Discount Entitlement: CN PENSCONC

Former Employee Concession Fare Authority

The image shows a sample of a 'Transport NSW Concession Fare Authority' card. The card is light grey with a black border. At the top left is the Transport NSW logo. Below it, there is a section for 'Your Reference Number' with a box for the number and an arrow pointing to it with the text 'Always quote this number'. To the right of this is a large circular emblem with 'C14' inside. Below the emblem, it says 'NEW SOUTH WALES GOVERNMENT' and 'Transport Concession Fare Authority for Former Employees of the State Rail Authority, State Transit Authority, RailCorp, Rail Infrastructure Corporation and Sydney Ferries Corporation'. At the bottom left, there is a line for 'Signature' and a note 'Not valid until signed'. Below that, it says 'To obtain concession fares on Government rail, bus and ferry services show authority and ask for 'concession'. Please carefully read reverse side.' On the right side of the card, there is a vertical line with 'DO NOT DETACH' written vertically. To the right of this line, it says 'Card expiry: 31 December 2014' and 'Please notify any change of address. Authority will be renewed each year automatically provided the holder remains eligible.' Below that, it says 'Card holder details:'.

Who gets

Former employees of the State Rail Authority and State Transit Authority.

Entitlement

- (a) Half the adult ordinary fare for all New South Wales intrastate journeys.
- (b) Not available for interstate journeys or any portion of interstate journeys.
- (c) Country Pensioner Excursions tickets. See [17-6](#)

Issued by

Passes & Concessions: Telephone 02 9891 8988

Lost Card

Passes & Concessions: Telephone 02 9891 8988

No fee.

Reservations

Discount Entitlement: CN RETEMP

Victorian Resident Health Care Cards



Who gets

Victorian Residents in possession of a Health Care Card endorsed with the following payment types:

Payment Type	Description	Payment Type	Description	Payment Type	Description
SA	Sickness Allowance	NS	Newstart	WA	Widow Allowance
YTA	Youth Training Allowance	DSP	Disability Support pension		

Entitlement

Half the adult ordinary fare on NSW TrainLink services between Melbourne, Benalla and Wangaratta.

Conditions

- (a) Normal booking and ticketing conditions apply.
- (b) Not available to dependents.
- (c) Not to be used for part of an interstate journey.

Reservations

Discount Entitlement: CN VICHCC

Country Pensioner Excursions (CPE)

Who gets

- (a) Pensioners with a valid New South Wales (NSW) Victorian (VIC) or Australian Capital Territory (ACT) Pensioner Concession Card (PCC).
- (b) NSW, VIC or ACT War Widow/er Transport Concession Card (TC1) or PCC.
- (c) Transport Concession Fare Authority for Former Employees of the State Rail Authority and State Transit Authority.
- (d) Holder of an Australian government State or Territory issued Seniors Card.

Entitlement

- (a) Economy class of travel only.
- (b) Each travel segment will be \$2.50

Conditions

- (a) CPE **can not** be purchased from a Sydney Trains/NSW TrainLink Intercity service station or from a NSW TrainLink Travel Centre or Accredited Agent within the area bounded by and including Sydney, Nowra, Moss Vale, Lithgow, Muswellbrook, Dungog, Karuah and Booral.
- (b) Passengers booking a Country Pension Excursion Tickets (CPE) online via the NSW TrainLink web site will need to be registered in CRS prior to making online bookings. First time users will need to have their concession card verified at a NSW TrainLink Sales Outlet.
- (c) Only available on NSW TrainLink services.
- (d) Reservations and ticketing can only be made within 7 days of the date of travel.
- (e) A Journey can be one or more segments
- (f) A journey is split into segments by a stopover of more than 12hrs at a location/interchange.
- (g) Each segment must be completed on the date of commencement, except, if the travel segment commences prior to midnight and reaches its destination the next day it is deemed to be the first date of travel.

Example: Valid Itinerary: Leg 1 Canberra to Cootamundra. Break of journey less than 12hrs
Leg 2 Cootamundra to Cowra. 1 day, 1 segments \$2.50

Example: Valid Itinerary: Leg 1 Canberra to Cootamundra. Stopover more than 12 hrs
Leg 2 Cootamundra to Canberra. 1 day, 2 segments \$5.00

Example: Valid Itinerary: Leg 1 Canberra to Cootamundra. Stopover more than 12 hrs
Leg 2 Cootamundra to Canberra. 2 day, 2 segments \$5.00

Example: Valid Itinerary: Leg 1 Canberra to Cootamundra. Stopover more than 12 hrs
Leg 2 Cootamundra to Condobolin. Stopover more than 12 hrs
Leg 3 Condobolin to Dubbo. 4 days 3 segments \$7.50

- (h) Passengers ticketed on a CPE can not travel to or from locations or pass through the area bounded by and including Sydney, Nowra, Moss Vale, Lithgow, Muswellbrook, Dungog, Karuah and Booral. Also they can not travel to or from interstate locations Wangaratta, Benalla, Melbourne, Brisbane, Beenleigh, Surfers Paradise, Robina, Burleigh Heads and Palm Beach.
- (i) Exceptions to the above point: Travel to/from locations between Oberon and Mt Victoria in New South Wales and Mildura, Robinvale, Echuca, Robinvale and Yarrawonga in Victoria.
- (j) If a passenger is able to book a number of legs of a journey, within the 7 day booking restriction on one PNR, they will pay the applicable fare. If they are unable to book additional legs because the date of travel is outside the 7 day booking restriction, a new leg is to be added to the existing PNR at a later date and an additional fare will be paid.
- (k) Passengers booked on a single PNR are able to have a 'Break of Journey' of less than 12 hours as long as all legs are contiguous. The cash amount paid by the passenger will be \$2.50.
- (l) CPE tickets are not to be used in conjunction with another ticket, Sydney Trains/NSW TrainLink Intercity service or NSW TrainLink, on any service to gain a cheaper fare (with the exception of the Oberon coach service where a separate ticket to/from Mt Victoria must be purchased).
- (m) No refunds/alterations.
- (n) For information relating to passengers boarding a service without a reservation ([Go-Show](#)) or with a reservation that has not been ticketed ([Pay Con](#)).

Reservations and Ticketing

- (a) Reservations and ticketing can only be made within 7 days of the date of travel.
- (b) The reservation system will calculate the voucher and cash components of the fare.
- (c) When reservation system operators are ticketing on behalf of a manual ticketing location they are required to quote the total fare and advise FOP split including cash, voucher and GST amount.
- (d) Manual ticketing agents will then write the ticket indicating the FOP split.
- (e) Reservations are compulsory and subject to load management conditions.
- (f) Discount Entitlement: CP CPE Booking Class: Y

Fare \$2.50 per segment includes GST.

Pensioner Travel Vouchers (PTV) NSW

Who Gets

Eligible ACT/NSW pensioners and NSW War Widow/ers in possession of a Pensioner Concession Card (PCC) and NSW War Widow/ers in possession of a Veterans Affairs Transport Concession Card (TC1).

Entitlement

4 single first or economy class journeys on NSW TrainLink services within New South Wales each calendar year.

Conditions

- (a) Only pensioners, registered in the reservation system data base, with a valid pension number are to be ticketed using their PTV entitlement. PTV holders must register in person at any accredited NSW TrainLink sales outlet.
- (b) When registering a pensioner, operators are required to enter the following details: pension number, title and first name, last name, state, address and postcode.
- (c) Only New South Wales or Victorian pensioners can be registered. Queensland pensioners should not be registered.
- (d) The reservation system will track the amount of used and unused vouchers for each year's allotment. One voucher is debited for each single journey undertaken.
- (e) In the instance where the destination of the forward journey and the departure point of the return journey are the same, and if the forward journey is commenced in December and the return is completed in January of the following year, subject to the availability of unused vouchers, two vouchers can be debited from the year in which travel commenced e.g. Sydney to Albury 21/12/07 and return Albury to Sydney on 6/1/08 – both vouchers can be debited from 2007 allotment.
- (f) If there is just one unused voucher left for 2007, then that voucher is to be used for the forward journey commenced in 2007 and one voucher from the 2008 allotment is to be used for the return journey commenced in January.
- (g) A Booking Fee (a minimum of \$10.00 or a maximum 15% of the full adult fare – whichever is greater) will be charged for each first class leg of a journey with the use of each voucher.
- (h) No PTV Fee will be charged for economy class travel.
- (i) Booking Fee may only be refunded in conjunction with a ticket cancellation or re-booking.
- (j) NSW TrainLink will not pay to any accredited agent Commission for the collection of the Booking Fee.
- (k) If the itinerary commences in one year and is completed in the next year, the vouchers will be deducted from the year the journey commenced.
- (l) When travelling interstate the voucher can be used in conjunction with payment of the applicable fare and booking fee (if applicable).
- (m) If travelling in first class a booking fee will be charged to the New South Wales border. In addition the passenger pays 50% of the applicable economy or first class fare from the border to the interstate destination. This applies to each voucher used.
- (n) If travelling in economy class no fare or booking fee will be charged to the New South Wales border, however, 50% of the applicable economy or first class fare from the border to the interstate destination will be charged.
- (o) Ordinary re-booking and cancellation conditions apply.

- (p) Travel only permitted to/from Sydney Trains/NSW TrainLink Intercity service locations shown on NSW TrainLink ticket. Sydney Trains/NSW TrainLink Intercity service legs must be reserved at the same time that the NSW TrainLink reservation is made. Passengers who do not reserve the Sydney Trains/NSW TrainLink Intercity service legs of their journey when making their NSW TrainLink reservation must purchase a separate Sydney Trains/NSW TrainLink Intercity service ticket if travelling to/from a Sydney Trains/NSW TrainLink Intercity service location.
- (q) Reservations are compulsory and subject to load management conditions.
- (r) No “Pay Con” passengers.
- (s) No “Go Show” passengers.

Reservations & Ticketing

- (a) Discount Entitlement: PC NSIN.
- (b) Booking Class: YV, FV, TV
- (c) Normal Sleeping Berth charges apply.
- (d) Reservation system operators will input the number of vouchers required for each journey.
- (e) Unlimited stopovers permitted per voucher. No minimum or maximum restriction applies to the duration of time spent at a stopover location.
- (f) The reservation system will calculate the Booking Fee based on the number of vouchers entered.
- (g) The Booking Fee and GST will be shown separately on the ticket.
- (h) Spouses may collect tickets on behalf of their partners. The spouse must present identification, e.g. PCC or driver's licence, and must also be in possession of their spouse's PCC when collecting the ticket.
- (i) NSW TrainLink will also accept a letter from a pensioner giving authority to a nominated person to collect tickets and sign voucher(s) on their behalf.
- (j) The letter must contain the following information: date, name, address, pension number and phone number of the pensioner; also the name and address of the nominated person collecting the ticket on their behalf, and signatures of the pensioner and nominated person.
 - i. The nominated person must present identification e.g. drivers licence, and also must be in possession of the pensioner's PCC.
 - ii. The signatures on the letter of authority must match the signature on the PCC and the signature on the ID presented by the nominated person.
 - iii. The letter of authority is retained by the agent and attached to the voucher portion of the ticket.
- (f) The following are the procedures to be followed by the sales agent when a passenger disputes the PTV usage.

- i. Advise the customer to pay the half fare and contact Customer Relations either by phone 93794850 or in writing, NSW Train, Customer and Government Relations, PO Box K349, Haymarket NSW 1238, and provide their Pension Concession Card details.
 - ii. Advise customer that if the investigation proves that the customer did in fact **not** use their allotment, they will receive a full refund.
- VI. Customer Relations will determine the status of the entitlement and advise the customer accordingly and also provide the customer with a refund if the investigation finds in the customer's favour.

Pensioner Travel Vouchers (PTV) VIC

NSW TrainLink sales agents are able to accept Victorian Pensioner Vouchers.

Who gets

- (a) Eligible Victorian pensioners and Victorian War Widow/ers in possession of a Pensioner Concession Card (PCC) or Transport Concession Card (TC1).

Entitlement

Each calendar year, **ONE** free voucher for a single economy class journey or **ONE** free voucher for a return economy class journey on NSW TrainLink services between Melbourne, Benalla, Wangaratta and NSW - VIC Border (Wodonga).

Conditions

- (a) Origin and destination can not be changed once the journey has begun.
- (b) Ordinary re-booking and cancellation conditions apply.
- (c) When travelling interstate on NSW TrainLink services the voucher will be accepted for payment of the Victorian portion of the fare.
- (d) The Victorian Pensioner Free Travel Voucher must be collected from the passenger in exchange for a ticket.
- (e) Does not cover sleeping berth charges.
- (f) An intending passenger must hold a valid concession card at the time of booking even though this concession card may not cover the date of travel. When travelling, the passenger must produce on demand a valid concession card to an authorised person. If unable to do so the full adult fare must be paid.

Reservations

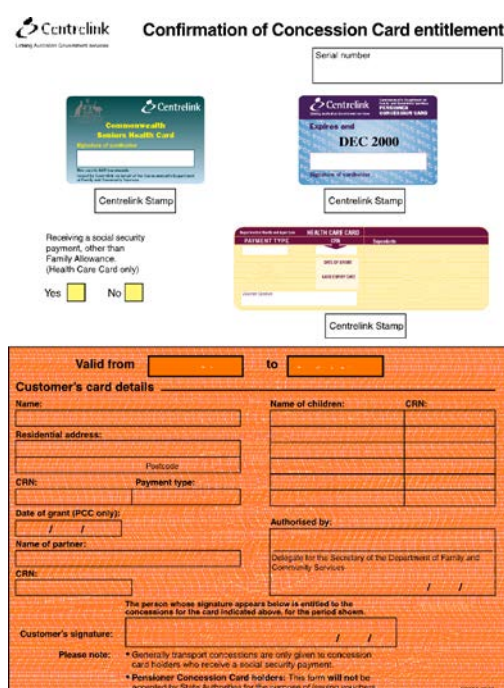
- (a) Discount Entitlement: PC VIIN.
- (b) For first class travel the applicable upgrade from economy to first class applies.
- (a) **CRS** operators will input the number of vouchers required for each journey.
- (b) When registering a pensioner in the reservation system operators are required to enter the following details: pension number, title and first name, last name, state, address and post code.
- (c) Passengers entitled to Pensioner Free Travel are not to be booked as "Pay con" nor are they to be accepted as "Go Show".
- (d) Spouses may collect tickets on behalf of their partners. The spouse must present identification, e.g. PCC or driver's licence, and must also be in possession of their spouse's PCC when collecting the ticket.
- (e) NSW TrainLink will also accept a letter from a pensioner giving authority to a nominated person to collect tickets and sign voucher(s) on their behalf.
- (f) The letter must contain the following information: date, name, address, pension number and phone number of the pensioner; also the name and address of the nominated person collecting the ticket on their behalf, and signatures of the pensioner and nominated person.

- i. The nominated person must present identification, e.g. Driver's licence, and also must be in possession of the pensioner's PCC.
- ii. The signatures on the letter of authority must match the signature on the PCC and the signature on the ID presented by the nominated person.
- iii. The letter of authority is retained by the agent and attached to the voucher(s) printed from the system.

Refunds

All tickets with or without a cash component not required by the passenger must be refunded through the **CRS** system to re-credit a voucher to the pensioner.

Confirmation of Concession Card Entitlement



The form is titled "Confirmation of Concession Card entitlement" and features the Centrelink logo. It includes several sections for data entry:

- Serial number:** A text box for entering the card's serial number.
- Card Images:** Two placeholder boxes for images of the concession card, each with a "Centrelink Stamp" label below it.
- Health Care Card (HCC) Section:** A section for "HEALTH CARE CARD (HCC)" with a "Valid from" and "to" date range, and a "Centrelink Stamp" label.
- Customer's card details:** A large section with multiple text boxes for:
 - Name
 - Residential address (including Postcode)
 - CRN
 - Payment type
 - Date of grant (PCC only)
 - Name of partner
 - CRN
 - Name of children
 - CRN
- Authorized by:** A section for the signature of the authorized person, with a "Signature" label and a "Date" field.
- Customer's signature:** A section for the customer's signature, with a "Signature" label and a "Date" field.
- Please note:** A section with two bullet points:
 - Generally transport concessions are only given to concession card holders who receive a social security payment.
 - Pensioner Concession Card holders: This form will not be accepted by State Authorities for the purpose of issuing vouchers.

Who gets

- (a) Newly qualified recipients pending the issue or reissue of a new PCC card.
- (b) Eligible pensioners who have lost their PCC cards.

Entitlement

Half the adult ordinary fare on all NSW TrainLink services.
Country Pensioner Excursion tickets.

Conditions

- (a) Accepted for pensioner concession travel until the expiry date shown on the entitlement form.

- (b) Concession travel can only to be granted when the “CRN” field on the left side of the form displays the pensioner number. Also, the top right “Serial No” field is to be completed and the form must been stamped by Centrelink/Department of Veterans Affairs issuing office.
- (c) Pensioner travel vouchers can be accepted for payment of travel while the passenger is in possession of the confirmation of concession card entitlement form if previously registered in CRS. Please disregard any reference made to rail travel and or the issuing of vouchers located at the bottom of the form.

Issued by

Departments of Centrelink and Veterans Affairs.

Reservations

Discount Entitlement: CN PENSCONC

Seniors Card

NEW SOUTH WALES



VICTORIA



TASMANIA



SOUTH AUSTRALIA



AUSTRALIAN CAPITAL TERRITORY



NORTHERN TERRITORY



QUEENSLAND



WESTERN AUSTRALIA



Who gets

Permanent residents of Australia aged over 60 who are not substantially employed (defined as working 20 hours a week or less).

- i. Seniors must be in possession of a card issued by an Australian State or Territory Government.

- ii. Overseas seniors are NOT entitled to concessions on NSW TrainLink services.

Entitlement

- (a) Half the adult ordinary fare on all NSW TrainLink services.
- (b) Country Pensioner Excursion tickets. See [17-6](#)

Reservations

Discount Entitlement: CN PENSCONC

Transport Concession Entitlement Card (TCEC)



Who gets

Customers who meet the Centrelink eligibility criteria.

- i. Customers must be in possession of TCEC issued by Transport for NSW.

Entitlement

- (c) Half the adult ordinary fare on all NSW TrainLink services.
- (d) Country Pensioner Excursion tickets. See [17-6](#)

Reservations

Discount Entitlement: CN PENSCONC

Companion Card



Who gets

Permanent residents of Australia, with significant and permanent disabilities, requiring care by an attendant for various reasons, including assistance with their mobility and travel. The Companion Card is issued to the person with the disability and simply identifies the cardholder as someone who, due to a permanent disability, requires a companion to travel with them for assistance. The nominated companion must be able to provide assistance that CAN NOT be provided by on-board train and coach staff

On presentation of a Companion Card, the 'Companion' is entitled to a free first class or economy class seat.

Entitlement

Seats

- i. Companion Card Holder: Pays the applicable NSW TrainLink rail fare for a first class or economy class seat. The Companion Card Holder may utilise any other valid concession card/pass e.g. seniors, PCC, CPE, Student etc in conjunction with the Companion Card. All relevant ancillary fares and charges apply e.g. Berth fees, PTV booking Fees.
- ii. Accompanying Companion: Free first class or economy class seat.

Berths

- i. Companion Card Holder: Pays the applicable NSW TrainLink rail fare for a first class or economy class seat. If travelling in a berth, applicable berth charges to be paid by the passenger. The Companion Card Holder may utilise any other valid concession card/pass e.g. seniors, PCC, CPE, Student etc in conjunction with the Companion Card. All relevant ancillary fares and charges apply e.g. Berth fees, PTV booking Fees.
- ii. Accompanying Companion: Free first class or economy class seat. Applicable berth charges to be paid by the passenger.

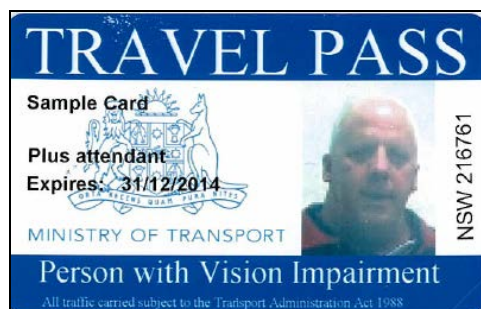
Reservations

Discount Entitlement:

Companion Card Holder: No Discount Entitlement

Companion: CN - CCE

Vision Impaired Person/ attendant/ guide dog



Who gets

- (a) Vision Impaired Person, on presentation of a Transport NSW Vision Impaired Person Travel Pass. Cards not endorsed 'Plus attendant' attract the same entitlements and are to be accepted.
- (b) Vision Impaired Persons from interstate on presentation of similar design travel pass as New South Wales Travel Pass will receive the same entitlements as New South Wales recipients on NSW TrainLink services.
- (c) Vision Impaired Person from overseas on presentation of some form of identification to the effect that they are vision impaired.
- (d) Vision Impaired Person as in (a), (b), (c) and accompanying Guide Dog or Guide Dog in training.

Entitlement

(a) Seats

- i. Vision Impaired Person: Half the adult ordinary fare.
- ii. Accompanying Attendant: Free travel.
- iii. Accompanying Guide Dog or Guide Dog in training: Free travel.
- iv. If Vision Impaired Person is travelling with an Attendant and Guide Dog only one free seat. The Guide Dog will sit on the floor between the two seats.

(b) Berths

- i. Vision Impaired person: Half the adult ordinary fare on all NSW TrainLink services plus full berth charges where applicable.
- ii. Accompanying Attendant: Free travel, plus pay full berth charges.
- iii. Where a Vision Impaired Person and Guide Dog are travelling they must have sole use of the cabin. The vision-impaired passenger is to be charged the applicable rail and berth charge. The Guide Dog will travel FREE and is to be booked using the relevant discount entitlement. The berth charge is to be overridden to a zero fare (\$0.00). The dog will sleep on the floor.
- iv. When a Vision Impaired Person travels without a Guide Dog or Attendant they are not entitled to sole use of a cabin.

- (c) Vision Impaired Persons may utilise their Travel Pass with any other valid concession card/pass. All relevant fares and charges apply e.g. PTV booking Fee.

Example: Vision impaired persons in possession of a Travel Pass and Pensioner Concession Card (PCC) are able to purchase a Country Pensioner Excursion (CPE) or Pensioner Travel Voucher (PTV) tickets. Reservation system operators are to use the PCC or CPE Discount Entitlement for the Vision Impaired Person and for the attendant the Discount Entitlement CN BLINDATT.

Conditions

- (d) Passes may or may not be endorsed attendant but in all cases the recipient is entitled to be accompanied by an attendant or guide dog or both.
- (e) No identification card is required for the Guide Dog however it will have an identification medallion attached to its collar.
- (f) Attendant and Guide Dog must travel the same journey as the Vision Impaired Person.
- (g) Travel Passes are the same size as a credit card and have an identification photograph attached and are valid for three years.
- (h) Any meal for the Guide Dog is to be supplied by the passenger.
- (i) In all cases the Guide Dog must sit or sleep on the floor.
- (j) On long journeys, generally defined as more than seven (7) hours, guide dogs may require a toilet stop. Onboard staff should check with the passenger and advise of the location most suitable along the route for a designated stop. The stop will be at a scheduled timetabled location as a special stop will not be made to accommodate the request.

Issued by

NSW residents: Passes & Concessions: Telephone 02 9891 8988

Other State or Territory: Controlling body of that State or Territory.

Reservations

(k) Discount Entitlement

- i. Vision Impaired Person: CN BLIND
- ii. Attendant : CN BLINDATT
- iii. Guide Dog: CN GDOG

Vision Impaired NSW Travel Pass

Who gets

- (a) Vision impaired person, resident of NSW on possession of a Transport NSW Vision Impaired Person Travel Pass. Cards not endorsed 'Plus attendant' attract the same entitlements and are to be accepted.
- (b) Attendant.

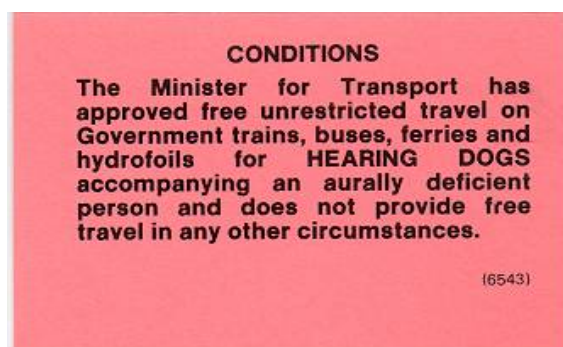
Entitlement

- (a) One (1) return or Two (2) single free first or economy class trips on all intrastate NSW TrainLink journeys.
- (b) When travelling interstate, half the adult ordinary fare for the vision impaired person from the NSW border to the interstate destination is to be paid.
- (c) The attendant travels free of charge for the entire journey (this includes travel to interstate locations).

Reservations

- (c) Discount Entitlement
 - i. Vision Impaired Person WO C1060
 - ii. Attendant CN BLINDATT

Hearing Dog



Who gets

- (a) A hearing impaired person accompanied by a Hearing Dog or a Hearing Dog in training.

Entitlement

- (a) Hearing impaired person: Applicable adult ordinary fare.
- (b) Accompanying Hearing Dog or Hearing Dog in training: Free travel.

Conditions

Seats

- (b) If travelling with a Hearing Dog, the hearing impaired person will pay the applicable adult ordinary rail fare plus one free seat for the Hearing Dog. The Hearing dog will sit on the floor in front of the seat.

- (c) When the owner of a Hearing Dog travels without the animal they are not entitled to an additional free seat.
- (d) Any meal for the Hearing Dog is to be supplied by the passenger.
- (e) On long journeys, generally defined as more than seven (7) hours, guide dogs may require a toilet stop. Onboard staff should check with the passenger and advise of the location most suitable along the route for a designated stop. The stop will be at a scheduled timetabled location as a special stop will not be made to accommodate the request.

Sleeping berth

- (e) Where an aurally deficient person and Hearing Dog are travelling they must have sole use of the cabin. The aurally deficient passenger is to be charged the applicable rail and berth charge. The Hearing Dog will travel FREE and is to be booked using the relevant discount entitlement. The berth charge is to be overridden to a zero fare (\$0.00). The dog will sleep on the floor.
- (f) When owner of a Hearing Dog travels without the animal they are not entitled to sole use of a cabin.

Reservations

Discount Entitlement: CN HDOG

Application Forms

Applications forms for an a Hearing Dog Certificate must be directed to the Manager
Passes & Concessions: Telephone 02 9891 8988

Assistance Animals



Who gets

- (a) A person accompanied by an Assistance Animal or an Assistance Animal in training.

Entitlement

Free unrestricted travel on any NSW TrainLink service.

Conditions

Pets (sometimes described as companion animals) and animals described as "assistance animals" are not permitted on NSW TrainLink services unless the handler is in possession of an Assistance Animal permit.

Seats

- (b) If travelling with an assistance animal, the applicable rail fare for the person plus one free seat next to each other, for the assistance animal. The assistance animal is to sit on the floor in front of the seat.
- (c) When the owner of an assistance animal travels without the animal they are not entitled to an additional free seat.
- (d) Any meal for the assistance animal is to be supplied by the passenger.

Sleeping berth

- (e) Where a person and an Assistance Animal are travelling they must have sole use of the cabin. The passenger is to be charged the applicable rail and berth charge. The Assistance Animal will travel FREE and is to be booked using the relevant discount entitlement. The berth charge is to be overridden to a zero fare (\$0.00). The dog will sleep on the floor.
- (f) When owner of an assistance animal travels without the animal they are not entitled to sole use of a cabin.

Reservations

Discount Entitlement: CN ASAM

Application Forms

Applications forms for an Assistance Animal card must be directed to the Manager Passes & Concessions, Telephone 02 9891 8988

Police Dogs

Who Gets

Police Dog or Police Dog in training.

Entitlement

Where a police handler is travelling on NSW TrainLink services with a Police Dog or Police Dog in training, two (2) seats next to each other must be booked. The handler is to be charged the applicable rail fare and the Police Dog or Police Dog in training travels free.

No pass for the dog is required and if the handler is not in police uniform then some form of identification must be shown.

Reservations

Discount Entitlement: CN ASAM

Transport Concession Entitlement Card (TCEC) - NSW Half Fare Entitlement



Who gets

- (a) Persons in receipt of Commonwealth benefits including the unemployed.
- (b) Persons attending special migrant English courses.
- (c) Persons attending educational programs for unemployed youth.

Entitlement

- (a) Half the adult ordinary fare for intrastate journeys on NSW TrainLink services.
- (b) No concessions on an interstate journey or any portion of an interstate journey.

Issued by

Transport for NSW.

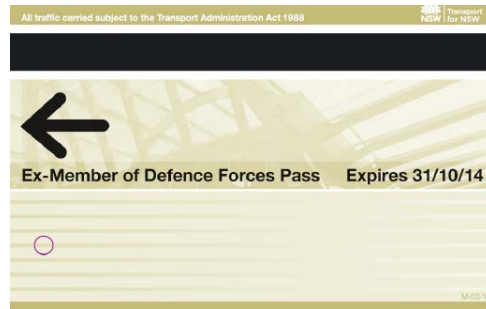
Lost card

Transport for NSW.

Reservations

Discount Entitlement: CN UNEMPNSW

TPI/ Veterans: NSW Resident



Who gets

War Veterans and Ex-Servicemen residents of NSW who reside outside the Sydney and Newcastle suburban area. Entitlements are as per Ex-member of the Defence Forces.

Those entitled to free travel will be in possession of an Ex-Member of the Defence Forces Pass, which does **not** identify the holder as a TPI, but will be endorsed with the letters **EX**, followed by a series of numbers e.g. **EX123456**.

Those in possession of a pass **not endorsed** with *EX and followed by a series of numbers* are **NOT** entitled to free travel.

Entitlement

- (a) Three (3) return or six (6) single first or economy class NSW TrainLink journeys each calendar year within New South Wales or the portion of an interstate journey.
- (b) When travelling interstate, the applicable fare from the NSW border to the interstate destination is to be paid. Operators will be required to calculate the fare to be collected.
- (c) Veterans Affairs Gold and White cards can not be used to purchase tickets at the concession rate.

Reservations

Discount Entitlement WO C1017

TPI/Veteran: Victorian Resident



Who gets

- (a) Resident of Victoria.

Entitlement

- (a) Free travel on NSW TrainLink services within Victoria.
- (b) Half the adult ordinary fare on all NSW TrainLink services within New South Wales when in possession of a Department of Veteran Affairs Gold Card identifying them as a TPI.
- (c) CRS does not calculate the cash portion payable by the passenger. The applicable fare from the border to the destination must be manually calculated and a Form of Payment Adjustment must be made to reflect both the applicable cash component and voucher amount.

Lost card

Replaced by the Victorian Department of Infrastructure, Melbourne.

Reservations

Discount Entitlement: **AC C1023**

With Veteran Affairs Gold Card: Victorian free portion half fare cash interstate.

AC C1024

Without Veteran Affairs Gold Card: Victorian free portion full fare cash interstate.

Overseas rail employees travel benefits



Who gets

- (a) All serving/current overseas, adult, rail employees and spouse or partner, irrespective of country of origin in possession of Letter of Introduction OR an International Rail Employee discount card.
- (b) The letter must be on official company letterhead and contain applicants' position and duration of visit.
- (c) The letter must be original and no photocopies will be accepted.

Entitlement

- (a) Adult - Half adult ordinary fare.
- (b) Child - Half adult ordinary fare.

Condition

- (a) One Letter of Introduction per itinerary.
- (b) No reservations are to be made on another systems service.
- (c) Letter of introduction must be presented to a NSW TrainLink Travel Centre for travel on NSW TrainLink services.
- (d) The ticketing office must retain letter of introduction.
- (e) NSW TrainLink reserves the right to withdraw this offer without notice.
- (f) If travelling in a sleeping berth, the berth charge must be paid.

Reservations

Discount Entitlement: CN OSEP

18 Educational concessions

To enable students to obtain concession fares, education establishments must be registered with NSW Train.

To obtain registration, educational establishments must provide courses for students fully engaged in studies, attending regular organised classes of not less than six bona fide pupils.

Application for registration must be made in writing to NSW Train.

To be eligible for a concession, a student/school pupil must be fully engaged in studies at a registered educational establishment and must not be in receipt of any remuneration.

All fare allowances, and allowances paid to Public Service trainees, Colombo Plan students, NEAT Scheme trainees and holders of Commonwealth Technical Scholarships who do not receive Commonwealth Tertiary Education Allowances, are regarded as remuneration.

Allowances paid under Secondary/Tertiary Education Allowance Schemes or in connection with university grants, or to holders of Teachers College Scholarships or bursaries granted by the State Bursary Endowment Board, are specifically exempt.


In all cases, the issue of tickets at the student/school pupil rate depends on presentation of one of the following valid cards when purchasing a ticket.

An intending passenger must hold a valid concession card at time of booking even though the card may not cover the date of travel. When travelling, the passenger must produce on demand a valid concession card to an authorised person. If unable to do so, the full adult fare must be paid. The additional fare paid is non-refundable.

Concession cards vary in colour each year.

New South Wales School Pupil Identification Card

Senior Secondary Student NSW Transport Concession Card (202)



The image shows a form for a 'senior secondary student concession card'. At the top, it says 'senior secondary student concession card' in a black box. Below this is a large '14' in a circle. To the left of the '14' is the 'Transport' logo. The form has several fields for personal and school information: 'Student's name in full', 'Residential address', 'Student's signature', 'Name of school', and 'Signature of school principal or authorised representative'. Below these fields is a note: 'For travel at child/concession fare on train, bus, ferry and light rail services within NSW as indicated on the reverse.' At the bottom left, there is a circular 'FOIL SEAL' area with the text 'NOT VALID UNLESS FOIL SEAL IS ATTACHED'. At the bottom right, there is an 'Expiry date' field with the date '31.03.15'. Below the expiry date, it says 'FOR CONDITIONS SEE BACK' and 'FORM No. 2012'. At the very bottom, it says 'Always carry card when travelling'.

Who gets

School Pupils aged 16, 17 18 years of age and over attending NSW/ACT schools.

Entitlement

- (a) Child fare on all NSW TrainLink services.
- (b) Must pay adult ancillary charges if travelling in a berth.
- (c) Included in the family fare scheme.
- (d) Not available on Queensland TravelTrain services and Victorian VLine services.

Issued by

NSW/ACT high schools under the direction of Passes & Concessions, 16-18 Wentworth Street, Parramatta 2150. Telephone 02 9891 8988

Lost card

Replaced by Manager Passes & Concessions: Telephone 02 9891 8988.

Prescribed fee **\$25.00**.

Reservations: Passenger Type CHD.

New South Wales Student Identification Card

Tertiary Student NSW Transport Concession Card (204) and Educational Institution Issued Student Identification Card

tertiary student
concession card

Transport 14

Student's name in full _____

Residential address _____

Student's signature _____

Name of the educational establishment student is attending _____

For travel at child/concession fare on train, bus, ferry and light rail services within NSW as indicated on the reverse.

NOT VALID UNLESS FOIL SEAL IS INTACT
FOIL SEAL

Expiry date (OFFICE USE ONLY) _____

FOR CONDITIONS SEE BACK FORM No. 204

Always carry card when travelling

Who gets

- Full time NSW students attending a university, TAFE or Private College aged 16 and over and full time NSW/ACT school students 19 and over.
- TAFE and private college students must be enrolled in a course of study for no less 20 hours per week for a continuous period of at least 9 weeks.
- Students with disabilities who fulfil all other criteria but are unable to take a full course load due to their disabilities are also eligible.

Entitlement

- Student fare on all NSW TrainLink services.
- Must pay adult ancillary charges.
- Not available for the family fare scheme.
- Not available on Queensland TravelTrain services and VLine services within Victoria.

Issued by

Passes & Concessions:
16-18 Wentworth Street, Parramatta 2150.
Telephone 02 9891 8988

Lost card

Replaced by Manager Passes & Concessions: Telephone 02 9891 8988.

Students must present an educational institution certified application form (5585).
Cost **\$25.00**.

Reservations: Passenger Type: STU. Discount Entitlement: CN STU

CRS operators must input a DE ID student card number.

Student identity card with foil attached or embedded



Who gets¹

- i. Full time students aged 16 years and over residing in NSW and attending a university, TAFE or Private College in NSW or the ACT.
- ii. Full time NSW students, 16 and over and attending a university, TAFE or Private College aged full time NSW/ACT school students 19 and over.
- iii. TAFE and private college students must be enrolled in a course of study for no less 20 hours per week for a continuous period of at least 9 weeks.
- iv. Students with disabilities who fulfil all other criteria but are unable to take a full course load due to their disabilities are also eligible.
- v. A number of cards issued are valid for more than one year. These cards must display the current year's foil.
- vi. Some cards are a combination of student and credit card. The student/credit card displays credit card details and the name of the tertiary establishment. The card will also have a foil attached and a photo of the student displayed.
- vii. Not available on Queensland TravelTrain services and Victorian VLine services.

Entitlement

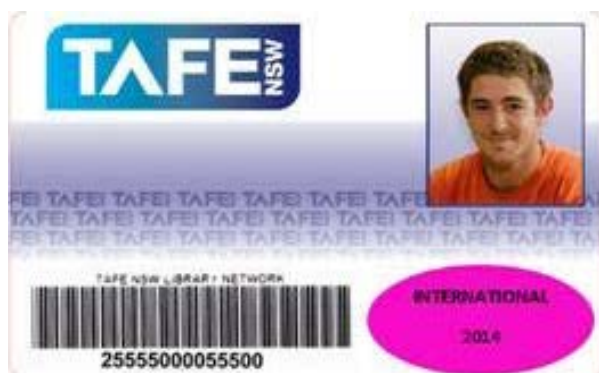
- (a) Student fare on all NSW TrainLink services.
- (b) Must pay adult ancillary charges.
- (c) Not available for the family fare scheme.

Issued by

Cards and foils are issued by the student's educational institute.

Reservations: Passenger Type: STU. Discount Entitlement: CN STU

TAFE NSW International student card



Who gets

(a) Full time International students attending TAFE.

Entitlement

(a) Student fare for travel on all NSW TrainLink services.

(b) Must pay full ancillary charges.

(c) Not available for the family fare scheme.

Issued by

TAFE NSW
827-839 George Street, Sydney
Phone 1300 360 301

Lost card

Replaced by TAFE NSW:
Telephone 1300 360 301 or by students contacting their local TAFE Institute.

Reservations: Passenger Type: STU. Discount Entitlement: CN STU

International Student Identity Card (ISIC)



Who gets

- (b) Issued to all students worldwide.
- (c) Full time students attending a university, TAFE or Private College

Entitlement

- (d) Student fare for travel on all NSW TrainLink services.
- (e) Must pay full ancillary charges.
- (f) Not available for the family fare scheme.
- (g) Available on Queensland TravelTrain services and all Victorian VLine services.

Issued by

STA Travel outlets.

Reservations: Passenger Type: STU. Discount Entitlement: CN STU

ISE International Identity Card



Who Gets

Full time students

Entitlement

- (a) Student fare on all NSW TrainLink services
- (b) Must pay full ancillary charges
- (c) Not available for Family Fare
- (d) The ISE card is also available on QR TravelTrain services

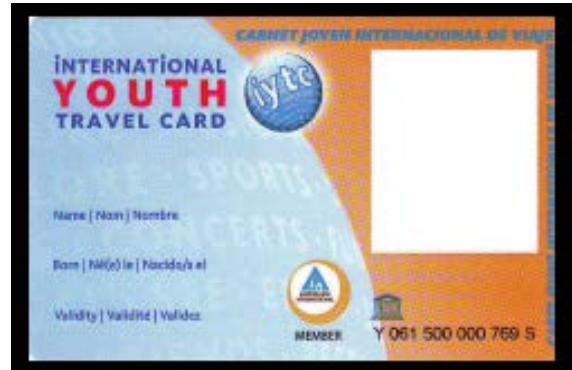
Conditions

- (e) The ISE card is only valid when endorsed “**Full -Time Student**”.
- (f) Any other categories such as “Youth” or “Teacher” do not qualify.
- (g) The card must have an “expiry date” and a “control number”.
- (h) Some cards are a combination of student and credit card. The student/credit card displays credit card details and the name of the tertiary establishment. The card will have a photo of the student displayed.
- (i) A combined International Identity/Credit Card will not have a control number.
- (j) Not available on Sydney Trains/NSW TrainLink Intercity or QR CityTrain services.

Issued by www.isecard.com

Reservations: Passenger Type: STU. Discount Entitlement: CN STU

YHA Member Card



Who Gets

YHA member

Entitlement

- (a) 10% discount on all NSW TrainLink services
- (b) Must pay full ancillary charges
- (c) Not available for Family Fare scheme.
- (d) Not available on NSW Train Sydney Trains/NSW TrainLink Intercity service or QR CityTrain services

Conditions

- (a) The YHA card must display the Hostelling International Logo or the YHA logo.
- (b) The card will display an expiry date. Most cards will have an expiry date of between one and three years with some holding life membership cards.
- (c) Some members will be life members.

Issued by: Youth Hostel Association (YHA)

Reservations: Passenger Type: ADU. Discount Entitlement: CN YHA

Tertiary Education Identification Card (Study Fare)

Who Gets

Australian and International part time or full time students in possession of any form of identification confirming they are undertaking tertiary studies. The identification must display the name of the educational facility, the students name and a student number.

Entitlement

- (a) 15% discount on all NSW TrainLink services only
- (b) Must pay full ancillary charges
- (c) Not available for the family fare scheme.

Conditions

- (a) The identification must display the name of the educational facility, the students name and a student number.
- (b) Second form of ID such as drivers licence, passport etc must be presented at time of ticketing
- (c) Some identification cards may only display an issue date. Cards that do not have an expiry or validity date will be accepted for a period of up to 4 years from the date of issue shown on the card. This applies to identifications which do not have a foil attached or embedded.
- (d) Available to 'Go Show' passengers on NSW TrainLink train services
- (e) Not available to 'Go show' passengers on NSW TrainLink coach services
- (f) Not available on NSW Train Sydney Trains/NSW TrainLink Intercity service or QR CityTrain services.

Issued by:

Tertiary facility being attended.

Reservations: Passenger Type: ADU. Discount Entitlement: CN EDU

NSW Train NSW Borders Pass



Who gets

Full time school pupils who are permanent residents of NSW and attending boarding schools in NSW or the ACT will be eligible for a pass.

Note:

School pupils who are permanent residents of NSW and attending a boarding school in another state - other than the ACT, are not entitled to a pass.

School pupils who are permanent residents of another state and attending a boarding school in NSW/ACT are not entitled to a pass.

Entitlement

Free economy class travel on NSW TrainLink services between home and boarding school/college.

Conditions

- (a) Passes are available for travel on NSW TrainLink services within NSW, from school on Friday or Saturday or to school on Sunday or Monday, for weekend vacations, or at the beginning and end of school vacations
- (b) If travelling on any other day the pupil must have an official letter of authority from the school principal. This is to be presented when requesting a ticket and must be carried for the duration of the journey undertaken.
- (c) Passes are only available for return travel between the NSW TrainLink location nearest the school pupil's residence and school or college.
- (d) Where a NSW TrainLink service by a longer route is more convenient, travel may be permitted upon payment to NSW TrainLink. Payment will be for the additional distance involved, at the school pupil concession fare.
- (e) If first class travel is required the passenger must pay the child ordinary first class fare for the total journey.
- (f) Break of journey is not permitted.

- (g) Boarders not travelling between school and home, as set out in the previous conditions must pay the applicable fare for the entire journey.
- (h) Relevant concession card must be produced to obtain a concession/student fare.
- (i) Passes are available for travel prior to the commencement of the first school day of the following year of issue.
- (j) Passes are issued on condition that the holder is of good behaviour while on NSW Train services or premises.
- (k) If any of the above conditions are breached NSW Train may confiscate this pass and take legal proceedings against the person to whom the pass is issued, or refuse to grant any further travel concession (or all or any of the above).
- (l) Not available on private coaches, Queensland TravelTrain services or services within Victoria.

Reservations: Discount Entitlement WO C1070

Issued by:

NSW schools/colleges, under the direction of the Manager, Passes & Concessions located at: 16-18 Wentworth Street, Parramatta 2150. Telephone 02 9891 8988.

Passes remain the property of NSW Train. The card is invalid if there is any alteration, erasure, addition, damage, mutilation, or if it is torn. Should the pass become invalid, it must be returned to:

Manager Passes & Concessions

16-18 Wentworth Street, Parramatta 2150. Telephone 02 9891 8988

Lost card

Replaced by Manager Passes & Concessions: Telephone 02 9891 8988 at a prescribed charge.

Reservations: Discount Entitlement WO C1070

Australian Trainee-ship

Australian Trainee-ship System Trainee Identification Card Form TR203 is not available for concession travel on NSW TrainLink services.

Passengers must have an Australian Trainee-ship Warrant or pay full adult fare and ancillary charges, and recoup the cost of travel from the Department of Employment Education and Training.

1st and 2nd year apprentices

Apprentices do not receive any discounted travel on NSW TrainLink services.

Apprentices must pay the full adult fare and ancillary charges and recoup the cost of travel from the Department of Employment Education and Training.

Victorian Primary School Students

Primary School Students and students up to 17 years of age are classified as children in Victoria and therefore a student card is not required when making a reservation or travelling on NSW TrainLink services.

Victorian Secondary School Students

Description

Photo ID card titled Victorian Public Transport CONCESSION CARD with validity date and card number.



Who gets

Victorian resident full time school students 17 years and over pursuing a normal course of study at a Victorian secondary school up to Year 12. Students attending a TAFE college and studying a full time VCE or Year 11 or 12 are eligible to obtain a Secondary Student Concession.

Students under 17 years of age are classed as a child and are not issued with a student card.

Entitlement

- (a) Child fare on all NSW TrainLink services.
- (b) Must pay full sleeping berth charges.
- (c) Included in the family fare scheme.
- (d) Not available on Queensland TravelTrain services.

Reservations: Passenger type CHD

Victorian Tertiary Students

Description

Photo ID card titled Victorian Public Transport CONCESSION CARD with validity date and card number.

Endorsed 'T' Tertiary



Who gets

Victorian resident full time students attending a Victorian tertiary college.

Entitlement

- (a) Student fare on NSW TrainLink services between Albury, Wangaratta, Benalla Seymour, Broadmeadows and Melbourne.
- (b) Not available between any other locations or on any other NSW TrainLink services.
- (c) Must pay full sleeping berth charges.

Reservations: Passenger type: STU. Discount Entitlement (DE): CN VTS

CRS operators must input a DE ID student card number.

19 to 20 Spare

21 Groups and authorised organisational travel

Group travel

Who gets

Ten or more adult fare paying passengers constitute a group booking.

Entitlement

- (a) Adult discount: 15% of the adult ordinary fare.
- (b) Child: No discount. Child ordinary half fare applies.
- (c) Group organisers and/or leaders are not entitled to free travel.
- (d) The group must travel together on the same NSW TrainLink service, in the same type and class of accommodation, and join and alight at the same locations.
- (e) The group must ticket at the same time.
- (f) If after the forward journey has been completed a member of the group has to return separately, that passenger must upgrade to normal applicable fare.
- (g) If due to cancellation the number of passengers falls below the required minimum of 10, the group is no longer entitled to 15% discount.
- (h) Each 20 children or part thereof, irrespective of age, must be accompanied by an adult.

Example: 10 children must be accompanied by 1 adult.

20 children must be accompanied by 1 adult.

29 children must be accompanied by 2 adult.

- (i) The only exception to this rule is that school pupils travelling on Boarders Passes, previously known as Free School Passes, may travel unaccompanied between home and school.

Reservations

It is a legal requirement that all passengers travelling on NSW TrainLink services must have their individual names entered into the reservation system prior to ticketing. If the individual names are not entered in the reservation system the group will not be approved for ticketing.

Approval for Group Bookings can be made at a local level if:

The duration of the journey is more than 4 set down stops.

An additional car/coach is not required to accommodate the number of passengers travelling.

Travel Centre and Booking Office Managers can approve travel at a local level. This will eliminate the need to request approval from the Call Centre. Manager User ID's have been upgraded to allow approval.

The level of discount that applies to group bookings will be determined by the period in which travel is undertaken – i.e. 15% discount off the ordinary adult fare will apply to travel during Peak season and 10% discount if travelling during Shoulder and/or Low seasons.

Authorised organisations

Shown below are examples of travel warrants, certificates and authority-to-travel forms issued by some organisations for discount travel on NSW TrainLink services.

They are generally only issued by organisations who do not book online.

Online booking organisations will in general, no longer issue passengers with a warrant/certificate etc.

Passengers presenting a blue travel warrant must be referred to the organisation where the warrant was issued; however, in some instances the warrant may be accepted. The NSW TrainLink Customer Support Group can authorise the acceptance of a warrant for travel.

CityRail		CityRail Passes and Concessions Office		A 210196
Please forward claim together with warrant to Department				
Cost to be charged to Countrylink A/C No.....				
Please issue ticket(s) for travel in accordance with details hereunder				
Name:				
Ticket: *Half Fare *First Class *Return *Sleeper *Economy *Single *Reserved seat				
From:				
To:				
Forward journey : Departing on d.....				
Return journey : Departing on d.....				
Authority for issue * Ex Soldier * Blinded Ex Soldier * Retired Officer * Vision Impaired * Countrylink * Widow				
*DELETE WORDS NOT APPLICABLE NOT TRANSFERABLE				
Signature of Authorised Officer STATE RAIL AUTHORITY DATE				
DETAILS OF TICKET(S) ISSUED..... PNR No.....				
DATE OF ISSUE..... COST \$.....				

CONCESSION FARE CERTIFICATE

001504
FOR COUNTRYLINK USE ONLY

Please issue to _____ one _____ *single or return ticket*

from _____ to _____

in connection with _____

to be held at _____ from _____ 19 _____

to _____ 19 _____

*The ordinary applicable total fare, i.e. single or return rail plus ancillary charges, less _____ discount.

(Signature of person authorised to issue certificate)

I CERTIFY that a concession ticket as indicated above has been issued and will be used for travel as:

a Delegate
a Competitor
a Member of party or Company
an Officer in Charge

(Signature of person to whom ticket is issued)

Any person who tenders any certificate or application for a concession ticket, or a reduction in fare, containing any incorrect or misleading statement respecting the age or occupation of the person therein named, or respecting any other matter on which the charge of a ticket is dependent, shall be liable to a penalty not exceeding \$20.00.

No. of ticket issued _____

Date stamped on ticket _____

Fare charged _____

Issuing Office _____

Issuing Officer _____

This Certificate must not be accepted until confirmation has been given in the Weekly Notice or by written instruction that the concession has been authorised.
The concession discount shall not apply to Child, Student or Pensioner fares.
For the travel of a Child, Student or Pensioner a ticket may be issued at the Child, Student or Pensioner rate.



Who gets

Adult and/or children in possession of appropriate authorisation form.

Entitlement

- (a) The level of discount entitlement is shown on the travel warrants, certificates and authority-to- travel forms.
- (b) Single or return journeys as indicated on the appropriate form.

Royal Far West Children's Health Scheme



Who gets

Adult and/or child in possession of appropriate Royal Far West form.

Entitlement

- (a) An original form from Royal Far West must have the logo as shown above.
- (b) Tickets are only available from the NSW TrainLink location nearest the passenger's permanent place of residence to Sydney Central Station.
- (c) Available for economy class seat only.
- (d) Adult single fare: Total fare to voucher.
- (e) Adult return fare: 50% to voucher and the remainder pay cash.
- (f) Child fare: Total fare to voucher.

Reservations

Discount Entitlement: Passenger Type Adult – WO C1029
 Passenger Type Child – AC C1006

Stewart House

Concession Fare Certificate
STEWART HOUSE
22 Ellen Street, CURL, NSW 2096
PO Box 21, Freshwater - Phone: 9938 3587 Fax: 9908 6491

I certify that each of the undermentioned children are under 16 years of age and has been nominated for accommodation at Stewart House, CURL, NSW - New South Wales. Please issue a ticket in accordance with CountryLink's Business Rules.

COUNTRYLINE USE ONLY

No. of Children: Fare:
No. of Attendants: PNR:
Forward journey: FTR:
Departure date: Issuing Office:
Return Journey: Date of Issue:
Departure date: Passenger list to be attached.
Signature of person issuing certificate:

**Misuse use of this certificate may incur a penalty.

  RailCorp

Who gets

Adult and/or child in possession of appropriate Stewart House form.

Entitlement

- (a) Tickets are only available to and from the NSW TrainLink location nearest the passenger's permanent place of residence.
- (b) Available for economy class seat only.
- (c) Adult fare: 50% to voucher and the remainder pay cash.
- (d) Child fare: 50% to voucher and the remainder pay cash.

Reservations

Discount Entitlement: Passenger Type Adult – WO C1016

Passenger Type Child – WO C1016

Sport and Recreation

Teachers information pack Lake Burramang

Attachment 1

CountryLink travel concession voucher

Sport and Recreation
6 Fyffers Drive
Sydney Olympic Park NSW 2127
Phone (02) 9005 9700

To CountryLink, _____

_____ (name of school) will be visiting Lake Burramang Sport and Recreation Centre for the period _____ to _____ and is entitled to tickets at the concession fare as shown in the Passenger Fares and Coaching Rules Book.

Number of students: _____

Number of attending adults (nonfunctional staff): _____

Students 10 years and over without a School Student Identification Card and attending adults escorting students are eligible to travel for **HALF ORDINARY ADULT FARE**.

Students under 10 years and those over 10 years in possession of a School Student Identification Card with the CountryLink logo are eligible to travel for **QUARTER ORDINARY ADULT FARE**.

Forward journey: _____ to Wollington station

Return journey: Wollington station to _____

Program Coordinator
Lake Burramang Sport and Recreation Centre for
Director General, Communities NSW
attest:

No of tickets issued: _____	Date: _____
Amount collected: _____	Clerk: _____

Any person who tenders any certificate or application for a concession ticket, or a reduction in fare, containing any incorrect or misleading statement respecting the age or the occupation of the person therein named, or respecting any other matter on which the charge of the ticket is dependent, shall be liable to a penalty not exceeding \$20.

Complete this voucher and email
bush@communitylink.nsw.gov.au
or fax to (02) 4962 9408

NSW
Government

Communities
Sport & Recreation

(1/1)

Who gets

Adult and/or child in possession of appropriate Sport and Recreation form.

Entitlement

Adult single or return fare: 50% to voucher and 50% cash.

Child single or return fare: 50% to voucher and 50% cash.

Reservations

Discount Entitlement: WO C1019

ANZAC

Who gets

NSW resident Ex-service personnel and family members in possession of an official letter from returned servicemen's organisations.

Entitlement

- (a) Only available for return travel to the ANZAC Day March and commemorative service.
- (b) Adult: Half the Adult ordinary return fare.
- (c) Child: Half the Child ordinary return fare.
- (d) Not available for single journeys.
- (e) Available for first and economy class and sleeping berths.
- (f) Full berth fee is to be charged.
- (g) All passenger names must be on the original letter.
- (h) Copies of letters will not be accepted.
- (i) Only for travel within NSW.
- (j) Normal cancellation and re-booking conditions apply.
- (k) No concession or discount fares available.
- (l) Family fare conditions do not apply.

Reservations: Discount Entitlement CN ANZAC

School Groups

70% discount off the full adult economy fares rounded to the nearest dollar for school pupils and accompanying adults travelling in organised school groups for educational purposes/excursions.

Who gets

School pupils and accompanying adults

Entitlement

Restrictions and blackout dates no longer apply; however, set quotas will be allocated on each service.

Conditions

- (a) The fare is not available with any other promotional fare and cannot be used in conjunction with other discounts or vouchers.
- (b) The discounts will apply for groups travelling either to or from rural areas in NSW from/to the Sydney Metropolitan & Newcastle area.
- (c) These discount fares are ONLY available for train travel and NOT for coach or taxi services.
- (d) Requests and approval must be obtained from NSW TrainLink Groups prior to confirmation of booking. Confirmation will be subject to availability and at the discretion of NSW TrainLink.
- (e) If these discounts are not available, then the normal NSW TrainLink child fare will apply.
- (f) Documentation from the school is required at time of ticketing to confirm that the travel is for educational purposes.

Reservations

Booking Class: YG

Discount Entitlement: CN SCGRP

22 Passes

Eligible service

Eligible service for NSW Trains passes is paid service with NSW TrainLink, Sydney Trains and or Sydney Busses/Ferries/State Transit.

Full time, probationary and part-time service is considered equivalent for pass eligibility purposes.

An employee must work for 12 months to be eligible for an inter-system pass but can get a family pass at any time.

Delegation for pass approval

Employee, Interstate and Family Passes may be authorised by Level 5 managers. This authority may be delegated to supervisors in accordance with the usual rules.

Sleeping berths

Employee, former employee or dependents on recreational travel are only entitled to free sleeping berth charges for journeys within NSW, if the pass or voucher is endorsed.

All employees are entitled to a sleeping berth (subject to availability) when travelling overnight on duty.

Return of passes

Employees who take leave without pay (including unpaid leave for maternity and career break purposes) for more than one month, must surrender their passes before commencing leave. All passes must be returned on cessation of employment.

Identification

Pass travel is a privilege. To safeguard this privilege it is necessary to ensure that the person who uses a NSW Train pass is the person who is eligible to do so. Accordingly, you or your family members may be asked to provide additional personal identification when making a booking or travelling on a pass.

Misuse of passes

Employees may be dismissed or become subject to other disciplinary action if they assist in or contribute to the misuse of any pass.

Lost, stolen or damaged passes

If an employee pass is lost, stolen or damaged the employee must apply for a new pass. A temporary pass is then provided pending the issue of a new pass. However, if a second or subsequent pass is lost, the employee is responsible for the cost of travel pending any reissue.

Lost or stolen Family Passes are not reissued.

The cost of travel when a Family Pass is lost is the responsibility of the employee or the employee's family member.

Any alteration made to a Family Pass, including the use of correction fluid, will render it invalid for use and make the employee subject to NSW Train disciplinary action.

Rail strikes and non-running trains

Employees may apply to their Pass Approval Officer for a re-credit of any pass affected by a rail strike, flood or cancellation of a service.

Illness

Employees or family members named on passes who become ill and are unable to use some or all of the pass benefit are not entitled to a re-credit, unless the pass is surrendered before its commencement date.

Payment in lieu

Upon completion of service with NSW Train, except in cases of serious and wilful misconduct, pass entitlements continue for the period of any accumulated annual and long service leave, even when the monetary value of that leave is paid in lieu. All existing passes are returned on completion of service. A separate pass will then be issued for the period of any accumulated paid leave.

Refunds

Where an employee pays to travel on a service covered by pass entitlement, level 3 managers may approve a refund of the ticket price in exceptional circumstances only. The Pass Approval Officer provides NSW TrainLink Refunds Section with a responsibility centre number to which the refund is debited.

Fare calculation

The cost of employee or dependents travel is calculated on the adult or child ordinary fare.

Employee Pass

Current employees



Who gets

Eligible permanent, probationary and temporary employees.

Entitlement

- (a) Free first or economy class travel on all NSW TrainLink, Sydney Trains and Sydney Busses/Ferries/State Transit (except premium services) services within NSW, while on duty and recreational travel only.
- (b) Sleeping Berths:
 - i. Entitled to free sleeping berth in New South Wales and on interstate journeys if pass is endorsed 'sleeping berth'.
 - ii. If travelling interstate and employee pass endorsed with 'sleeping berth', the applicable first class rail fare from the NSW border to the interstate destination is to be paid.
 - iii. If travelling interstate in conjunction with a Rail Australia Passholder Travel Voucher (Intersystem Voucher) first class rail fare from the NSW border to the interstate destination to be debited to (Intersystem Voucher).
- (c) Not available on GSR services.

Reservations

Discount Entitlement Code:

NSW TrainLink	EP NSWTRNIN	Sydney Trains	EP NSYDTNIN
TfNSW	EP NSTNSWIN	RailCorp	EP NSRCPIN
Pacific National	EP NSPNIN	Australian Rail Track Corp (ARTC)	EP NSARTIN

Family Pass

01003

Transport for NSW **FAMILY PASS**

This pass is available for the following employee's eligible family member and/or children:

Employee's name (in full) John Smith

Employee number 123456 Charge code NSYDTM11

Business group Sydney Trains

It provides the person/people (named below) with free travel, subject to the conditions on the back of this pass.

Eligible adult's name Mary Smith

Children's names	Age (y)	Sex (M/F)
<u>Thomas Smith</u>	<u>6</u>	<u>M</u>
<u>Sarah Smith</u>	<u>8</u>	<u>F</u>

(Only tick one box)

☒ **All-Services travel**

OR

☐ **Point-to-Point travel**

Period of travel: 06 AUG 2014 to 05 SEP 2014

Between _____ and _____ and return, commencing _____ finishing _____

The employee's eligible family member must carry personal identification when travelling on this pass. (ID may be in the form of a driver's licence, passport, medicare card.)

There are two types of Family Pass – the **All Services** and the **Point to Point Pass**. The following conditions apply equally to both passes, but should be read in conjunction with the unique conditions listed separately for each.

- i. Family Passes are available to the families of eligible current and former employees of NSW TrainLink, Sydney Trains, RailCorp, Pacific National, Australian Rail Track Corporation and TfNSW.
- ii. Family Passes provide travel for one eligible adult member of an employee's family and all children under 21 years of age (in the case of eligible former employees, employees includes the former employee).
- iii. For the purpose of this entitlement the employee's family includes: spouse, de facto or cohabiting same sex partner, parents, brothers, sisters, and the employee's children, including adopted, foster or step children and State wards.
- iv. Employees accompanying eligible family members who are using a Family Pass travel on their Employee Pass.
- v. Eligible family members may travel alone or with other family members in the absence of the employee. However, for safety reasons, children under the age of 12 are not permitted to travel on NSW TrainLink services unless accompanied by someone who is 16 or older.

Lost, stolen, damaged or altered passes

Lost or stolen family passes are not re-issued. The cost of travel when a family pass is lost is the responsibility of the employee or the employee's family member.

Any alteration made to a family pass, including the use of correction fluid, will render it invalid for use and the employee subject to NSW Train disciplinary action.

Illness

Employees or family members indicated on issued passes who become ill and are unable to use some or all of the pass benefits are not entitled to a re-credit, unless the pass is surrendered before its commencement date.

Refunds

Where an employee pays to travel on a service covered by pass entitlements, in exceptional circumstances only, level 3 managers may approve a refund of the ticket.

All Services Pass

Who gets

- (a) Families of permanent or probationary employees. NSW TrainLink, Sydney Trains, TfNSW, RailCorp, Pacific National, Rail Infrastructure Corporation, Australian Rail Track Corporation and Ministry of Transport NSW
- (b) One eligible adult member of employee's family and all children under the age of 21.

Entitlement

- (c) Free first or economy class travel on all NSW TrainLink, Sydney Trains and Sydney Busses/Ferries/State Transit (except premium services) services within NSW.
- (d) When travelling interstate, the applicable adult or child fare from the NSW border to the interstate destination is to be paid.
- (e) Not available on GSR services.

Reservations

Discount Entitlement Code:

NSW TrainLink	EP NSWTRNIN	Sydney Trains	EP NSYDTNIN
TfNSW	EP NSTNSWIN	RailCorp	EP NSRCPIN
Pacific National	EP NSPNIN	Country Rail Infrastructure Authority (CRIA) (formerly RIC)	EP NSWRICIN
		Australian Rail Track Corp (ARTC)	EP NSARTIN

Point to Point Pass

Who gets

- (a) Families of permanent or probationary employees. NSW TrainLink, Sydney Trains, TfNSW, RailCorp, Pacific National, Rail Infrastructure Corporation, Australian Rail Track Corporation and TfNSW.
- (b) One eligible adult member of employee's family and all children under the age of 21.

Entitlement

- (c) Free first or economy class travel on all NSW TrainLink, Sydney Trains services within NSW.
- (d) When travelling interstate, the applicable adult or child fare from the NSW border to the interstate destination is to be paid.
- (a) Not available on GSR services.

Reservations

Discount Entitlement Code:

NSW TrainLink	EP NSWTRNIN	Sydney Trains	EP NSYDTNIN
RailCorp	EP NSRCPIN	Australian Rail Track Corporation (ARTC)	EP NSARTIN
Pacific National	EP NSPNIN		

Rail Australia Passholder Travel Voucher (Intersystem Pass)

RAIL AUSTRALIA
PASSHOLDER TRAVEL VOUCHER 3566
ONLY FOR EMPLOYEES OF NSW GOVERNMENT DEPARTMENTS AND AGENCIES

EXCHANGEABLE FOR TICKETS AS UNDER:-

Employee Name _____ (Dependent) _____
 Family Member Name _____ Name(s) _____
 Relationship to Employee(s) _____ and Age(s) _____

Connecting Date _____
 Between _____
 Via _____
 Available for Single/Joint _____ Class of Travel _____

Issuing Office _____ Date _____
 Employee's Signature _____ Employee's Service No. _____
 Issuing Officer's Signature _____

THIS VOUCHER TO BE DEBITED TO ACCOUNT NUMBER _____

TICKET DETAILS - OFFICE USE ONLY						
Ticket No.	Value of Fare Ticket	Amount of Passenger's P.O.D.	Issued on (Date of Travel)	Class	Other Particulars	

Issuing Officer's Name _____ Issuing Officer Initials _____ Date _____
 Voucher Holder's Signature or Stamp of Proof of Identification _____

ORIGINAL - Accounting Copy DUPLICATE - Employee Copy TRIPPLICATE - Pass Office Copy

White portion

Who gets

- Permanent and permanent part time employees of NSW TrainLink, Sydney Trains, TfNSW, RailCorp, Pacific National, Rail Infrastructure Corporation, Australian Rail Track Corporation and Ministry of Transport NSW with over 12 months' continuous service.
- One eligible adult member of an employee's family and all children under the age of 21.

Entitlement

- Employees may receive up to three vouchers annually.
- Employees travelling interstate in conjunction with an employee pass endorsed 'sleeping berth' are entitled to free sleeping berths.
- Voucher is valid for locations endorsed on the pass.
- May only cross any NSW State border once within a calendar year.
- No other State may be visited more than once each year.
- Dates on the voucher must not overlap.
- One voucher may be issued each year to an employee or family member(s) while that employee is not on leave. When this occurs, no further interstate vouchers will be issued to the employee or family during that calendar year. For the purpose of this entitlement, an eligible adult family member includes the employee's:
 - Partner (including defacto or same sex partner with whom the employee cohabits)
 - Parents
 - Brothers and sisters
 - Children aged 21 years or over

- (c) Available on GSR services. Note when used for journeys only between Sydney and Broken Hill, the journey will be debited against the employee annual interstate voucher entitlement.

Interstate Entitlements (yellow copy of voucher)

The yellow copy of the Interstate Voucher may be used as a letter of introduction in the State to be visited, and entitles those listed on the voucher to up to three passes for travel outside of the capital city's metropolitan area. V-Line is the exception to this, where there is no reciprocal arrangements and the yellow portion is not accepted and employees of the Ministry of Transport NSW are not entitled to the yellow portion of the voucher.

Single Journeys

Employees and their eligible family members may undertake a one-way interstate journey, either leaving or returning to NSW. A half of one voucher will then be debited to the employee's annual pass allocation.

Return of unused Interstate Voucher

When a voucher is issued but not used, the employee must return it to the pass approval officer. The voucher is then returned to the Passes & Concessions Office where it is cancelled and re-credited to the employee's annual Interstate Voucher entitlement.

Lost vouchers

Lost vouchers are not reissued. The cost of travel when an interstate voucher is lost is the responsibility of the employee or the employee's family.

Refunds and cancellation

Irrespective of the passenger having paid cash, voucher or both for tickets issued on Great Southern Railways, Queensland Traveltrain and Trans WA, the cancellation fee will be calculated on the total ticketed fare. This cancellation fee must be then paid by the passenger and not debited to a voucher account.

Reservations

Discount Entitlement Code:

NSW TrainLink	EP NSWTRNVC	Sydney Trains	EP NSYDTNVC
Pacific National	EP NSPNVC	Australian Rail Track Corp	EP NSARTVC
RailCorp	NSRCPRIN	TFNSW	EP NSTNSWVC

Gold Pass Serving Employee

Current employees



Who gets

Permanent full time and part time employees of NSW TrainLink, Sydney Trains, TfNSW, RailCorp, Pacific National, Rail Infrastructure Corporation, Australian Rail Track Corporation and Ministry of Transport NSW with 30 or more years' service and their spouse, de facto or cohabiting same sex partner.

A Gold Pass is also provided to employees with 20 years' service, at least five years of which were at senior officer (or equivalent) level. NOTE: This benefit was only available prior to 6 December 2000.

Entitlement

- (a) Free travel on all NSW TrainLink services within NSW.
- (b) If travelling interstate, the full fare from the border is to be charged.
- (c) Sleeping Berths:
 - iv. Entitled to free sleeping berth in New South Wales and on interstate journeys if pass is endorsed 'sleeping berth'.
 - v. If travelling interstate and employee pass endorsed with 'sleeping berth', the applicable first class rail fare from the NSW border to the interstate destination is to be paid.
 - vi. If travelling interstate in conjunction with a Rail Australia Passholder Travel Voucher (Intersystem Voucher) first class rail fare from the NSW border to the interstate destination to be debited to (Intersystem Voucher).
- (d) Not available on GSR services.

Reservations

Discount Entitlement Code:

NSW TrainLink	EP NSWTRNIN	Sydney Trains	EP NSYDTNIN
TfNSW	EP NSTNSWIN	RailCorp	EP NSRCPRIN
Pacific National	EP NSPNIN		

Gold Pass Former Employee



Pass endorsed 'Former Employee'

Who gets

Retired employees of NSW TrainLink, Sydney Trains, TfNSW, RailCorp, Pacific National, Rail Infrastructure Corporation, Australian Rail Track Corporation and Ministry of Transport NSW with more than 30 years.

A Gold Pass is also provided to employees with 20 years' service, at least five years of which were at senior officer (or equivalent) level. NOTE: This benefit was only granted prior to 6 December 2000.

Entitlement

- (a) Free travel on all NSW TrainLink services within NSW.
- (b) If travelling interstate, half fare from the NSW border to the interstate location.
- (c) Entitled to free sleeping berth in New South Wales and on interstate journeys if pass is endorsed 'sleeping berth'. If travelling interstate, the applicable first class rail fare from the border is to be charged.
- (d) On GSR services, half the adult fare is payable for the entire journey.

Reservations

Discount Entitlement Code:

When making a reservation for a former/retired employee and or the spouse of a former/retired employee, the DE ID to be used is the number preceded by, and including the letter 'R', as displayed on the right hand side of the pass (i.e. R502567).

NSW TrainLink	EP NSWTNRIN	Sydney Trains	EP NSYDTRIN
Pacific National	EP NSPNRIN	RailCorp	NSRCPPRIN
Australian Rail Track Corp	EP NSARTIN	Rail Infrastructure Corp	EP NSRICRIN

Gold Pass Retired Employee Other States

Who gets

Retired employees of other states rail systems in possession of relevant passes and identifying them as retired employees of GSR or V-Line with more than 30 years service or retired employees of Queensland rail with more than 25 years service.

Entitlement

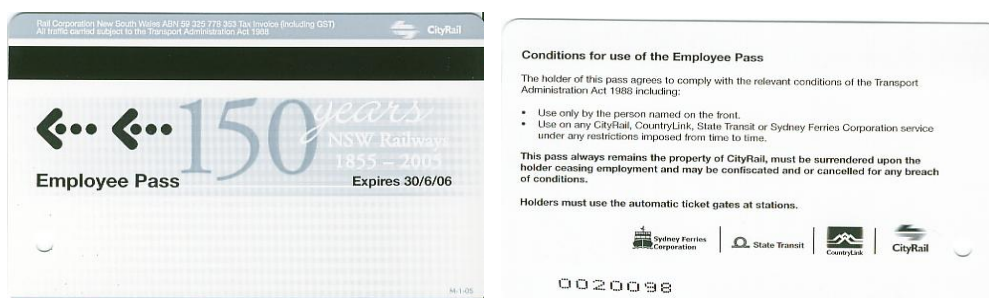
- **V-Line:** (see Chapter 22-33).
- **GSR:**
 - (a) Half fare travel on all NSW TrainLink services.
 - (b) Does not include sleeping berth unless endorsed.
 - (c) Half the adult fare is payable for the entire journey.
- **Queensland Rail:**
 - (a) Half fare travel on all NSW TrainLink services.
 - (b) Does not include sleeping berth unless endorsed.
 - (c) Half the adult fare is payable for the entire journey.

Reservations

Discount Entitlement: CN EMRETOS

- **West Rail:**
 - (a) Full applicable adult fare on all NSW TrainLink services. No concessions apply to serving or retired employees.

Transit Police



Pass endorsed 'Transit Police'

Who gets

Transit police in possession of an employee pass.

Entitlement

On duty:

- (a) Free travel including sleeping berth charges on NSW TrainLink intrastate services.
- (b) Interstate: Must be in possession of a Rail Australia Pass Holder Voucher. Will receive free travel between locations nominated on the voucher, including berth charges.
- (c) Not available on GSR services.

Recreational travel:

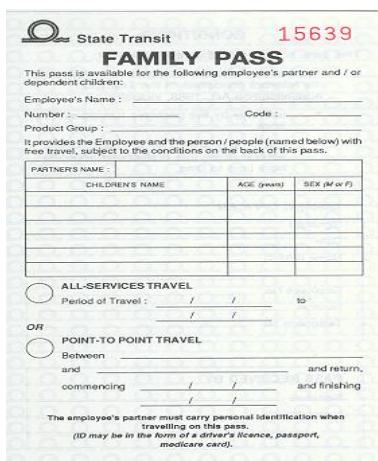
- (a) Free travel on all NSW TrainLink intrastate services.
- (b) When travelling interstate the full fare from the NSW border to the interstate destination is to be paid.
- (c) Sleeping berth charges are not included.
- (d) Not available on GSR services.

Reservations

Discount Entitlement: EP NSRCPIN

Discount Entitlement: EP NSRCPVC – Interstate Pass Holder Travel Voucher

Sydney Busses/Ferries/State Transit: Family Pass



State Transit 15639

FAMILY PASS

This pass is available for the following employee's partner and / or dependent children:

Employee's Name : _____

Number : _____ Code : _____

Product Group : _____

It provides the Employee and the person / people (named below) with free travel, subject to the conditions on the back of this pass.

PARTNER'S NAME :	CHILDREN'S NAME	AGE (years)	SEX (M or F)

☐ ALL-SERVICES TRAVEL
Period of Travel : ____ / ____ / ____ to ____ / ____ / ____

OR

☐ POINT-TO-POINT TRAVEL
Between ____ and ____ and return,
commencing ____ / ____ / ____ and finishing
____ / ____ / ____

The employee's partner must carry personal identification when travelling on this pass.
(ID may be in the form of a driver's licence, passport, medicare card).

Who gets

Sydney Busses/Ferries/State Transit employees, their spouse, partner, brothers, sisters and children.

Entitlement

- (a) Free travel on all NSW TrainLink services within NSW.
- (b) When an adult or child is travelling interstate the applicable fare from the NSW border to the interstate destination is to be paid.
- (c) Sleeping berth charges are not included.
- (d) Not available on GSR services.

Reservations

Discount Entitlement: **Buses:** EP – NSSTBIN

Discount Entitlement: **Ferries:** EP – NSSTFIN

Employee Pass

Sydney Busses/Ferries/State Transit employees in possession of a Home and Duty Pass are not entitled to free travel on NSW TrainLink services.

White portion only

Interstate Entitlements (yellow copy of voucher)

Sydney Busses/Ferries/State Transit employees are not entitled to the yellow copy.

Return of unused Interstate Voucher

When a voucher is issued but not used, the employee must return it to the pass approval officer. The voucher is then returned to the Passes & Concessions Office where it is cancelled and re-credited to the employee's annual Interstate Voucher entitlement.

Lost vouchers

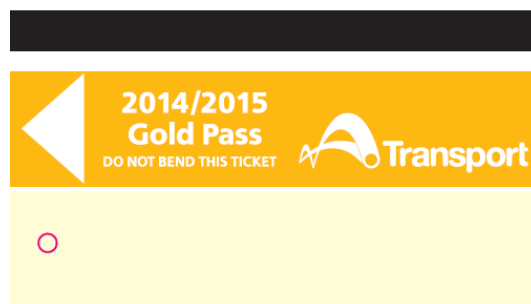
Lost vouchers are not reissued. The cost of travel when an interstate voucher is lost is the responsibility of the employee or the employee's family.

Reservations

Discount Entitlement: **Buses:** EP – NSSTBVC

Discount Entitlement: **Ferries:** EP – NSSTFVC

Sydney Busses/Ferries, State Transit: Gold Pass



Who gets

Employees and Former State Transit, Sydney Busses/Ferries employees with more than 30 years service.

Entitlement

- (a) Free travel on all NSW TrainLink services within NSW.
- (b) Only entitled to free sleeping berth charges for journeys within NSW, if the pass is endorsed 'sleeping berth'.
- (c) Former: Half fare from the NSW border to the interstate location except where travel is on a GSR service.
- (d) Serving: Applicable rail fare from the NSW border to the interstate location except where travel is on a GSR service.
- (e) On GSR services, half the adult fare is payable for the entire journey.

Reservations: Former employee

Discount Entitlement: **Buses:** EP – NSSTBRIN

Discount Entitlement: **Ferries:** EP – NSSTFRIN

Reservations: Serving employee

Discount Entitlement: **Buses:** EP – NSSTBIN

Discount Entitlement: **Ferries:** EP – NSSTFIN

NSW Travelcard



M-09-13

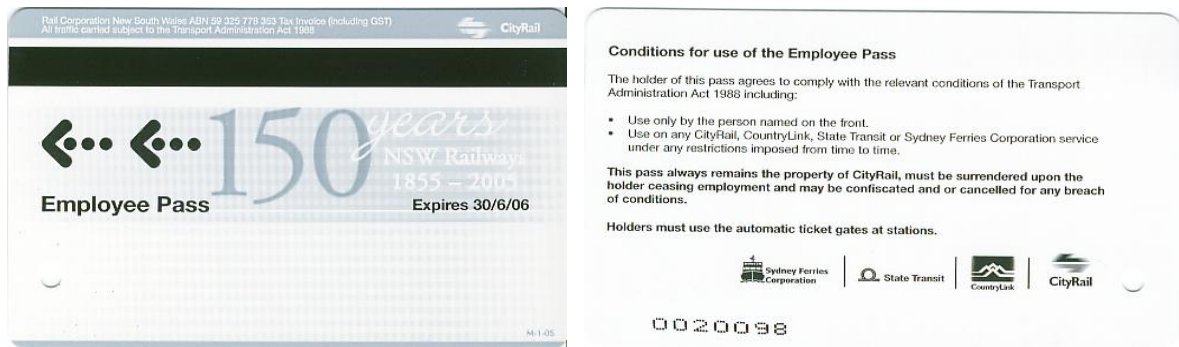
Who gets

Various, including Judges and former Parliamentarians

Entitlement

- (f) Free travel on all NSW TrainLink services within NSW.
- (g) Only entitled to free sleeping berth charges for journeys within NSW, if the pass is endorsed 'sleeping berth'.
- (h) Former: Half fare from the NSW border to the interstate location except where travel is on a GSR service.
- (i) Serving: Applicable rail fare from the NSW border to the interstate location except where travel is on a GSR service.
- (j) On GSR services, half the adult fare is payable for the entire journey.

Unions



Pass endorsed 'Union Official Business Use'

Who gets

Union Official on Business

Entitlement: Intrastate travel

- (a) Free travel on all NSW TrainLink intrastate services including berths.
- (b) When travelling interstate the full fare from the NSW border to the interstate destination is to be paid when not in possession of a Railways of Australia Passholder Travel Voucher.
- (c) Sleeping berth charges are included.
- (d) Not available on GSR services.

Entitlement: Interstate travel

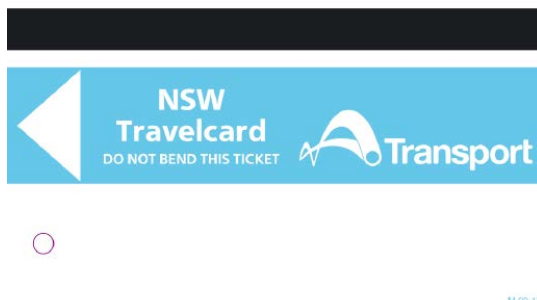
- (e) Free travel on all NSW TrainLink services when in possession of a Railways of Australia Passholder Travel Voucher.
- (f) Sleeping berth charges are included.
- (g) Not available on GSR services.

Reservations

Discount Entitlement: EP – NSRCPIN

Discount Entitlement: EP – NSRCPVC

Judges: State



Pass endorsed 'Attorney Generals Department'

Who gets

New South Wales judges.

Entitlement

- (a) Free travel on all NSW TrainLink services within NSW including berth charges.
- (b) If reviewing cases while in transit an extra seat or sole use of sleeping cabin may be reserved free of charge.
- (c) Not available on GSR services.

Reservations

Discount Entitlement: WO C1033

Judges: Federal

Who gets

Federal judges with a Travel Warrant.

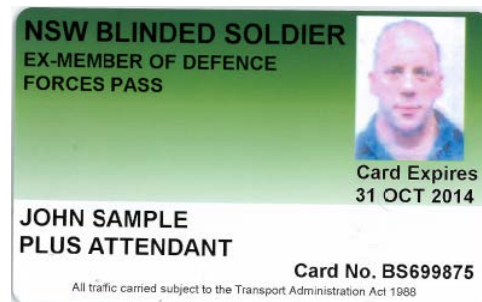
Entitlement

- (a) Free travel on all NSW TrainLink services within NSW including berth charges.
- (b) When reviewing cases while in transit an extra seat or sole use of sleeping cabin may be reserved free of charge.
- (c) Not available on GSR services.

Reservations

Discount Entitlement: WO C1034

Blinded Soldier



Who gets

Blinded soldier and guide.

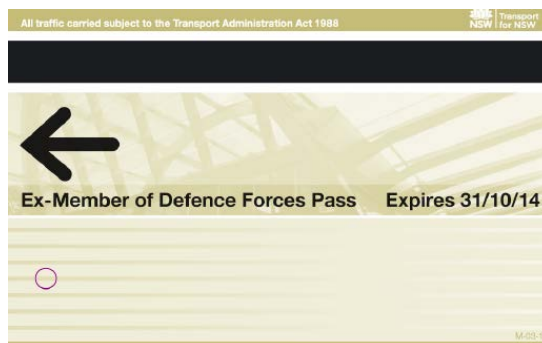
Entitlement

- (a) Gold medallion: Free travel on all NSW TrainLink services including sleeping berths.
- (b) NSW Blinded Soldier Ex-Member of Defence Forces Pass: Free travel on all NSW TrainLink services including sleeping berths.
- (c) Includes attendant.
- (d) Not available on GSR services.

Reservations

Discount Entitlement: WO C5006

Ex Member of the Defence Forces



Who gets

Ex-members of the defence forces who hold an Ex-Member of defence Forces Pass, and reside outside of the Sydney Trains and Intercity Trains network.

Those entitled to free travel will be in possession of an Ex-Member of the Defence Forces Pass which will be endorsed with the letters **EX** and followed by a series of numbers e.g. **EX123456** (see below).

Those in possession of a pass **not endorsed** with *EX and followed by numbers* are **NOT** entitled to free travel.

An Attendant may also travel free when accompanying the pass holder when the Ex Member of Defence Forces pass is endorsed 'Plus Attendant'.

Entitlement

- (d) Three (3) return or six (6) single NSW TrainLink journeys each calendar year within New South Wales or the portion of an interstate journey.
- (e) When travelling interstate, the applicable fare from the NSW border to the interstate destination is to be paid. Operators will be required to calculate the fare to be collected.

Reservations

Discount Entitlement: WO C1017

Discount Entitlement: CN CCE (to be used for attendant if pass endorsed 'Plus Attendant')

Ex Member of the Defence Forces Interim Pass

RAIL CORPORATION NEW SOUTH WALES

EX-MEMBER OF DEFENCE FORCES INTERIM PASS

This pass is available for the following Ex-Member of the Defence Forces

Name:

DVA Reference Number:

Attendant's Name (if applicable):

This pass provides the person's named above with free travel subject to the conditions of use on the back of this pass.

Available for use on all services as indicated on the reverse.

This pass is valid until:

Issued by
Railcorp Passes & Concessions

Signed

(Issuing Officer)

Date Issued

0001

Who gets

Newly qualified Ex-members of the Defence Forces, pending supply of their encoded pass, and interstate war veterans who hold an Ex-Member of the Defence Forces pass issued by their home state, or interstate DVA Gold card holder with a TPI or EDA endorsement.

An Attendant may also travel free when accompanying the pass holder if pass is endorsed 'Plus Attendant'.

When registering a an Ex-member of the Defence Forces Interim Pass, please use the hand written 'Applicant ID' number located next to the issuing officers signature on the pass. Do not use the pass number.

Entitlement

Same travel entitlements as Ex-Member of Defence Forces Pass.

Reservations

Discount Entitlement: WO C1017

Discount Entitlement: CN CCE (to be used for attendant if pass endorsed 'Plus Attendant')

World War I Veterans/Widow Free Pass



Who gets

World War I veterans, wives and widows, Victoria Cross and George Cross holders who are permanent residents of NSW.

Entitlement

- (a) Unlimited free travel on all NSW TrainLink services.
- (b) Sleeping berth charges not included.
- (c) Not available on GSR services.
- (d) Includes free travel for an attendant if pass is endorsed 'Plus Attendant'

Reservations

Discount Entitlement: CN WW1VET

Parliamentarian State, Sitting Member - New South Wales

Entitlement

- (a) From 1 January 2009, travel entitlements are NO longer extended to sitting New South Wales members.
- (b) All travel entitlements including State Travel Card and ROA Gold Medallion were withdrawn on 1 January 2009.

Parliamentarian State, Spouse of Sitting Member - New South Wales

- (a) From 1 January 2009, travel entitlements are NO longer extended to spouses of sitting New South Wales members.
- (b) All travel entitlements including NSW Travel Card and ROA Gold Medallion were withdrawn on 1 January 2009.

Parliamentarian: State, Former Member - New South Wales



M-09-13



Who gets

Former New South Wales parliamentarians with a NSWTravel Card or ROA Gold Medallion.

Entitlement

- (a) NSW TravelCard: Free travel on all intrastate NSW TrainLink services including sleeping berths.
- (b) ROA Gold Medallion: Free travel on intrastate and interstate NSW TrainLink services including sleeping berths.
- (c) By reciprocal arrangement, the ROA Gold Medallion is also recognised for travel on all Government railways in Australia (except for Queensland Rail). The Member must meet all costs incurred for food and beverage.
- (d) Not available on GSR services.
- (e) A Former Members Travel Warrant required if not in possession of a Gold Medallion. The total fare is debited to the warrant with the exception of food and beverage.

Reservations

Discount Entitlement: WO C1033

Parliamentarian: State, Spouse of Former Member New South Wales



PARLIAMENT OF NEW SOUTH WALES FORMER MEMBERS' RAIL TRAVEL WARRANT

No: XXX

Please issue ticket(s) for rail travel in accordance with details hereunder:

NAME(S):

TICKET: *FIRST CLASS/ *ECONOMY CLASS/ *SLEEPER **Delete words not required*

TYPE: *SINGLE/ *RETURN

TRAVEL FROM: TO:

FORWARD JOURNEY DEPARTURE: / / RETURN JOURNEY DEPARTURE: / /

DEPARTMENT: *LEGISLATIVE ASSEMBLY / *LEGISLATIVE COUNCIL

DATE OF ISSUE: / / **This Warrant is Not Transferable**

AUTHORISING OFFICER SIGNATURE:

Any meal or car carriage charges are the responsibility of the former Member and are not to be included as part of this ticket. In the event of a former Member or approved partner not travelling, the ticket must be cancelled prior to date of travel and the ticket returned to the State Rail Authority. No cash refund will be made. Any ticket issued on exchange for this warrant is not transferable.

FOR OFFICE USE ONLY

Ticket Number(s): Date: / / Value: \$

PNR Reference:

Who gets

Spouse of former State parliamentarian in possession of Former Members Rail Travel Warrant issued by the legislature.

Entitlement

- (a) Free travel on NSW TrainLink services.
- (b) Only entitled to free sleeping berth charges if the warrant is endorsed 'sleeping berth'.
- (c) Former Members Rail Travel Warrant is exchanged for a ticket.
- (d) Not available on GSR services.

Reservations

Discount Entitlement: AC C1036

Parliamentarian: Federal



Who gets

Federal parliamentarians with a gold oval-shaped medallion with a crown and eyelet at the top with raised features. On the face, around the perimeter surrounding a relief map of Australia, are the words RAILWAY OF AUSTRALIA and FEDERAL PARLIAMENT. On the back, around the perimeter surrounding the Australian Coat of Arms, the holder's name and at the base LIFE PASS are engraved.

Entitlement

- (a) Free travel on NSW TrainLink services including sleeping berths.
- (b) By reciprocal arrangement, the ROA Gold Medallion is also recognised for travel on all government railways in Australia (except for Queensland Rail). The Member must meet all costs incurred for food, beverage and motorail facilities.
- (c) Not available on GSR services.

Reservations

Discount Entitlement: WO C1034

Parliamentarian: Federal, Spouse

Who gets

Spouse of Federal parliamentarian in possession of rail travel warrant issued by the Parliamentary Secretary Canberra.

Entitlement

- (a) Free travel on all NSW TrainLink services.
- (b) Only entitled to free sleeping berth charges if the warrant is endorsed 'sleeping berth'.
- (c) Not available on GSR services.

Reservations

Discount Entitlement: AC C1037

Parliamentarian: Federal, Spouse of Former Member

Who gets

Spouse of former Federal parliamentarian in possession of rail travel warrant issued by the Parliamentary Secretary Canberra.

Entitlement

- (a) Free travel on all NSW TrainLink services.
- (b) Only entitled to free sleeping berth charges if the warrant is endorsed 'sleeping berth'.
- (c) Not available on GSR services.

Reservations

Discount Entitlement: AC C1037

Parliamentarian: Federal, Former Member



Who gets

Former Federal parliamentarians with a gold oval-shaped medallion with a crown and eyelet at the top with raised features. On the face, around the perimeter surrounding a relief map of Australia, are the words RAILWAY OF AUSTRALIA and FEDERAL PARLIAMENT. On the back, around the perimeter surrounding the Australian Coat of Arms, the holder's name and at the base LIFE PASS are engraved.

Entitlement

- (a) Free travel on NSW TrainLink services including sleeping berths.
- (b) By reciprocal arrangement, the ROA Gold Medallion is also recognised for travel on all government railways in Australia (except for Queensland Rail). The Member must meet all costs incurred for food and beverage.
- (c) Not available on GSR services.

Reservations

Discount Entitlement: WO C1034

Parliamentarian: Federal, Spouse of Former Member

Who gets

Spouse of former Federal parliamentarian in possession of rail travel warrant issued by the Parliamentary Secretary Canberra.

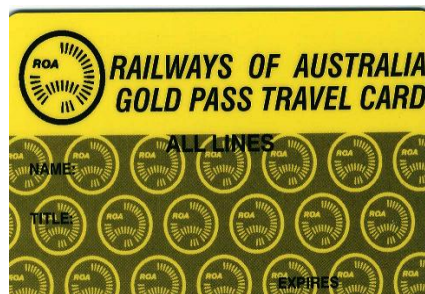
Entitlement

- (d) Free travel on all NSW TrainLink services.
- (e) Only entitled to free sleeping berth charges if the warrant is endorsed 'sleeping berth'.
- (f) Not available on GSR services.

Reservations

Discount Entitlement: AC C1037

ROA Gold Pass Travel Card



Who gets

Holders of ROA Gold Pass Travel Card.

Entitlement

- (a) Free travel on NSW TrainLink, V-Line, Queensland and West Rail services including sleeping berths. The Member must meet all ancillary costs.
- (b) Not available on GSR services.

Reservations

Discount Entitlement: WO C1053

NSW Transport Gold Medallion



Who gets

Holders of NSW Transport Gold Medallion.

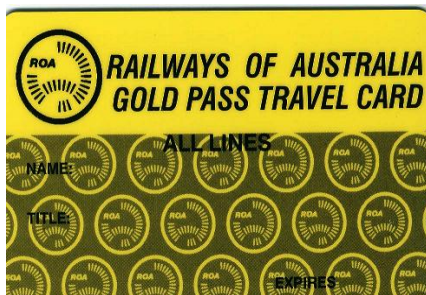
Entitlement

- (a) Free travel on NSW TrainLink, V-Line, Queensland Rail and West Rail services including sleeping berths. The Member must meet all other ancillary costs.
- (b) Not available on GSR services.

Reservations

Discount Entitlement: WO C1053

ROA Gold Pass Travel Card (QR)



Who gets

QR former employee holders of ROA Gold Pass Travel Card (including Retired Commissioners and Former Heads of Branch) and their partners.

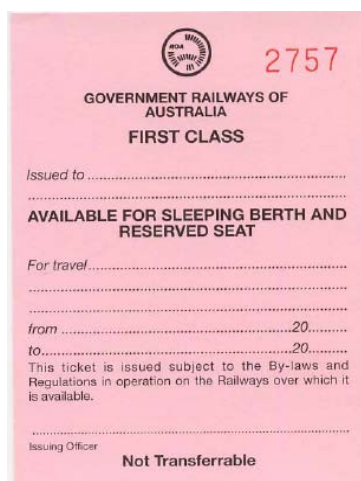
Entitlement

- (c) Free travel on NSW TrainLink services including sleeping berths if endorsed.

Reservations

Discount Entitlement: EP QRGOLDVC

Standard Australian Book Pass: (Pink ROA Card)



Who gets

Retired Commissioners and Former Heads of Branch.

- (a) Standard Australian Book Pass: Free travel on NSW TrainLink interstate services including sleeping berths.
- (b) By reciprocal arrangement, the Standard Australian Book Pass is also recognised for travel on all government railways in Australia. The passenger must meet all costs incurred for food, beverage and motorail facilities.
- (c) Not available on GSR services.

Reservations: Discount Entitlement: WO C1081

Blue Card Pass: First Class Pass



Who gets

Various including Railway Band members and visiting officials.

Entitlement

- (a) Free travel on all NSW TrainLink services.
- (b) Only entitled to free sleeping berth charges if the warrant is endorsed 'sleeping berth'.
- (c) Not available on GSR services.

Reservations:

Discount Entitlement: WO C1081

Parliament Of Victoria – Rail Travel Order

PARLIAMENT OF VICTORIA RAIL TRAVEL ORDER	
TO: COUNTRYLINK Booking Office: Southern Cross Railway Station Concourse	
AGENCY: Department of the Legislative Assembly	Account Code C1027
Please issue Rail tickets for: BOOKING REF. NO:	
<div></div>	
Destination:	
<div></div>	
Single/Return:	
<div></div>	
Departure date:	Return date:
<div></div>	
Total cost of tickets:	
<small>As per the member's electorate entitlement (or former member's entitlement) and/or sleeping berth costs are met by the Department of Transport. Most costs and members' children's fares are to be met by the member (or former member).</small>	
Authorized Officer:	
<div></div>	
Signature	
HELEN DORIAN /09	
Name Date	
Please forward tax invoice to:	
Helen Dorian Sergeant-at-Arms Office Parliament of Victoria Spring Street EAST MELBOURNE VIC 3002	
Tel: (03) 9551 8855	
Fax: (03) 9551 8859	
Email: helen.dorian@parliament.vic.gov.au	

Members (or former members) must present this rail travel order, together with their Victorian Public Transport Travel Pass and/or Rail Book Pass to obtain their rail tickets from Countrylink.

Who gets

Current and/or eligible former members of the Victorian Parliament

Entitlement

Current/Former member - on presentation of the Travel Order, endorsed to NSW TrainLink and in conjunction with a Victorian Public Transport Card/myki Travel Pass.

- (a) Free travel on all NSW TrainLink services.
- (b) Only entitled to free sleeping berth charges if the warrant is endorsed 'sleeping berth'.
- (c) Other person nominated on Rail Travel Order must be in possession of a first class pass if travelling interstate.
- (d) Not available on GSR services.

Reservations

Discount Entitlement: **AC C1027**

Employee travel on GSR (Great Southern Railways) services

Who gets

- (a) Employees with a Rail Australia Passholder Travel Voucher (Intersystem Pass).
- (b) Former employee with a Gold Pass

Entitlement

The following formula is to be used to calculate the cash and voucher components of the adult or child fare obtained from GSR.

The fuel levy imposed by GSR is to be charged to the passenger. The amount is NOT debited to the voucher.

Employees with an ROA Passholder Travel Voucher:

	<i>Gold Service berths</i>	<i>Red Service seats</i>
Cash component	30%	0%
Voucher component	70%	100%

Former employee with a Gold Pass:

	<i>Gold Service berths</i>	<i>Red service seats</i>
Cash component	50%	50%
Voucher component	50%	50%

Reservations

Reservations and ticketing can only be made through a NSW TrainLink Travel Centre or Booking Office. Former employees will not have a voucher to exchange for a ticket therefore; the selling agent should copy the ticket prior to issue and use it in place of a voucher. This copy is sent to audit with the accounting returns.

Cancellation/refund fees or charges

Any fees or charges imposed by GSR are to be calculated on the total ticketed fare, not the amount paid by the employee. The amount is to be paid in cash by the passenger.

Cancellation/amendment penalties as per GSR ticket wallet.

WestRail Rail Employee

Entitlement

No concessions apply to current employees.

WestRail Retired Rail Employee

Entitlement

No concessions apply to retired employees.

Victorian Rail Employee

Serving employees of the various Victorian Railways operators do not receive free travel on NSW TrainLink services.

A myki card is **not an** authority to travel.

Victorian Retired Rail Employee

Retired employees of the various Victorian Railways operators do not receive free travel on NSW TrainLink services.

A myki card is **not an** authority to travel.

Queensland Rail Employee

Serving employees of the Queensland rail do not receive rail travel entitlements on NSW TrainLink services.

Queensland Retired Rail Employee

Retired employees of the Queensland rail do not receive rail travel entitlements on NSW TrainLink services.

23 Passengers with Disabilities

NSW Train and its passenger service providers, NSW TrainLink and Sydney Trains/NSW TrainLink Intercity service, are committed to providing access to services to all passengers, in compliance with the Anti-Discrimination Act (NSW) 1977 and the Disability Discrimination Act (Commonwealth) 1992.

At NSW TrainLink, on-board train staff can provide limited assistance to people with disabilities, in line with their training, qualifications and overall service delivery to passengers.

Definitions

Accessible Seat

An allocated seat reserved for passengers with a disability.

Mobility aid

Wheelchair, collapsible wheelchair, motorised wheelchair or motorised scooter that complies with the Disability Standards for Accessible Public Transport Guidelines.

NSW TrainLink trains

- i. The overall **width** of a wheelchair, collapsible wheelchair, motorised wheelchair or motorised scooter can not exceed **70cm** and the overall **length** can not be greater than **130cm** and must be able to manoeuvre a 180 degree turn in an area **154cm** long by **207cm** wide.
- ii. The total weight of a mobility aid and its user can not exceed **300kg**. The passenger and/or any medical equipment attached to the mobility aid must be wholly contained within the confines of the nominated dimensions.
- iii. There are no tie down/anchor points fitted on XPT or XPLODER carriages to secure mobility aids to their allocated spaces. To ensure the mobility aid is secure and does not move during the journey, the brakes on the mobility aid must be in working order.

NSW TrainLink coaches

- i. The overall **width** of a wheelchair, collapsible wheelchair, motorised wheelchair or motorised scooter can not exceed **80cm** and the overall **length** can not be greater than **130 cm**.
- ii. The total weight of a mobility aid and its user can not exceed **300kg**. The passenger and/or any medical equipment attached to the mobility aid must be wholly contained within the confines of the nominated dimensions.
- iii. Mobility aids must be able to be anchored/secured to tie down points fitted on the coach.

Note: Passengers must be made aware of the difference in the maximum width allowance for mobility aids that can be accepted on NSW TrainLink coaches as opposed to NSW TrainLink train services. Passengers transferring from a coach service to join a train service can not be accepted for travel on the train if the width of their mobility aid is greater than 70cm.

Passengers should be advised at time of booking that they are responsible in ensuring that their mobility aid meets the dimensions and manoeuvrability outlined, and that they acknowledge and accept them. CRS operators must select 'WHCR' from the SSR field to ensure that comments appear on the ticket and manifest.

In addition, the following applies to both train and coach services:

Wheelchairs, collapsible wheelchairs, motorised wheelchairs or motorised scooters must be able to turn 180 degrees within a space of 207cm x 154cm.

Wheelchair Space

An allocated space for a mobility aid.

Attendant

- (a) A sighted person.
- (b) A passenger that travels with a special needs passenger for the purpose of rendering assistance for the duration of the journey.

Assistance that can be provided by on-board train staff:

- i. Storing and removing luggage from overhead storage racks.
- ii. To-seat service of food and beverages.
- iii. Placing food or beverages in special feeding or drinking appliances provided by the passenger.
- iv. First aid procedures by qualified staff.
- v. Assistance to the door of the toilet.
- vi. Assistance and familiarisation with the train for the vision impaired
- vii. Written communication for the hearing impaired if required.
- viii. Personal communication of relevant announcements for the hearing and vision impaired.

Passengers who only require the assistance that on-board staff are able to provide, are not required to travel with an attendant.

Access and Egress

On-board train staff will provide assistance to passengers with disabilities accessing or egressing NSW TrainLink trains.

- (a) A boarding ramp is provided for the loading and unloading of mobility aids. Total weight to be supported by the boarding ramp can not exceed 300kg. NSW TrainLink trains can not accommodate a mobility aid that is in excess of 700mm wide.

Assistance that can not be provided by on-board train staff:

- (a) Transferring from mobility aid to seat/berth or vice versa.
- (b) Transferring passengers from mobility aid to toilet, and/or assistance with removal/replacement of clothing and/or personal hygiene functions.

- (c) The giving of injections or medication, other than handling relevant medication containers to passengers as instructed.
- (d) The consumption of food and beverages.
- (e) Changing or emptying of bladder or bowel appliances.

Passengers or persons making reservations for passengers with a disability must be advised when booking of the limited assistance that can be provided when travelling.

Passengers who require assistance that is not provided by on-board train staff **must** be advised that they are not permitted to travel without an attendant.

Passengers with Disabilities

Accessible Seating – NSW TrainLink Trains

- (a) Accessible seats will be charged at the economy rate on all NSW TrainLink train services.
- (b) Accessible seats are to be allocated to passengers with a disability. The seats are located near the door and the accessible toilets.
- (c) XPT services have 3 accessible seats in car C. The accessible seats are 7, 9 & 10. The wheelchair spaces are 1 & 6.
- (d) The accessible seats on XPLOER services are 37, 38, 39 & 40, the wheelchair spaces are 41 & 43; however, they are located in different cars depending on the service.

The accessible seats and wheelchair spaces on the Armidale, Canberra and Broken Hill services are located in car D. The accessible seats and wheelchair spaces on the Moree and Griffith services are in car F.

- (e) An attendant may travel at the economy rate on all NSW TrainLink train services in accessible seats. If all accessible seats have been booked, the attendant will be allocated a seat nearest the passenger with a disability and the applicable first or economy fare for that seat will be charged.
- (f) One attendant may accompany a passenger with a disability.
- (g) For passengers who are able to, and wish to, transfer from their collapsible wheelchair to an accessible seat, the seat dimensions on the XPT and XPLOER are 44cm (height) x 44.5cm (width). Space is not allocated for a collapsible wheelchair. The wheelchair must be folded and stowed in a storage area adjacent to the accessible seats.
- (h) Due to restricted aisle access throughout XPT and XPLOER carriages, passengers travelling with a mobility aid can not be accommodated in any other seat other than those specifically allocated for passengers with disabilities.

Reservations

- (a) Select applicable passenger type.
- (b) Select 'WHEELCHAIR' from the Seat Preference drop down menu located in the 'Availability Screen'.

- (c) When making reservations CRS operators are to inquire into the special needs that the person with the disability may have and note these in the Manifest Comments when making a reservation. Where relevant also note if an attendant is accompanying the passenger.

Sleeping Carriage (XPT only)

- (a) Passengers cannot travel in their own mobility aid in XPT sleeping carriages.
- (b) A mobility aid will not fit into the sleeping compartment or the toilet/shower facilities of the XPT sleeper.
- (c) NSW TrainLink have special narrow wheelchairs that can be used to access sleeper compartments.
- (d) After accessing the sleeper compartment the NSW TrainLink wheelchair is folded and stowed in the storage space adjacent the wheelchair space in car C.
- (e) Passenger attendants can assist by delivering meals and drinks to the compartment.
- (f) An attendant must accompany passengers in need of assistance that is not provided by on-board staff.
- (g) Both the passenger and attendant pay the applicable rail fare and sleeping berth charge.

Reservations

- (a) Select applicable passenger type.
- (b) Select 'WHEELCHAIR' from the Seat Preference drop down menu located in the 'Availability Screen'.
- (c) When making reservations CRS operators are to inquire into the special needs that the person with the disability may have and note these in the Manifest Comments when making a reservation. Where relevant also note if an attendant is accompanying the passenger.

Accessible Seating – NSW TrainLink Road Coaches

- (a) Only Mobility aids that comply with the Disability Standards for Accessible Public Transport Guidelines can be transported on NSW TrainLink contracted road coaches.
- (b) There are no designated accessible seats on road coaches and where possible the passengers will be seated nearest to the door.
- (c) The economy rate will be charged for travel.
- (d) An attendant will travel at the economy rate on all NSW TrainLink road coach services and where possible be seated next to the passenger with a disability.
- (e) Collapsible wheelchairs must be folded and stowed in the luggage bin.

Reservations

- (a) Select applicable passenger type.
- (b) Select 'WHEELCHAIR' from the Seat Preference drop down menu located in the 'Availability Screen'.

- (c) When making reservations CRS operators are to inquire into the special needs that the person with the disability may have and note these in the Manifest Comments when making a reservation. Where relevant also note if an attendant is accompanying the passenger.

Passengers travelling in or with a Mobility aid – NSW TrainLink Trains

Passengers travelling in their own mobility aid during their journey:

All NSW TrainLink train services provide 2 spaces for those passengers who need to be seated in their Mobility aid for their journey. The seats are referred to as wheelchair spaces:-

- i. XPT Car C seats 1 and 6.
- ii. XPLOER Car D seats 41 and 43 on the Canberra, Armidale and Broken Hill service.
- iii. XPLOER Car F seat 41 and 43 on the Moree and Griffith service.

The Mobility aid spaces are located near the door the accessible toilets and the buffet.

- (a) The economy rate will be charged for passengers travelling in their own mobility aid on all NSW TrainLink train services.
- (b) Due to restricted access a mobility aid with a width in excess of 70 cm can not be transported on NSW TrainLink trains. The passenger and/or any medical equipment attached to the mobility aid must be wholly contained within the confines of the nominated dimensions.
- (c) An attendant may travel at the economy rate on all NSW TrainLink train services in a accessible seat. If all accessible seats have been booked, the attendant will be allocated a seat nearest to the passenger in the mobility aid and the applicable economy or first class fare for that seat will be charged.

Passengers travelling with a mobility aid and able to transfer to a seat:

- (a) Passengers travelling with a mobility aid and requesting an additional seat for their journey must pay the applicable fare for the wheelchair space. The additional seat is free of charge.
- (b) If all accessible seats have been booked, the passenger is to be allocated a seat nearest to the mobility aid. If there are no seats available in the car in which the wheelchair space is located, then, the passenger is to be booked in an economy or first class seat in another car.
- (c) If there is any doubt that a mobility aid is suitable for access, clarification can be obtained by phoning the Call Centre on 13 22 32.

Reservation

- (a) Reservations are compulsory for the wheelchair space.
- (b) XPT: 2 wheelchair spaces are located in Car C.
- (c) XPLOER: 2 wheelchair spaces are located in Car D Canberra, Armidale, Broken Hill and Car F Moree and Griffith.
- (d) When booking an additional seat the applicable passenger type must be selected and the discount entitlement of **CN XWSEAT** is to be used. This will generate a zero fare.

- (e) Wheelchair spaces are located near the door and accessible toilets.
- (f) When making reservations CRS operators are to inquire into the special needs that the person with the disability may have and note these in the Manifest Comments when making a reservation. Where relevant also note if an attendant is accompanying the passenger.

Passengers travelling in a Mobility aid - NSW TrainLink Road Coach

All road coaches contracted by NSW TrainLink have been fitted with permanent wheelchair spaces and are able to accommodate Mobility aids that comply with the Disability Standards for Accessible Public Transport Guidelines.

Road coaches run by a private operator on which NSW TrainLink procures a limited amount of seats can not be guaranteed to be fitted with permanent wheelchair spaces or be able to accommodate Mobility aids.

- (a) 2 wheelchair spaces are available on road coaches with a seating capacity of 42. Seats 5 & 6 are marked as wheelchair spaces.
- (b) 1 wheelchair space available on road coaches with a seating capacity of 32 and 18-19 seat mini buses. Seat 5 is marked as wheelchair space.
- (c) A mobility aid with a width in excess of 80cm can not be transported on a NSW TrainLink Road Coach. The passenger and/or any medical equipment attached to the mobility aid must be wholly contained within the confines of the nominated dimensions.
- (d) The economy rate will be charged for passengers travelling in their own mobility aid.
- (e) An attendant will travel at the economy rate and will be allocated a seat nearest to the passenger in the mobility aid.
- (f) When booking an additional seat for passengers travelling with a mobility aid and not wanting to remain in the mobility aid for the entire journey, the applicable passenger type must be selected and the discount entitlement of **CN XWSEAT** is to be used. This will generate a zero fare.
- (g) Passengers unable to transfer to a seat unassisted must remain in the mobility aid for the entire journey.

Reservation

- (a) Select applicable passenger type.
- (b) When making reservations CRS operators are to enquire into the special needs that the passenger with the disability may have and note these in the Manifest Comments when making a reservation. Where relevant, also note if an attendant is accompanying the passenger.
- (c) CRS operators should only contact the NSW TrainLink Customer Support Desk 02 9379 4617 to check space availability and bookings only when coaches replace trains during trackwork and when emergency coaches are required.

24 Passenger luggage

For information relating to Bicycles, Surfboards, Snowboards and Snow Skis see chapter 8-11 [Bicycles, surfboards and snowboards](#). These articles are carried under the Luggage Policy conditions except that they are not to be included in the luggage allowance. They are also subject to additional conditions as set out in chapter 8-11.

Definitions

Luggage

Clothing and toiletries carried for the personal use of the passenger and contained in a suitcase, backpack overnight bag and/or pannier.

Also, Medium sized candy striped bags containing clothing and soft items are accepted but must not exceed 15kg in weight.

Baby strollers, prams, car seats, booster seats, baby capsules, boogie boards and golf clubs (contained in a fully enclosed and secure golf bag).

Aids required by the passenger to assist with their mobility e.g. collapsible wheelchairs, walking frames, crutches etc, with the exception of motorised scooters and wheelchairs, will be accepted in addition to the maximum luggage allowance outlined below.

Swags: definition see (i & ix), may also be conveyed as unchecked luggage.

Each article counts as one item. (For the purposes of clarity the three-item allowance applies to each seat or sleeping berth occupied, so for example a mother with two children, occupying three seats is entitled to 9 items of luggage.)

Luggage Allowance

(a) Hand luggage

On trains: - The total weight of hand luggage can not exceed 5kg and the total measurement must not exceed 30cm high 50cm long and 30cm wide.

- Hand luggage on trains may be stored under the seat, in the luggage racks provided or at the end of each carriage.

On Road Coaches: The total weight of hand luggage can not exceed 5kg and must be able to be stored under the seat.

- Hand luggage that does not fit under the seat must be stored in the luggage compartment beneath the coach.

In addition to one (1) item of hand luggage, passengers may choose to either:

(b) Carry On (unchecked luggage)

Carry onto the train two (2) items not exceeding 20kg per item in weight with the total measurement not exceeding 60cm high, 70cm long and 50cm wide.

- **Trains** - Carry on luggage may be stored in the overhead luggage racks provided or at the end of each carriage.

- **Coaches** - No luggage can be carried onto NSW TrainLink coach services. All luggage, irrespective of size, must be stored in the luggage compartment beneath the coach.
- Baby Strollers/Prams/Capsules/Seats and Restraints, Collapsible Wheelchairs, Boogie Boards and Golf Clubs are classed as CARRY ON luggage. On trains they can be stored behind the seats at the end of each carriage. On coaches they will be stowed in the luggage bin.

OR:

(c) Checked luggage

Check in two (2) items not less than 5kg** and not exceeding 20 kg per item in weight with the total measurement not exceeding 60cm high 70cm long and 50cm wide, into the luggage compartment. Space is limited. These articles must be checked at the luggage room where a portion of the Luggage Check is attached.

** To avoid small bags and other items being crushed due to the difficulty in stacking such luggage.

Conditions

- (a) Checked Luggage can be accepted with or without a ticket. In some instances tickets are made available onboard and the passenger will not receive their ticket until they are seated and already on the service.
- (b) Staff accepting checked luggage from passengers without a ticket must verify the booking details in CRS and check the luggage through to the location reflected on the PNR only. The passenger must produce two (2) valid forms of identification e.g. drivers licence, pension card, Medicare card etc before luggage can be accepted without a ticket.
- (c) Passengers booked on NSW TrainLink trains as 'PAYCON' (pay on board) can not check luggage prior to boarding the service without a ticket. They are required to carry their luggage on-board and place it in the space provided.
- (d) Passengers must have their name and address legibly and distinctly marked on their luggage both inside and out.
- (e) Passengers must remove old labels and addresses from their luggage.
- (f) There is no provision for excess luggage. The passenger's luggage allowance for the number of items, size and weight is the maximum to be carried.
- (g) Any luggage in excess of three (3) items and items that weight in excess of the weight allowance (20kg) will not be accepted nor are they to be taken on board NSW TrainLink trains or coaches.
- (h) All types of **Medication** must be included in hand luggage to make it accessible for the duration of the journey. Medication is not to be included in checked luggage.
- (i) Checking and Carriage of Luggage
 - i. Luggage can only be accepted for checking at attended NSW TrainLink or nominated Sydney Trains/NSW TrainLink Intercity service locations (refer to Checked Luggage for a list of nominated Sydney Trains/NSW TrainLink Intercity service locations).
 - ii. A portion of the Luggage Check is also attached to the passenger ticket.

- iii. Passenger luggage will only be conveyed between locations printed on a NSW TrainLink ticket. Passenger luggage will be conveyed to and from nominated Sydney Trains/NSW TrainLink Intercity service stations which appear on a NSW TrainLink ticket and in conjunction with NSW TrainLink travel only. Luggage will not be conveyed to or from a Sydney Trains/NSW TrainLink Intercity service location which does not appear on the NSW TrainLink ticket.
- iv. Passengers may only bring their own unchecked luggage onto the service but not exceed the luggage allowance.
- v. Passengers are not to check hand luggage. These items are to be carried with them on board the train service and stowed in the overhead racks. On road coaches they are carried on board and stowed under the seat.
- vi. On NSW TrainLink trains and road coaches all checked luggage is stowed the luggage section and is not accessible to the passenger while in transit.
- vii. On NSW TrainLink trains unchecked luggage is stowed in the luggage racks or behind the seats at the end of the carriage.
- viii. On NSW TrainLink road coaches unchecked luggage is stowed in the luggage bins.
- ix. Swags will also be classed as unchecked luggage and they must:
 - I. not exceed the passenger luggage weight limit, be clean and not soiled.
 - II. be no more than 1.4 metres in length and must be rolled, tied and not more than 45cm in diameter.
- i. If there is reasonable cause for NSW Train to believe that restricted goods are being carried, the passenger will be required to open their luggage for inspection.
- ii. Passengers must make their own arrangements for the carriage of luggage with private coach operators and other rail systems including Queensland Rail, Victorian Railways and Great Southern Railways.

Checked luggage tags

Checked luggage tags come in a range of colours to indicate the final destination of the attached luggage. The tags will be coloured as follows:

White (existing stock/luggage tag to be used)

Sydney Strathfield Chatswood Hornsby Woy Woy Gosford Wyong Morisset Fassifern
Sydney Strathfield Parramatta Blacktown Richmond Penrith Springwood Katoomba
Sydney Strathfield Bankstown Liverpool Campbelltown Mittagong Bowral
Sydney Hurstville Sutherland Cronulla Thirroul Dapto Wollongong Kiama Nowra

Orange

Singleton to Moree	Singleton to Tamworth/Inverell
Singleton to Armidale/Tenterfield	

Yellow

Lithgow to Mudgee/Baradine	Lithgow to Dubbo/Lightning Ridge
Lithgow to Dubbo/Brewarrina/Bourke/Broken Hill	Lithgow to Bathurst/Cowra
Lithgow to Orange/Parkes	

Red

Broadmeadow to Murwillumbah/Surfers Paradise	Broadmeadow to Brisbane
Broadmeadow to Forster/Tuncurry	

Green

Moss Vale to Melbourne	Moss Vale to Albury/Echuca
Moss Vale to Cootamundra/Griffith/Mildura	

Grey

Tarago to Canberra/Cooma/Eden

Fluorescent Blue

Melbourne to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)
Albury to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)
Wagga to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)
Cootamundra to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)
Goulburn to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)
Canberra to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)
Griffith to Albion Park Dapto Wollongong Kiama Nowra(Bombaderry)

The coloured tags will assist the on-board crew in quickly identifying the destination of the luggage and ensure that the transshipping of luggage becomes easier for all luggage-handling staff.

Luggage tags will have the transshipping details printed on the reverse side of the tag - this will eliminate the need for two tags.

Examples (Using Melbourne as the origin station)

Melbourne to Wagga Wagga - the luggage tag will be **GREEN**. All details on the front of the tag must be filled out. There will be no need to fill out the transshipping details on the back of the tag.

Melbourne to Hurstville - the luggage tag will be **WHITE**, all details on the front of the tag must be filled out. There would be no need to fill out the transshipping details, as the Sydney Luggage room staff will put the suitcase on the first available Sydney Trains/NSW TrainLink Intercity service service.

Melbourne to Dubbo - the luggage tag will be **YELLOW**, all details on the front of the tag must be filled out. The tranship details on the reverse side must also be completed, and ensure that PNR and SERVICE NO details are correctly recorded.

Melbourne to Canberra, the luggage tag will be **GREY**, all details on the front of the tag must be filled out. The tranship details on the reverse side must also be completed, and ensure that PNR and SERVICE NO details are correctly recorded.

Melbourne to Surfers Paradise, the luggage tag will be **RED**, all details on the front of the tag must be filled out. The tranship details on the reverse side must also be completed, ensure that PNR and SERVICE NO details are correctly recorded. (Note that two tranships will take place).

Melbourne to Armidale, luggage tag will be **ORANGE**, all details on the front of the tag must be filled out. The tranship details on the reverse side must also be completed, ensure that PNR and SERVICE NO details are correctly recorded.

Please fill out the tag as follows:

Front

		AA295301	
From: BRISBANE	Time: 04.55	05.11.13 AA295301 <small>Date: Run No:</small>	
To: MILDURA	Service: NT 32	05.11.13 AA295301 <small>Name: SMITH Date: Run No:</small>	
Passenger's Name: SMITH		Date: 05.11.13	

Back

Destination 	Tranship at: SYDNEY	To Service No: ST 23	Date: 06.11.13	Tranship at: COOTAMUNDRA	To Service No: CLK 725	Date: 06.11.13
	PHR					
	NOTICE TO PASSENGERS A separate check is required for each item. To avoid injury, baggage should be lifted correctly. A notice should be taken of the check number to avoid misreading or error. A notice should be taken of the check number to avoid misreading or error. A notice should be taken of the check number to avoid misreading or error. A notice should be taken of the check number to avoid misreading or error.					
	A notice should be taken of the check number to avoid misreading or error.					

- (f) Where checked luggage weighs between 15 and 20kg staff must attach a warning label to that luggage. The weight of the item must be written on the label.



Staff are reminded that it is their responsibility to ensure that each item of checked luggage is 20kg or under to ensure that the health and safety of fellow employees, working on-board and at stations, is not compromised.

Checked luggage

Departures

- (a) Checked passenger luggage will be accepted for conveyance, from a NSW TrainLink stopping location, on the day of travel as long as it checked at least 30 minutes prior to the departure of the service.
- (b) With the exception of Brisbane, if the service is timed to depart before 8am; luggage may be lodged between 10am and 3pm on the day prior to the day of travel.
- (c) Passenger luggage from a nominated Sydney Trains/NSW TrainLink Intercity service location other than a NSW TrainLink stopping location must be checked between 10am and 3pm on the day prior to departure of the NSW TrainLink service.
- (d) A luggage check is to be issued for each item tendered by the traveller as checked passenger's luggage.

Arrivals

- (a) Checked luggage destined for a NSW TrainLink stop must be collected on arrival.
- (b) Checked luggage destined for a nominated Sydney Trains/NSW TrainLink Intercity service location other than a NSW TrainLink stopping location, will be available for collection between 10am and 3pm the day after arrival of the NSW TrainLink service at Sydney Central Station. Passengers requesting luggage are to contact the Sydney Trains/NSW TrainLink Intercity service location on arrival to confirm time of collection.
- (c) Passengers seeking collection of checked luggage are required to surrender a valid luggage check. At staffed stations checks are to be surrendered to station staff. At unattended stations checks are to be surrendered to on-board staff.

Checked Luggage will be accepted and delivered at the following Sydney Trains/NSW TrainLink Intercity service locations:

Western region

Lithgow, Katoomba, Springwood, Penrith, Blacktown, Parramatta, Richmond.

Southern region

Moss Vale, Campbelltown, Liverpool, Bankstown, Strathfield, Bowral, and Mittagong.

Illawarra region

Nowra, Kiama, Wollongong, Sutherland, Hurstville, Cronulla, Dapto, Thirroul.

Northern region

Maitland, Newcastle, Broadmeadow, Morisset, Wyong, Gosford, Woy Woy, Hornsby, Chatswood, Fassifern.

Restrictions

The following items will not be accepted as checked passenger's luggage, nor are they to be taken aboard a NSW TrainLink train or coach service as carry-on luggage.

- (a) Any items in excess of the luggage allowance of 3 items in total.
- (b) Any items that are dirty, soiled, not packed properly, of an offensive/objectionable nature or don't comply with the luggage policy will not be accepted.

- (c) Items that cannot be placed in a luggage rack without danger or inconvenience to passengers.
- (d) Items that encroach on the space other passengers are entitled to occupy.
- (e) Items insufficiently secured or protected.
- (f) Luggage contained in cardboard, polystyrene or wooden boxes, garbage bags, large candy striped bags (exceeding 20 kg per item in weight with the total measurement not exceeding 60cm high 70cm long and 50cm wide) and tea chests.
- (g) Sailboards.
- (h) Motor vehicle parts.
- (i) No animals will be accepted as or be included in luggage on any NSW TrainLink service.
- (j) House hold items and appliances
- (k) Plants and/or plant matter
- (l) Perishable items including meat, seafood, fruit and vegetables.
- (m) Any damaged luggage receptacle that can not be secured or has protruding contents, will not be accepted as checked luggage.
- (n) NSW TrainLink will not accept unaccompanied luggage.
- (o) NSW TrainLink will only carry unaccompanied articles when it is deemed to be for departmental convenience and will not accept liability for loss or damage of such articles.

Dangerous articles in baggage

For safety reasons, dangerous articles such as those listed below, but not limited to, must not be included in passenger's checked and or hand luggage.

- (a) Compressed gases – flammable, non flammable and poisonous
- (b) Corrosives – acids, alkalis, mercury and wet cell batteries.
- (c) Explosives – munitions, fireworks and flares.
- (d) Flammable liquids and solids – lighter fuel, matches, paints, thinners and firelighters.
- (e) Oxidising materials – bleaching powder and peroxides
- (f) Poisons and infectious substances – insecticides, weed killers and live virus materials.
- (g) Firearms, spear guns, crossbows and knives.
- (h) Radio active materials.

Luggage checks lost

A passenger who is unable to produce a valid luggage check will be required to complete a declaration that the luggage check has been lost and the luggage claimed is their property: -

- (a) The declaration is to be supported by personal identification.
- (b) Passengers claiming luggage will be required to identify the contents.

Luggage Lost

1. Customers are to contact Customer and Government Relations Unit (C&GRU) directly on 131 500.

- (a) After registering the case the C&GRU case manager will send an e-mail/ "investigation request" to Business Manager Metro with details to search for the luggage. The details that they will forward will include as much of the following:
 - I. Name on Luggage and/or name of person searching for the luggage
 - II. Travel details i.e. from/to and departure time of service
 - III. Luggage check number
 - IV. PNR rail booking reference no
 - V. Date of Travel
 - VI. Customer and Government Relations Unit ref no (Case No.):
 - VII. Description of Luggage (Colour: brown suitcase, Size: Height/Length/Width in centimetres if known or approximations, Brand of bag: Nike, Any other descriptive markings on bag)
- (b) Luggage Room Manager will conduct search of Luggage by:
 - I. Sending a fax to all the stations on the line that the luggage went missing.
 - II. Depending on the circumstance may telephone some Railway Stations to see if they have the luggage or have seen the luggage.
 - III. After three days, Luggage Room Manager will reply to C&GRU to advise if Luggage has been found or make arrangements to return the luggage to the customer.
- (c) C&GRU Case Manager will advise customer whether or not luggage has been found and will arrange for a claim form to be sent to the customer if required.

2. Customer comes into or phones the NSW TrainLink Sydney Luggage Room on 02 937 91345

- (a) NSW TrainLink Sydney Luggage Room employee will need to complete a Lost Luggage Room Search Request form with as much detail as possible. They then log a search request in the Lost Luggage Book then proceed to search by the following means:
 - I. Sending a fax to all the stations on the line that the luggage went missing.
 - II. Depending on the circumstance may telephone some Railway Stations to see if they have the luggage or have seen the luggage
 - III. If found contact customer and make arrangements to return Luggage with consultation of the Platform Managers
- (b) If luggage found contact customer immediately,
- (c) After three (3) days If luggage is not found, let the Customer know that they can make a claim for their lost luggage by contacting C&GRU Claims & Refunds Officer (02 9379 4761) and advise that you have already conducted a lost luggage search.

3. Customer attends into or phones a NSW TrainLink, Interstate or Sydney Trains/NSW TrainLink Intercity station.

- (a) Complete the Lost Luggage/Lost Property Search Request Form.
- (b) Advise the customer that they can make a claim for their lost Luggage by contacting C&GRU Claims & Refunds Officer (02 9379 4761).
- (c) Advise Business Manager Metro that a search was conducted for this luggage and luggage was not found.

For points 2 & 3 on contacting the Claims & Refunds Officer, arrangements will be made to send a claim form to the customer. The Claims & Refunds Officer will then e-mail Manager Sydney Luggage Room for a confirmation that a search was conducted.

Luggage claims

Claims for checked passenger luggage withheld, undelivered, lost or damaged must be lodged in writing within 14 days of delivery, or in the case of non-delivery within 28 days after the date the luggage was tendered for conveyance.

Luggage liability

Checked

- (a) NSW Train liability in respect to checked passenger luggage is limited to a maximum of \$300.00 in total per passenger. It is recommended that passengers seek private travel insurance if luggage and/or contents exceed this value.
- (b) NSW Train is not liable for loss or damage to articles such as cameras, electrical appliances, radios, jewellery, money or alcohol contained in checked luggage.
- (c) NSW Train is not liable in any circumstances for handbag, suitcase, backpack, suit bag or similar receptacle commonly used for travel purposes that contains the passenger's luggage.
- (d) NSW Train is not liable for luggage until it is checked for dispatch on a NSW Train service.
- (e) Hand luggage and unchecked luggage is conveyed at owner's risk. NSW Train will not accept liability for any item or possession accompanying the passenger and placed in racks, other storage areas or elsewhere within the carriage.

Luggage unclaimed

- (a) Passenger luggage checked to an unattended location must be claimed immediately on arrival.
- (b) Failure will result in the luggage being carried on to the next attended location.
- (c) Any luggage not claimed at a location 48 hours after arrival must be reported C&GRU and Sydney Luggage Room.
- (d) Luggage not claimed within 7 days will be forwarded to the Lost Property Office at 484 Pitt Street Sydney.

- (e) If the NSW TrainLink location is outside of Sydney, it is to be forwarded to Sydney Luggage Room with the original luggage checks attached where it will be forwarded to the Lost Property Office.
- (f) Luggage not claimed from the Lost Property Office within 28 days of receipt will be sorted for auction or disposed of.
- (g) No employee of NSW Train has any right to undertake charge of, or any responsibility in connection with, passenger luggage at a location unless each item has been tendered as checked luggage.
- (h) No employee is authorised to act as an agent for a passenger in collecting a luggage check or taking delivery of passenger's luggage.
- (i) NSW Train will not, in any circumstances, be liable for any theft, loss or damage to luggage stored by NSW Train on behalf of the owner.
- (j) Unclaimed luggage not collected will be charged at, free for the first day and \$4.50 per day thereafter.

Bicycles, surfboards, snowboards and snow skis.

- (a) NSW TrainLink XPT train services have a limit of five (5) spaces.
- (b) NSW TrainLink XPLOER train services have a limit of three (3) spaces.
- (c) NSW TrainLink Coaches have a limit of two (2) spaces.
- (d) NOT accepted on mini coach or taxi services.
- (e) Reservations are essential.
- (f) The charge for each item will be **\$12.10** per single journey.
- (g) Unaccompanied bicycles, surfboards, snowboards and snow skis are not accepted.
- (h) NSW TrainLink will not accept liability for damage to bicycles, surfboards, snowboards or snow skis.
- (i) A passenger is only entitled to book a maximum of one bicycle, surfboard, snowboard or one set of snow skis with poles per leg.
- (j) Each article of bicycle, surfboard, snowboard or Snow Skis must not exceed the luggage weight allowance of 20 kg.
- (k) Bicycles, surfboards, snowboards or snow skis will not be accepted as checked luggage without a valid travel ticket displaying a pre-booked space. Passengers must present the ticket at time of check in.
- (l) Bicycles, surfboards, snowboards or snow skis must be checked in at least 30 minutes prior to the departure of the service.
- (m) Bicycles must be disassembled and placed in a bicycle box or commercially produced protective bag. No part of the bicycle is to protrude outside of the box or bag.
- (n) Bicycle boxes and protective bags must not be torn or damaged and be clearly identifiable with the passenger's name and address and origin and destination of journey.
- (o) Bicycle boxes are only available from attended stations.

- (p) Passengers joining a service at an unattended location are required to provide their own bicycle box.
- (q) Commercially produced protective bags must be supplied by the passenger.
- (r) Only one bicycle per bicycle box or protective cover will be accepted.
- (s) Only surfboards, snowboards or set of snow skis with poles in a commercially produced protective bag or cover supplied by the passenger will be accepted.
- (t) Only one surfboard, snowboard or set of snow skis with poles per protective cover will be accepted.
- (u) A surfboard, snowboard or snow skis and poles with a length in excess of 2m (including protective covering) will not be accepted.
- (v) NSW Train [liability](#) is that which is set out in the Luggage Policy see chapter 24-9.

Reservations

Booking Class: SB – surfboards-snowboards-snow skis: BK – bicycle

Folding Bicycles

- (a) NOT accepted on mini coach or taxi services.
- (b) Folding bicycles in a protective covering, will be accepted in addition to two (2) checked items of luggage per passenger and will be carried free of charge.
- (c) A folding bicycle bigger than 79cm long, 59cm high and 36cm wide will not be accepted.
- (d) Unaccompanied folding bicycles will not be accepted.
- (e) NSW TrainLink will not accept liability for damage to folding bicycles.
- (f) A passenger is only entitled to book a maximum of one bicycle.
- (g) The folding bike must be added to the passenger PNR using the 'BF' booking class.
- (h) A folding bicycle **not** in a protective covering will **not** be accepted. No part of the bicycle is to protrude outside of the bag.
- (i) Folding bicycles not in a carry bag must be disassembled in the same manner as a non collapsible bicycle and booked through as cargo using the normal bicycles booking procedures and BK booking class and a fee of \$12.10 will be charged.
- (j) Protective bags must not be torn or damaged and must be clearly identifiable with the passenger's name and address and origin and destination of journey.
- (k) Only one folding bicycle and no other item per protective cover will be accepted.
- (l) Folding bicycles must be checked in at least 30 minutes prior to service departure.
- (m) A folding bicycle must not exceed the luggage weight allowance of 20kg.
- (n) NSW Train [liability](#) is that which is set out in the Luggage Policy see chapter 24-10.

Reservations

Booking Class: BF – Fold up Bike

Storage/Cloak

Sydney Luggage Room, Platform 1, Sydney Central Station will accept for storage (Cloaking) NSW TrainLink/GSR passenger's luggage under the following conditions.

Conditions

- (a) Accepted Items are those as defined in chapter 24/1 [Luggage](#) definitions.
- (b) NSW TrainLink passengers transiting in Sydney between a morning and afternoon NSW TrainLink service.
- (c) NSW TrainLink passengers with ticket travelling same day.
- (d) Passengers travelling on Indian Pacific (same day only).
- (e) NO Luggage will be accepted for storage overnight.
- (f) Staff at SYD Luggage Room will issue a luggage check marked STORAGE, for each bag/item.
- (g) For cloaked items, [Liability](#), [Claims](#) and [unclaimed](#) items are those as defined for checked luggage.

Charge: \$4.40 fee for each item.

25 Reservations

Phonetic alphabet

- (a) NSW TrainLink is committed to national and international uniformity with reservation procedures.
- (b) When reservations are made on NSW TrainLink trains an alphabetical letter identifies the allotted carriage.
- (c) The use of the phonetic alphabet will help interaction between reservations staff, sales staff and customers.
- (d) The use of an “**actual word**” is used to replace and clarify the “**carriage allocated**”.

A Alpha	G Golf	M Mike	S Sierra	Y Yankee
B Bravo	H Hotel	N November	T Tango	Z Zulu
C Charlie	I India	O Oscar	U Uniform	
D Delta	J Juliet	P Papa	V Victor	
E Echo	K Kilo	Q Quebec	W Whiskey	
F Foxtrot	L Lima	R Romeo	X X-Ray	

24 hour clock

HRS	AM	HRS	PM
0100	1.00 AM	1300	1.00 PM
0200	2.00 AM	1400	2.00 PM
0300	3.00 AM	1500	3.00 PM
0400	4.00 AM	1600	4.00 PM
0515	5.15 AM	1725	5.25 PM
0600	6.00 AM	1800	6.00 PM
0700	7.00 AM	1900	7.00 PM
0800	8.00 AM	2020	8.20 PM
0900	9.00 AM	2100	9.00 PM
1000	10.00 AM	2200	10.00 PM
1100	11.00 AM	2300	11.00 PM
1200	12 noon	2359	11.59 PM

Dietary meals

- (a) Passengers with special dietary needs wishing to purchase a main meal from the buffet car must pre order their meal onboard with buffet car staff once on the train.
- (b) Special dietary meals can no longer be pre ordered at time of booking.
- (c) No SSR (Special Service Request) option is available in CRS for special meals.
- (d) A limited number of set meals will be available on each service and will meet the following dietary needs.

● Diabetic	● Gluten Free	● Dairy Free
● Egg Free	● Salt free	● Halal

- (e) A vegetarian meal option will be available in addition to the meals suitable for the above dietary requirements on each service.
- (f) Hot main meals from the buffet will not cater for vegan, cholesterol and sodium dietary needs.

Daylight saving

Daylight saving commences at 2 am 'Eastern Standard Time' on the first Sunday in October and ends at 3 am 'Summer Time' on the first Sunday in April.

Confirmations

- (a) All intending passengers must ticket tentative reservations by the due OPTL date set by CRS.
- (b) Failure to do this will result in the computer reservation system automatically cancelling all unconfirmed bookings.

Remote locations

- (a) Passengers who join a NSW TrainLink service from an isolated/remote area where ticket purchase facilities are not available are able to access the NSW TrainLink web site via the Internet at www.nswtrainlink.info to ticket and pay for a reservation.
- (b) If no Internet access is available they need to telephone the NSW TrainLink Reservation Sales Centre on 13 22 32 to make a reservation before joining the service. Special arrangements will then be made for passengers to pay the fare to the train passenger attendants or road coach captains when joining the service.

Booking restrictions

Seats are open for reservations as indicated below.

Total restrictions exist on all journeys between Sydney, Strathfield, Campbelltown, Hornsby, Gosford, Parramatta, Blacktown and Penrith.

Southern region - Melbourne

<i>Sydney to Melbourne Day XPT CLK623</i>	<i>Restrictions</i>
All journeys between Sydney and Moss Vale	7 days prior to travel
All journeys between Sydney and Goulburn	14 days prior to travel
All other journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Sydney to Melbourne Night XPT CLK621</i>	<i>Restrictions</i>
All journeys between Sydney and Moss Vale	14 Days prior to travel
All journeys between Sydney and Goulburn	30 Days prior to travel
All other journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Melbourne to Sydney Night XPT CLK622</i>	<i>Restrictions</i>
All journeys between Moss Vale and Sydney	14 Days prior to travel
All journeys between Goulburn and Sydney	30 Days prior to travel
All other journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Melbourne to Sydney Day XPT CLK624</i>	<i>Restrictions</i>
All journeys between Moss Vale and Sydney	7 Days prior to travel
All journeys between Sydney and Goulburn	14 Days prior to travel
All other journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction

Southern region - Canberra

<i>Sydney to Canberra Morning XPL CLK631</i>	<i>Restrictions</i>
All journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Sydney to Canberra Midday XPL CLK633</i>	<i>Restrictions</i>
All journeys between Sydney Mittagong, Bowral and Moss Vale	7 days prior to travel
All journeys between Sydney Bundanoon and Goulburn	14 days prior to travel
All other journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Sydney to Canberra Evening XPL CLK635</i>	<i>Restrictions</i>
All journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Canberra to Sydney Morning XPL CLK632</i>	<i>Restrictions</i>
All journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Canberra to Sydney Midday XPL CLK634</i>	<i>Restrictions</i>
All journeys between Sydney Mittagong, Bowral and Moss Vale	7 days prior to travel
All journeys between Sydney Bundanoon and Goulburn	14 days prior to travel
All other journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction
<i>Canberra to Sydney Evening XPL CLK636</i>	<i>Restrictions</i>
All journeys	325 days prior to travel
All journeys between Sydney and Campbelltown	Total Restriction

Western region

<i>Sydney-Dubbo-Sydney XPT 427/428</i>	<i>Restrictions</i>
All journeys between Sydney and Lithgow	7 days prior to travel
Sydney to Katoomba (economy class seat only)	7 days prior to travel
All other journeys	325 days prior to travel

Sydney-Broken Hill-Sydney Outback Explorer 445/446

All journeys between Sydney and Lithgow

All other journeys

Restrictions

Total restriction

325 days prior to travel

Coaches

All coach journeys

Sydney, Strathfield, Parramatta, Blacktown, Penrith and Katoomba

Restrictions

325 days prior to travel

Total Restrictions

North West region**Sydney-Armidale/Moree-Sydney Explorer 223/224 & 243/244**

All journeys between Sydney, Broadmeadow and Maitland

All journeys between Sydney, Singleton, Muswellbrook, Aberdeen and Scone

All other journeys

All journeys between Sydney, Strathfield, Hornsby, Gosford, Wyong and Fassifern

Restrictions

7 days prior to travel

30 days prior to travel

325 days prior to travel

Total Restriction

North Coast region**Sydney-Casino XPT CLK033**

All journeys between Sydney, Broadmeadow and Maitland

All journeys between Sydney and Sawtell

All other journeys

Restrictions

14 days prior to travel

30 days prior to travel

325 days prior to travel

Casino-Sydney XPT CLK034

All journeys from Taree and Sydney

All other journeys

Restrictions

30 days prior to travel

325 days prior to travel

Sydney-Grafton XPT CLK035

All journeys

Restrictions

325 days prior to travel

Grafton-Sydney XPT CLK036

All journeys

Restrictions

325 days prior to travel

Sydney-Brisbane XPT CLK031

All journeys

Restrictions

325 days prior to travel

Brisbane-Sydney XPT CLK032

All journeys from Maitland and Broadmeadow

All other journeys

All journeys between Sydney, Strathfield, Hornsby, Gosford, Wyong and Fassifern

Restrictions

14 days prior to travel

325 days prior to travel

Total Restriction

Local journey

Passenger can not be booked for travel on coach journeys if the journey to be travelled is less than 40km as identified with a pale yellow/orange background published in the NSW TrainLink timetable and on the Intranet.

These restrictions are in accordance with the 'Passenger Transport Act 1990'.

Coach drivers have been advised that they are **not** to pick up/drop off or make a special stop at any location which breaches this legislation regardless of comments/requests which may appear on the manifest.

Connections

NSW TrainLink does not guarantee connections where the time between its services is less than one (1) hour with the exception shown below; however, those connections may be withdrawn during trackwork. Ticket and PNR remarks must be added to avoid any misunderstanding or inconvenience to the passenger.

NSW TrainLink does not guarantee connections with services operated by other carriers including Great Southern Railways, V/Line, Queensland Rail, domestic or international airlines, cruise/shipping companies and/or any Sydney Trains/NSW TrainLink Intercity services.

NSW TrainLink does not take any responsibility for alterations to the timetables of other transport operators.

Guaranteed Connections

- (a) All train to coach, coach to train and coach to coach connections are guaranteed at all times if indicated with a red arrow in the NSW TrainLink timetable books or shown as guaranteed connections in CRS.
- (b) Train to train connections are guaranteed at any common stopping location between two NSW TrainLink train services provided the connecting time is **one hour or greater**.
- (c) NSW TrainLink cannot guarantee connections where the time between its services is less than (1) hour with the exception of the following, where the connecting time is less than one hour:

<ul style="list-style-type: none">Passengers travelling on the Casino – Sydney XPT (CLK 34) and wishing to join the Sydney to Dubbo XPT CLK427 will connect at Strathfield.
<ul style="list-style-type: none">Passengers travelling on the Casino – Sydney XPT (CLK 34) and wishing to join the Sydney to Melbourne XPT (CLK 623) will connect at Sydney.
<ul style="list-style-type: none">Passengers travelling on the Canberra to Sydney XPLOER (CLK 632) and wishing to join the Sydney to Grafton XPT (CLK 35) will connect at Sydney.

- (d) NSW TrainLink does not guarantee connections with private services including Great Southern Railways, V/Line, Queensland Rail, any airline flight, cruise/shipping departure or Sydney Trains/NSW TrainLink Intercity services.

- (e) NSW TrainLink does not take any responsibility for alterations to the timetables of other transport operators.

Connecting Services shown in the Reservation System

When making a booking, NSW TrainLink Reservation System operators must be aware of the various connecting services shown for travel between an origin and destination locations - e.g. Melbourne to Surfers Paradise offers a number of services to travel as shown in the screen below.

It is important for operators to be aware that the first option listed is not necessarily the best alternative. Operators are advised to check all the services shown to determine the best connection available.

Special Stops

From time to time sales staff may receive a request from a passenger to have a train or coach service stop at a location that is not tabled to set down or pick up.

Passengers must be advised that a request for a Special Stop is not guaranteed and approval is granted only in emergency situations based on safety and operational requirements.

Sales staff will contact the Customer Support Desk who will log the request, advise a reference number and then forward the request to NSW TrainLink Operations.

The Customer Support Desk will then contact the sales staff and advise if the Special Stop has or has not been approved. If approved the passenger is to be booked to the tabled stop before (pick up) or after (set down) the requested Special Stop and the applicable tabled stop fare charged. Sales staff making the reservation will input the following in the PNR/SSR/Manifest Comments, "Special Stop atRef No:.....".

NSW TrainLink Website

NSW TrainLink customers are now able to book and ticket their NSW TrainLink reservations via the Internet and NSW TrainLink web site www.nswtrainlink.info On completion of the booking process the customer will receive a confirmation and ticket by e-mail.

Tickets produced as a result of an on-line booking will display a TTCO of either 2954 (paid on-line by credit card) or 2955 (*paid at post*).

It will also address issues that have been identified in relation to ticketing, cancellations, refunds/re-bookings and procedures in place to deal with these issues.

Who can book on-line?

Passenger Types

ONLY Adult, Child, Student & selected Concessions fare types will have access to Internet online bookings.

Bookings are available for Economy and First class seats **only but not** sleeping berths.

Customers PTV's & CPE's have access to online bookings; however, pension details must be registered at an accredited NSW TrainLink sales outlet prior to travelling for the first time.

Payment Options

MasterCard, Visa, Amex and Diners will be accepted as payment for on-line bookings. Payment in full will be required at time of booking. Once the credit card payment has been processed, the customer will receive their confirmation and ticket by reply e-mail. The ticket will appear as an attachment in a PDF format. The passenger will need to print the ticket, which they must be in possession of when boarding a NSW TrainLink service.

Cash and Debit Cards (EFTPOS) will be the *ONLY* form of payment accepted at Australia Post outlets. Australia Post will *ONLY* accept payment if the ticket value is \$10.00 or greater.

'Pay it at Post' (PIAP) allows customers to pay for their tickets at most Australia Post Offices.

Reservations must be made at least 7 days prior to travel. On completion of the booking process, the customer will receive an e-mail confirmation. This confirmation will provide details such as the OPTL 'Payment Due Date' and instructions on how to 'Pay it at Post'.

At time of payment a receipt will be issued to the customer. The receipt is **NOT** a ticket and **IS NOT** valid for travel. The customer will receive a ticket/confirmation by e-mail once NSW TrainLink receives notification of payment from Australia Post.

The customer will receive their NSW TrainLink ticket as an e-mail ticket/confirmation in plain text format, which they will be required to print and produce to onboard train and coach staff when travelling. As the FTR number and seating allocation is recorded on the emailed confirmation, the ticket/confirmation is to be accepted by on-board staff, coach operators and all Sales Outlets for travel and when issuing ticket exchanges and/or refunds.

CANCELLATIONS

(a) Paid by Credit Card on-line

- i. The online booking system will **ONLY** allow customers to cancel their **ENTIRE** itinerary as long as it is prior to the departure of the service. Partial cancellations are not permitted.
- ii. If a customer wishes to cancel **part** of their journey they will be required to contact the NSW TrainLink Call Centre or any NSW TrainLink accredited sales outlet.

(b) Pay it at Post

- i. The online booking system will **NOT** allow customers to cancel **any part** of their reservation if they have selected the 'Pay it at Post' payment option.
- ii. If a customer wishes to cancel **any part** of their itinerary they will be required to contact the NSW TrainLink Call Centre or any NSW TrainLink accredited sales outlet.

REFUNDS

(a) If 'Paid by Credit Card' on-line

- i. The customer can process a refund online if the request is made at least **48 hours prior** to departure.
- ii. **Within 48 hours** of departure, customers will be required to submit their ticket for a refund at any NSW TrainLink accredited sales outlet.

- iii. On presentation of the ticket, sales outlets are to ensure the booking has in fact been cancelled and follow the current procedures in place for refunding tickets.
- iv. All cancellation and re-booking transactions are subject to the NSW TrainLink Cancellation & Re-booking Fee policy outlined in the Business Rules Manual.

(b) If payment option selected was 'Pay it at Post'

- i. Customers **CAN NOT** obtain a refund on-line if the ticket was paid for at an Australia Post outlet.
- ii. Customers must present their tickets at a NSW TrainLink accredited sales outlet to obtain a refund.
- iii. On presentation of the ticket, sales outlets are to ensure the booking has in fact been cancelled and follow the current procedures in place for refunding tickets.
- iv. All cancellation and re-booking transactions are subject to the NSW TrainLink Cancellation & Re-booking Fee policy outlined in the Business Rules Manual.

(c) Partial Refund

- i. Partial refunds **CAN NOT** be processed online. Customers must present their ticket at any NSW TrainLink accredited sales outlet to obtain a partial refund.
- ii. On presentation of the ticket, sales outlets are to ensure the booking has in fact been cancelled and follow the current procedures in place for partial refunding of tickets.

CHANGES ON LINE

- (a) **E-mailing their request on-line.** Once the change has been made they will receive an e-mail confirming the changes. They will then need to take their existing ticket to any NSW TrainLink accredited sales outlet to have the ticket re-issued.
- (b) **Phoning the NSW TrainLink Call Centre.** Once the changes have been confirmed the customer must proceed to any NSW TrainLink accredited sales outlet with their ticket to have the ticket re-issued/exchanged.

TRAVEL PASSES

Travel passes – i.e. East Coast Discovery, Backtracker and Austrail Flexi Passes can be purchased on-line.

A confirmation will be e-mailed to the passenger on completion of the Travel Pass booking process. The confirmation will confirm the type of Travel Pass selected the amount paid and an FTR. The confirmation is **NOT** valid for travel and **must be exchanged** for a Travel Pass at selected NSW TrainLink sales outlets.

Customers **CAN NOT** reserve a seat on line, and will be required to make their bookings by phoning the NSW TrainLink Call Centre or visiting a NSW TrainLink accredited sales outlet.

Procedure for exchanging e-mailed confirmation for a Travel Pass

- (a) On presentation of the e-mailed Travel Pass confirmation, the operator must:
- (b) Request identification from the passenger eg Passport for International visitors and photo ID for Australian residence.
- (c) Refund the FTR shown on the e-mail confirmation.

- (d) Issue a manual Travel Pass and create a new FTR for the sale of that Travel Pass.
- (e) A customer may not be in possession of a ticket for the following reasons: -
- i. They were unable to print a ticket
 - ii. They did not receive an e-mail confirmation.
- (f) **On-Board train & coach staff** will be required to:
- i. Check to see if the passenger is on the manifest
 - ii. Request identification and ensure the name on the manifest corresponds with the name on the customers ID.
 - iii. If a reservation is ticketed after a manifest has been printed there will be no record of the passenger on the manifest. Staff will need to contact the NSW TrainLink Customer Support Desk to verify the booking.
 - iv. If these details **CAN** be confirmed, the passenger should be permitted to travel.
 - v. If details **CAN NOT** be confirmed the applicable fare is to be collected.
- **NSW TrainLink accredited sales outlet** staff will be required to:
- Retrieve the PNR/FTR.
 - Request identification and ensure that PNR/FTR details correspond with the name on the customers ID.
 - If these details **CAN** be confirmed, a *Substitute Ticket* is to be issued.
 - If details **CAN NOT** be confirmed a *Substitute Ticket* can not be issued and a *Refund can not be processed*.

Restrictions outlined in the NSW TrainLink Business Rules Manual regarding the issuing of Substitute Tickets do not apply to on-line bookings. Substitute tickets issued will not be subject to the \$12.10 fee usually charged. . If a ticket is issued as a result of the passenger being unable to print their own ticket or due to not receiving a ticket by e-mail, that Substitute Ticket can be altered or refunded at any time. Cancellation/Re-booking fees will apply.

Tickets printed from an e-mailed confirmation attachment may appear slightly different to tickets printed in CRS, size may appear smaller than normal and more than one (1) ticket can be printed per page.

To verify tickets, staff should check that certain details appear as shown below and/or by following the steps outlined above.

Odyssey Support will endeavour to identify any issues that may arise causing inconvenience to customers or operational staff.

If operators have followed the above instructions and are still unable to resolve the problem at hand, they can contact the NSW TrainLink Customer Support Desk for further assistance.

26 Spare

27 Passenger facilities

Customer attendants

The following country locations have customer attendants to provide customer service.

- | | |
|-----------------|------------------|
| ● Albury | ● Kempsey |
| ● Bathurst | ● Lismore |
| ● Blayney | ● Macksville |
| ● Byron Bay | ● Murwillumbah |
| ● Canberra | ● Nambucca Heads |
| ● Casino | ● Orange |
| ● Coffs Harbour | ● Tamworth |
| ● Cootamundra | ● Taree |
| ● Dubbo | ● Wagga Wagga |
| ● Goulburn | ● Wauchope |
| ● Grafton City | ● Wellington |
| ● Gunnedah | ● Yass Junction |

Customer relations

NSW Train has a customer relations unit to deal with customer inquiries, suggestions, commendations and complaints.

Office hours: 6:00am to 10:00pm daily.

Telephone: 131 500.

Postal address: Customer & Government Relations
PO Box K349
Haymarket NSW 1238

28 Carriage features and facilities

XPT and XPLOER services

NSW TrainLink XPT and XPLOER carriages have the following features and facilities for passenger comfort.

Reclining individual seats featuring headrests, footrests, armrests, reading lights, drop-down table.

Economy Class seats recline back to a 28 degree angle from the upright position.

Seat Dimensions:

- Seat width between armrests 43cm
- Seat width of two (2) seats with middle armrest lifted 95cm
- Seat Space 45cm deep
- Legroom 41 cm
- Weight Capacity 130kg

First Class seats recline back to a 40 degree angle from the upright position.

Seat Dimensions:

- Seat width between armrests 43cm
- Seat width of two (2) seats with middle armrest lifted 95cm
- Seat Space 45cm deep
- Legroom 46cm
- Weight Capacity 130kg

XPT- CAR A Day service seats do not recline. As seats are fixed and can not be rotated, some seating may be against the direction of travel. These seats do not have built in footrests.

Seat Dimensions:

- Seat width between armrests 49cm
- Seat width of two (2) seats with middle armrest lifted 108cm
- Seat Space 47cm deep
- Legroom 66cm
- Weight Capacity 130kg

- i. Seats reserved for four passengers can be reversed to face each other. This can only be done after on-train consultation with other passengers as it restricts the angle of recline for seats adjacent to those reversed. Seats should be reserved at the end of the car to avoid interfering with the comfort of other passengers.

- ii. Climate controlled air-conditioning.
- iii. Glare-reflective panoramic windows with individual curtain.
- iv. Buffet car providing hot and cold meals, snacks, refreshments, liquor service, special dietary requirements (upon request at early reservation), to-seat service for passengers with disabilities with restricted movement.
- v. Passenger attendants to provide comfort and service to passengers.
- vi. Toilets designed with a baby change table and 240volt AC power for shavers only.
- vii. Accessible toilet.
- viii. Luggage storage facility.
- ix. Power point outlets in XPT and XPLOERER carriages are not available for use by passengers. Passengers are unable to use electrical appliances other than electric shavers.
- x. Power outlets for electric shavers are available in washrooms and sleeping berths.

Sleeper

- i. On XPT services between Sydney-Melbourne-Sydney and Sydney-Brisbane and Casino-Sydney. Each has nine two bed compartments. Each bed (sleeping berth) is 185 cm X 72 cm in size.
- ii. Passengers are provided with linen, bath towels, hand towels and complimentary toiletry kit.
- iii. Rooms include portable tray tables, lounge seats by day and sleeping bed by night, mirror, 120 volt AC power for shaver only, passenger attendant call button.
- iv. Showers and toilets are shared between two rooms.
- v. Passenger attendants are trained in first aid procedures but passengers who require a high level of assistance must be accompanied by a carer when travelling.

29 Travel Centre & Booking Office

NSW TrainLink has a network of travel centres and booking offices providing the following services.

- Rail travel
- Coach travel
- Domestic air travel
- Package tours
- Personalised travel itineraries
- Travel insurance
- Accommodation
- Day tours
- Car hire

These services can be arranged at the following locations.

Travel Centre

Metropolitan

SYDNEY

Central Railway Station

Platform 1

Sydney NSW 2000

TEL:(02) 9379 3800

FAX:(02) 9379 3801

BROADMEADOW

Railway Station

Graham Road

Broadmeadow NSW
292

TEL: (02) 4962 9987

FAX: (02) 49629922

ALBURY

Railway Station
 Railway Parade
 Albury NSW 2640
 TEL: (02) 6041 9555
 FAX: (02) 6041 9542

ARMIDALE

Railway Station
 Brown Street
 Armidale NSW 2350
 TEL: (02) 6772 7623
 FAX: (02) 6772 8360

BATHURST

Railway Station
 Keppel Street
 Bathurst NSW 2795
 TEL: (02) 6332 4844
 FAX: (02) 63337246

CANBERRA

Railway Station
 Wentworth Avenue
 Kingston ACT 2604
 TEL: (02) 6208 9700
 FAX: (02) 6208 9707

CASINO

Railway Station
 Canterbury Street
 Casino NSW 2470
 TEL: (02) 6663 4910
 FAX: (02) 6663 4914

COFFS HARBOUR

Railway Station
 1 Angus Place
 Coffs Harbour NSW 2450
 TEL: (02) 6648 3700
 FAX: (02) 6649 3707

COOTAMUNDRA

Railway Station
 Hovell Street
 Cootamundra NSW 2590
 TEL: (02) 6940 2920
 FAX: (02) 6940 2925

DUBBO

Railway Station
 Talbragar Street
 Dubbo NSW 2830
 TEL: (02) 6841 3700
 FAX: (02) 6841 3706

GOULBURN

Railway Station
 Sloane Street
 Goulburn NSW 2580
 TEL: (02) 4828 5810
 FAX: (02) 4828 5815

GRAFTON

Railway Station
 23 Through Street
 South Grafton NSW 2460
 TEL: (02) 6641 5170
 FAX: (02) 6641 5176

KEMPSEY

Railway Station
 Kemp Street
 Kempsey NSW 2440
 TEL: (02) 6561 4940
 FAX: (02) 6561 4945

ORANGE

Railway Station
 Peisley Street
 Orange NSW 2800
 TEL: (02) 6363 8830
 FAX: (02) 6363 8836

TAMWORTH

Railway Station
 145 Marius Street
 Tamworth NSW 2340
 TEL: (02) 6701 9050
 FAX: (02) 6701 9056

TAREE

Railway Station
 Olympia Street
 Taree NSW 2430
 TEL: (02) 6592 4770
 FAX: (02) 6592 4776

WAGGA WAGGA

Railway Station
 Station Place
 Wagga Wagga NSW 2650
 TEL: (02) 6932 3150
 FAX: (02) 6932 3156

Booking Offices

BLAYNEY

Railway Station

Railway Lane

Blayney NSW 2799

TEL: (02) 6391 4281

FAX: (02) 6391 9281

BROKEN HILL

Railway Station

Crystal Street

Broken Hill NSW 2880

TEL: (08) 8087 1400

FAX:(08) 8087 0442

GRIFFITH

Railway Station

Railway Street

Griffith NSW 2680

TEL: (02) 6962 3026

FAX: (02) 6962 4819

NAMBUCCA HEADS

Railway Station

Railway Station

Nambucca Heads NSW 2448

TEL: (02) 6568 5230

FAX: (02) 6640 9406

PARKES

Railway Station

Welcome Street

Parkes NSW 2870

TEL: (02) 6363 8830

FAX:(02) 6363 8836

WAUCHOPE

Railway Station

Randall Street

Wauchope NSW 2446

TEL: (02) 6589 6540

FAX: (02) 6589 6544

WELLINGTON

Railway Station

Swift Street

Wellington NSW 2820

TEL: (02) 6845 2025

FAX: (02) 6845 2025

YASS JUNCTION

Railway Station

Faulder Avenue

Yass Junction NSW 2582

TEL: (02) 6118 6003

FAX: (02) 6118 6001

30 Spare

31 Location ROA Codes & Distances from Sydney

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
A				
ABERDEEN	ADN	Direct Rail	301	
ADELONG	ADG	Cootamundra	530	424
ALBION PARK	ALP	Moss Vale	183	143
ALBION PARK		Wollongong	103	
ALBURY	ABX	Direct Rail	658	
ALECTOWN	AEW	Cootamundra	564	424
ALLWORTH	ALW	Broadmeadow	223	163
ALSTONVILLE	ANV	Casino	844	793
ALSTONVILLE		Lismore	842	826
ARDLETHAN	ARE	Cootamundra	556	424
ARIAH PARK	AHP	Cootamundra	518	424
ARMIDALE	ARM	Direct Rail	574	
ATTUNGA	ATG	Tamworth	474	455
B				
BAAN BAA	BAB	Narrabri	571	569
BALLINA	BNA	Casino	844	793
BALLINA		Grafton	844	684
BALLINA WEST	WBA	Casino	843	793
BALLINA WEST		Grafton	843	684
BALRANALD	BZD	Cootamundra	936	424
BANGALOW	BLW	Casino	858	793
BANGALOW		Grafton	858	684
BARADINE	BAD	Lithgow	552	156
BARELLAN	BRJ	Cootamundra	588	424
BARMEDMAN	BMM	Cootamundra	518	424
BAROOGA	BAX	Albury	738	658
BARRABA	BBA	Tamworth	543	455
BATHURST	BHS	Direct Rail	231	
BATHURST		Lithgow	231	156
BATHURST		Cootamundra	672	424
BATLOW	BTW	Cootamundra	557	424

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
BECKOM	BEC	Cootamundra	542	424
BEENLEIGH*	BNH	Casino	1048	793
BEGA	BGA	Canberra Station	535	311
BELBORA	BOA	Broadmeadow	307	163
BELLATA	BZT	Direct Rail	615	
BEMBOKA	BMK	Canberra Station	501	311
BEN BULLEN	BBL	Lithgow	203	156
BENALLA *	BEN	Direct Rail	827	
BENDICK MURRELL	BDM	Cootamundra	454	424
BERRIGAN	BGN	Wagga Wagga	733	511
BEXHILL	BXL	Casino	834	793
BIBBENLUKE	BLK	Canberra Station	501	311
BILLINUDGEL TURN OFF	BNU	Casino	903	793
BINALONG	BIN	Canberra Station	364	311
BINGARA	BIJ	Tamworth	604	455
BINIGUY	BGY	Grafton	1032	684
BINIGUY		Moree	686	666
BINNA BURRA	BNB	Casino	853	793
BINNAWAY	BWY	Lithgow	472	156
BINYA	BNY	Cootamundra	610	424
BLACKTOWN	BAK		35	
BLAYNEY	BLA	Direct Rail	269	
BLAYNEY		Bathurst	269	231
BLAYNEY		Lithgow	269	156
BLIGHTY	BHY	Albury	778	658
BLIGHTY		Wagga Wagga	778	511
BOGANGAR	BOQ	Casino	938	793
BOGAN GATE		Orange	446	296
BOGGABRI	BGB	Direct Rail	515	
BOLIVIA	BIV	Armidale	735	574
BOMBALA	BOL	Canberra Station	514	311
BOORAL	BRL	Broadmeadow	231	163
BOPPY MOUNTAIN	BMN	Dubbo	701	445
BORDER TUNNEL	BDT	Fare purposes only	864	
BOURKE	BRK	Dubbo	818	445

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
BOWRAL	BWL	Direct Rail	133	
BOWNING	BWN	Canberra Station	342	311
BREDBO	BBO	Canberra Station	391	311
BREWARRINA	BWQ	Dubbo	825	445
BRISBANE *	BNE	Direct Rail	1053	
BRISBANE *		Casino	1053	793
BROADMEADOW	BMD	Direct Rail	163	
BROADMEADOWS	BRQ	Direct Rail	962	
BROADWATER	BAT	Grafton	815	684
BROKEN HILL	BHQ	Direct Rail /Orange	1100	
BROKEN HILL		Dubbo	1100	445
BRUNSWICK HEADS	BKS	Casino	898	793
BULAHDELAH	BDH	Broadmeadow	264	163
BUMBALDRY	BBD	Bathurst	367	231
BUNDANOON	BUN	Direct Rail	159	
BUNDANOON		Wollongong	159	
BUNDARRA	BDA	Armidale	651	574
BUNGENDORE	BUX	Direct Rail	292	
BUNGWAHL	BGW	Broadmeadow	294	163
BURLEIGH HEADS	BHD	Casino	972	793
BURONGA	BUQ	Cootamundra	1093	424
BURRAWANG	BUJ	Moss Vale	157	143
BURRAWANG		Wollongong	129	
BURRELL CREEK	BUK	Broadmeadow	327	163
BURREN JUNCTION	BJT	Narrabri	648	569
BURRINGBAR	BBB	Casino	913	793
BYROCK	BYR	Dubbo	739	445
BYRON BAY	BOY	Casino	874	793
BYRON BAY		Grafton	874	684

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
C				
CAMPBELLTOWN	CAM		51	
CANBERRA STATION	CBR	Direct Rail	311	
CANBERRA CIVIC	JOC	Canberra Station	312	311
CANBERRA JOHN JAMES HOSP	JJH	Canberra Station	312	311
CANBERRA HOSPITAL	CHO	Canberra Station	313	311
CANOWINDRA	CNW	Lithgow	371	156
CANOWINDRA		Orange	371	296
CAPEREE	CTE	Lithgow	213	156
CARCOAR	CCO	Bathurst	282	231
CARCOAR		Lithgow	282	156
CARRATHOOL	CRT	Cootamundra	740	424
CARROLL	CAO	Gunnedah	478	476
CASINO	CSI	Direct Rail	793	
CHARBON	CHB	Lithgow	253	156
CHATSWORTH IS T/O	CHI	Grafton	771	684
CHINDERAH	CHD	Casino	948	793
CLANDULLA	CDU	Lithgow	253	156
CLUNES	CLV	Casino	842	793
COBAR	CAZ	Dubbo	744	445
COBBADAH	COD	Tamworth	561	455
COBRAM	CRM	Albury	732	658
COFFS HARBOUR	CFS	Direct Rail	596	
CONDOBOLIN	CBX	Direct Rail (Orange)	511	
CONDOBOLIN		Cootamundra	767	424
CONDOBOLIN		Orange/Parkes	511	296
COOLABAH	CBH	Dubbo	690	445
COOLAC	CLA	Cootamundra	466	424
COOLAH	CLH	Lithgow	427	156
COOLAMON	CLO	Direct Rail	511	
COOLAMON		Wagga Wagga	511	511
COOMA	OOM	Canberra Station	425	311
COONABARABRAN	COJ	Lithgow	507	156
COONAMBLE	CNB	Dubbo	609	445
COOTAMUNDRA	CMD	Direct Rail	424	
COOTAMUNDRA		Canberra Station	424	311

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
COROWA	CWW	Albury	700	658
COWPER	COP	Grafton	709	684
COWRA	CWT	Bathurst	342	231
COWRA		Cootamundra	498	424
COWRA		Lithgow	342	156
CRABOON JUNCTION	CBZ	Lithgow	378	156
CRAVEN	CRV	Broadmeadow	269	163
CUDAL	CUG	Lithgow	335	156
CUDAL		Orange	335	296
CULCAIRN	CUL	Direct Rail	603	
CULLEN BULLEN	CUB	Lithgow	193	156
D				
DAPTO	DAP	Moss Vale	191	143
DAPTO		Wollongong	95	
DARLINGTON POINT	DPT	Cootamundra	674	424
DARNICK	DNK	Direct Rail	846	
DARNICK		Orange	846	296
DEEPWATER	DWT	Armidale	712	574
DELUNGRA	DLA	Grafton	946	684
DELUNGRA		Moree	772	666
DELUNGRA		Tamworth	673	455
DENILQUIN	DNQ	Albury	814	658
DENILQUIN		Wagga Wagga	814	511
DERRIWONG	DIO	Lithgow	494	156
DERRIWONG		Orange	494	296
DUBBO	DBO	Direct Rail	445	
DUBBO		Lithgow	445	156
DUBBO		Cootamundra	659	424
DUNDEE	DDE	Armidale	698	574
DUNEDOO	DDO	Lithgow	388	156
DUNGOG	DGG	Direct Rail	231	

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
E				
ECHUCA	ECA	Albury	890	658
ECHUCA		Wagga Wagga	890	511
EDEN	QDN	Canberra Station	596	311
EDGEROI	EDG	Narrabri	575	569
ELTHAM	ELM	Casino	840	793
EMMDALE	EMM	Dubbo	854	445
EUABALONG	EUA	Cootamundra	694	424
EUABALONG WEST	EUB	Direct Rail/Orange	584	
EUGOWRA	EGW	Lithgow	371	156
EUGOWRA		Orange	371	296
EUNGAI	ENG	Direct Rail	523	
EUMUNGERIE	EUM	Dubbo	477	445
EUSTON	EUS	Cootamundra	1016	424
EVANS HEAD	EVH	Grafton	798	684
EXETER	EXT	Moss Vale	149	143
EXETER		Wollongong	149	
F				
FASSIFERN	FSN	Direct Rail	142	
FINLEY	FLY	Albury	754	658
FINLEY		Wagga Wagga	754	511
FORBES	FBS	Cootamundra	540	424
FORBES		Lithgow	407	156
FORBES		Orange	407	296
FORSTER	FOT	Broadmeadow	328	163
FORSTER KEYS	FKS	Broadmeadow	325	163
G				
GALONG	GLN	Canberra Station	377	311
GANMAIN		Wagga Wagga	526	511
GEURIE	GUI	Direct Rail	417	
GEURIE		Lithgow	417	156
GIBRALTAR RANGE	GBI	Grafton	746	684
GIBRALTAR RANGE		Moree	972	666
GILGAI	GIL	Armidale	697	574
GILGANDRA	GRA	Dubbo	509	445

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
GIRILAMBONE	GMB	Dubbo	659	445
GLENCOE	GCO	Armidale	649	574
GLENCOE		Tamworth	649	455
GLEN INNES	GLI	Armidale	672	574
GLEN INNES		Grafton	843	684
GLEN INNES		Moree	875	666
GLOUCESTER	GCR	Direct Rail	287	
GLOUCESTER TOWN	GCT	Broadmeadow	287	163
GONGOLGON	GGG	Dubbo	780	445
GOOD FOREST	GOF	Mt Victoria	150	
GOONELLABAH	GBH	Casino	831	793
GOONELLABAH	GBH	Lismore	831	793
GOSFORD	GOS		81	
GOULBURN	GUL	Direct Rail	222	
GRAFTON CITY	GFN	Direct Rail	684	
GRAFTON CITY		Moree	1034	666
GRAVESEND	GRV	Grafton	997	684
GRAVESEND		Moree	721	666
GRENFELL	GEF	Bathurst	397	231
GRENFELL		Cootamundra	475	424
GRIFFITH	GFF	Direct Rail	641	
GRIFFITH TOWN	GFT	Cootamundra	642	424
GRIFFITH TOWN		Wagga Wagga	641	511
GRONG GRONG	GRG	Wagga Wagga	553	511
GULARGAMBONE	GGM	Dubbo	561	445
GULGONG	GGN	Lithgow	328	156
GUNDAGAI	GGI	Cootamundra	474	424
GUNNEDAH	GUH	Direct Rail	476	
GUNNING	GNI	Direct Rail	276	
GURLEY	GUY	Moree	668	666
GUYRA	GYR	Armidale	613	574

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
H				
HALLIDAYS POINT	HAP	Broadmeadow	342	163
HAMPTON	HAO	Mt Victoria	159	
HARDEN	HRD	Direct Rail	397	
HARDEN TOWN	HNT	Canberra	397	311
HARTLEY	HLY	Mt Victoria	138	
HASTINGS POINT	HST	Casino	934	793
HAWKES NEST	HWK	Broadmeadow	224	163
HAY	HXX	Cootamundra	803	424
HENTY	HTY	Direct Rail	580	
HERMIDALE	HER	Dubbo	659	445
HORNSBY	HBV		34	
HOWLONG	HLG	Albury	683	658
I				
ILFORD	IFD	Lithgow	239	156
ILUKA	ILU	Grafton	775	684
INVERELL	IVR	Grafton	912	684
INVERELL		Moree	806	666
INVERELL		Tamworth	707	455
IVANHOE	IVN	Direct Rail	781	
J				
JACKADGERY	JKY	Grafton	727	684
JACKADGERY		Moree	991	666
JERILDERIE	JRD	Wagga Wagga	695	511
JUNEE	JUE	Direct Rail	474	
K				
KANDOS	KND	Lithgow	253	156
KARUAH	KRU	Broadmeadow	217	163
KATOOMBA	KTO		110	
KELSO	KEL	Lithgow	228	156
KEMPSEY	KPS	Direct Rail	492	
KENDALL	KDL	Direct Rail	421	
KINGSCLIFF	KGH	Casino	947	793
KOORAWATHA	KWA	Cootamundra	470	424

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
KOOTINGAL	KNG	Direct Rail	473	
KRAMBACH	KBK	Broadmeadow	317	163
KYOGLÉ	KYO	Direct Rail	822	
L				
LAKE CARGELLIGO	LAK	Cootamundra	674	424
LAUREL HILL	LRH	Cootamundra	573	424
LEETON	LEE	Direct Rail	593	
LEETON		Wagga Wagga	593	511
LENNOX HEAD	LXH	Casino	860	793
LENNOX HEAD		Grafton	860	684
LENNOX HEAD		Lismore	860	826
LIGHTNING RIDGE	LHG	Dubbo	805	445
LIME BURNERS CREEK	LIM	Broadmeadow	212	163
LISMORE	LSY	Casino	826	793
LISMORE TOWN	LYT	Casino	827	793
LITHGOW	LTH	Direct Rail	156	
LITTLE HARTLEY	LIH	Mt Victoria	133	
LLANGOTHLIN	LLN	Armidale	624	574
LOCKHART	LKT	Wagga Wagga	583	511
LUCKNOW	LKW	Lithgow	277	156
LUE	LUE	Lithgow	277	156
LYNDHURST	LHS	Bathurst	292	231
LYNDHURST		Lithgow	292	156
M				
MACSVILLE	MVH	Direct Rail	540	
MACLEAN	MCJ	Grafton	732	684
MAITLAND	MTL	Direct Rail	193	
MANDURAMA	MNU	Bathurst	289	231
MANDURAMA		Lithgow	289	156
MANILDRA	MNJ	Orange	344	296
MANILLA	MJL	Tamworth	498	455
MATHOURA	MTA	Albury	848	658
MATHOURA		Wagga Wagga	848	511
MATONG	MTG	Wagga Wagga	540	511
MEADOW FLAT	MWF	Lithgow	195	156

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
MELBOURNE *	MEL	Direct Rail	1012	
MENDOORAN	MNO	Lithgow	427	156
MENINDEE	MND	Direct Rail	972	
MERIMBULA	MIM	Canberra Station	571	311
MICHELAGO	MGO	Canberra Station	362	311
MILLTHORPE	MIP	Lithgow	273	156
MILDURA	MQL	Cootamundra	1096	424
MITTAGONG	MIT	Direct Rail	129	
MOAMA	MAM	Albury	887	658
MOAMA		Wagga Wagga	887	511
MOLONG	MOL	Lithgow	330	156
MOOBALL	MBL	Casino	912	793
MOREE	MRZ	Grafton	1052	684
MOREE		Direct Rail	666	
MOREE EAST	EMZ	Moree	667	666
MOREE EAST		Grafton	1051	684
MOSS VALE	MSV	Direct Rail	143	
MT. GEORGE TURN OFF	MOG	Broadmeadow	342	163
MT. VICTORIA	MVR		127	
MOUNT LAMBIE	MLI	Lithgow	181	156
MOUNT RUSSELL	MTS	Grafton	932	684
MOUNT RUSSELL		Moree	786	666
MUDGEES STATION	DGE	Lithgow	299	156
MUDGEES TOWN	DEE	Lithgow	299	156
MULLUMBIMBY	MBI	Casino	888	793
MULWALA	MWL	Albury	700	658
MURRUMBATEMAN	MBM	Canberra Station	313	311
MURRURUNDI	MDI	Direct Rail	352	
MURWILLUMBAH	MWH	Casino	928	793
MUSWELLBROOK	MBK	Direct Rail	289	
MUTTAMA	MMA	Cootamundra	448	424

Location From Sydney	ROA Code	Interchange	Through Distance	Units	Interchange Distance	Units
N						
NAMBUCCA HEADS	NBH	Direct Rail	553			
NARRABRI	NAA	Direct Rail	569			
NARRANDERA	NRA	Direct Rail	563			
NARRANDERA		Wagga Wagga	563		511	
NARROMINE	QRM	Dubbo	485		445	
NEVERTIRE	NTR	Dubbo	554		445	
NEWBRIDGE	NBG	Direct Rail	258			
NEWCASTLE	NTL	Broadmeadow	164		163	
NIMMITABEL	NBL	Canberra Station	462		311	
NYNGAN	NYN	Dubbo	614		445	
O						
OBERON	OBR	Mt Victoria	187			
OCEAN SHORES	OST	Casino	902		793	
OOTHA	OOT	Lithgow	483		156	
OOTHA		Orange	483		296	
ORANGE	OAG	Direct Rail	296			
ORANGE		Lithgow	296		156	
ORANGE EAST FORK	OEF	Direct Rail	296		156	
P						
PACIFIC PALMS	PCP	Broadmeadow	307		163	
PALM BEACH	LBH	Casino	968		793	
PALMERS ISLAND	PRL	Grafton	744		684	
PAMBULA	PMA	Canberra Station	577		311	
PARKES	PKE	Direct Rail	407			
PARKES		Lithgow	407		156	
PARKES		Orange	407		296	
PARKES		Cootamundra	540		424	
PARRAMATTA	PTA		23			
PEAK HILL	PKI	Cootamundra	588		424	
PENRITH	PNR		55			
PORTLAND	PRT	Lithgow	183		156	
PORTLAND EAST	POE	Lithgow	183		156	
PORT MACQUARIE	PQQ	Wauchope	462		443	
POTTSVILLE	POT	Casino	932		793	

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
Q				
QUEANBEYAN	QBN	Direct Rail	310	
QUEENSLAND BORDER				
QLD – NSW BORDER	BDT	Distance Purposes Only	864	
QUIRINDI	UIR	Direct Rail	393	
R				
RAGLAN	RLN	Lithgow	222	156
RAYMOND TERRACE	RTE	Broadmeadow	186	163
ROBERTSON	RBS	Moss Vale	168	143
ROBERTSON		Wollongong	118	
ROBINA*	ROB	Casino	981	793
ROBINVALE	RBC	Cootamundra	1010	424
RUNNING STREAM	RUS	Lithgow	230	156
RYDAL	RDL	Direct Rail	181	
RYLSTONE	RYL	Lithgow	253	156
RYLSTONE HOSPITAL	RYO	Lithgow	253	156
S				
SAWTELL	SWT	Direct Rail	589	
SCONE	NSO	Direct Rail	315	
SEYMOUR	SEY	Direct Rail	913	
SINGLETON	SIX	Direct Rail	239	
SMITH LAKE TURN OFF	SML	Broadmeadow	302	163
SOMERTON	SMT	Gunnedah	480	476
SOUTH TWEED HEADS	SWS	Casino	954	793
SPRING HILL	SPH	Lithgow	274	156
SPRINGWOOD	SGD		80	
STOCKINBINGAL	SBG	Cootamundra	447	424
STRATFORD	STR	Broadmeadow	272	163
STRATHFIELD	SFD		12	
STROUD	SRU	Broadmeadow	237	163
STROUD ROAD	SRD	Broadmeadow	245	163
STUART TOWN	SWN	Direct Rail	359	
SUFFOLK PARK	SFF	Grafton	871	684
SURFERS PARADISE*	SFP	Casino	982	793

<i>Location From Sydney</i>	<i>ROA Code</i>	<i>Interchange</i>	<i>Through Distance Units</i>	<i>Interchange Distance Units</i>
T				
TAMWORTH	TMW	Direct Rail	455	
TARAGO	TGO	Direct Rail	260	
TARANA	TNJ	Direct Rail	196	
TAREE	TRO	Direct Rail	367	
TAREE		Broadmeadow	367	163
TEA GARDENS	TGS	Broadmeadow	232	163
TEMORA	TEM	Cootamundra	482	424
TENTERFIELD	TEN	Armidale	765	574
THE ROCK	TRK	Direct Rail	545	
TINGHA	TIN	Armidale	681	574
TIONA PARK	TPK	Broadmeadow	316	163
TOCUMWAL	TCW	Albury	744	658
TOMINGLEY	TMY	Cootamundra	606	424
TRANGIE	TGE	Dubbo	520	445
TULLIBIGEAL	TLB	Cootamundra	633	424
TUMBARUMBA	TUB	Cootamundra	597	424
TUMBLONG	TBG	Wagga Wagga	580	511
TUMUT	TUM	Cootamundra	507	424
TUNCURRY	TCY	Broadmeadow	330	163
TURRAWAN	TUW	Narrabri	573	569
TWEED HEADS	TWS	Casino	957	793
TYNDALE	TYD	Grafton	717	684
U				
ULMARRA	UMA	Grafton	695	684
UNGARIE	UGR	Cootamundra	596	424
UPPER MANILLA	UMN	Tamworth	512	455
URALLA	URL	Direct Rail	550	
URANA	UNA	Wagga Wagga	635	511
URUNGA	URA	Direct Rail	569	
V				
VIC - NSW BORDER	ABX	Distance Purposes	658	

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
W				
WAGGA WAGGA	WGA	Direct Rail	511	
WALCHA	WLC	Walcha Road	520	518
WALCHA ROAD	WLD	Direct Rail	518	
WALGETT	WGE	Dubbo	725	445
WALLENDREEN	WBN	Canberra Station	425	311
WALLENDREEN		Cootamundra	425	424
WALLERAWANG	WWG	Lithgow	170	156
WANGARATTA *	WGT	Direct Rail	753	
WARDELL	WDL	Grafton	826	684
WARDS RIVER	WRV	Broadmeadow	261	163
WARIALDA	WDA	Grafton	973	684
WARIALDA		Moree	745	666
WARIALDA		Tamworth	646	455
WARIALDA RAIL	WRS	Tamworth	639	455
WARREN	WRN	Dubbo	564	445
WAUCHOPE	WAU	Direct Rail	443	
WEE WAA	WEW	Narrabri	599	
WELLINGTON	WEL	Direct Rail	396	
WELLINGTON		Lithgow	396	156
WERRIS CREEK	WCK	Direct Rail	411	
WEST WYALONG	WWY	Cootamundra	553	424
WHITTON	WHI	Wagga Wagga	615	511
WILCANNIA	WIO	Dubbo	954	445
WILLOW TREE	WTE	Direct Rail	376	
WINGHAM	WGM	Direct Rail	355	
WINGHAM TOWN	WMT	Broadmeadow	357	163
WODONGA*	WDG	Fares purposes only	659	
WOLLONGBAR	WOG	Lismore	838	826
WOLLONGONG	WOL	Moss Vale	203	143
WOLLONGONG			83	
WOLUMLA	WLM	Canberra Station	558	311
WONDALGA	WDG	Cootamundra	543	424
WOODBURN	WDU	Grafton	786	684

Location From Sydney	ROA Code	Interchange	Through Distance Units	Interchange Distance Units
WOODSTOCK	WSK	Bathurst	318	231
WOODSTOCK		Lithgow	318	156
WOOMBAH	WOW	Grafton	773	684
WYALONG	WYL	Cootamundra	553	424
WYONG	WYG	Direct Rail	101	
Y				
YAMBA	YMA	Grafton	755	684
YAMBA WEST	YAW	Grafton	754	684
YANCO	YAC	Direct Rail	586	
YANCO		Wagga Wagga	586	511
YARRABANDAI	YAI	Orange, Parkes	469	296
YARRAWONGA	YRW	Albury	705	658
YARROWYCK	YWK	Armidale	604	574
YASS JUNCTION	YAS	Direct Rail	329	
YASS TOWN	YSN	Canberra Station	329	311
YENDA	YED	Cootamundra	625	424
YETHOLME	YET	Lithgow	204	156
YOUNG	NGA	Cootamundra	424	424

* Interstate Location

NSW TrainLink fares do not apply to this location.

32 to 34 Spare

35 Sydney Trains/NSW TrainLink Intercity services

Sydney Trains/NSW TrainLink Intercity service TravelPass tickets \$6.60 upgrade

This fare has been withdrawn.

Sydney Trains/NSW TrainLink Intercity service Journeys

Sydney Trains/NSW TrainLink Intercity service journeys can be sold in conjunction with NSW TrainLink tickets whether or not they connect to/from a NSW TrainLink service.

The Sydney Trains/NSW TrainLink Intercity service leg will be displayed on the NSW TrainLink ticket and will be charged at the normal Sydney Trains/NSW TrainLink Intercity service single fare as quoted in CRS.

Sydney Trains/NSW TrainLink Intercity service details i.e. numbers, arrival and departure times will only appear on the NSW TrainLink ticket if the service is a connection to or from a NSW TrainLink service i.e. Lithgow-Central.

Sydney Trains/NSW TrainLink Intercity service Tickets Lithgow to Bathurst

Passengers wishing to travel from a Sydney Trains/NSW TrainLink Intercity location on a Sydney Trains/NSW TrainLink Intercity service connecting with a NSW TrainLink road coach to or from Lithgow, Wallerawang, Mt Lambie, Meadow Flat, Yetholme, Raglan, Kelso and Bathurst or between these locations have the following ticketing and reservation options.

Note: NSW TrainLink fares and ticketing procedures apply to NSW TrainLink train services.

NSW TrainLink Reservation Centre

- Reservations and ticketing can only be processed within 14 days prior to date of travel.
- Reservations to be made for locations between Lithgow and Bathurst.
- Discount Entitlement **CN SYDNEY TRAINS/NSW TRAINLINK INTERCITY SERVICES**. \$0.00 fare generated.
- No Credit Card bookings.
- Sydney Trains/NSW TrainLink Intercity service locations will issue magnetic striped tickets on day of travel and General Purpose Tickets (GPT) for advance purchases.
- NSW TrainLink Accredited Agents cannot issue Sydney Trains/NSW TrainLink Intercity service tickets.
- Fares are to be calculated using the Sydney Trains/NSW TrainLink Intercity service Fare Scale - see page 35/20.

- Sydney Trains/NSW TrainLink Intercity service sales outlets will contact NSW TrainLink Call Centre for bookings when their 10-seat allocation between Lithgow and Bathurst is exhausted. Additional seats booked in CRS will be ticketed at the Sydney Trains/NSW TrainLink Intercity service rate.

NSW TrainLink Travel Centres and Booking Offices

Only NSW TrainLink ticket sales outlets within the Sydney Trains/NSW TrainLink Intercity service area will be issued with and can ticket Sydney Trains/NSW TrainLink Intercity service using GPT tickets.

These tickets are to be issued to customers who are travelling by coach to or from Bathurst to a Sydney Trains/NSW TrainLink Intercity service Station.

CRS is unable to generate the correct Sydney Trains/NSW TrainLink Intercity service fare, and therefore consultants will be required to calculate the Sydney Trains/NSW TrainLink Intercity service fare manually.

Reservations

Reservations on the coach are essential.

Reservations and tickets can only be processed within 14 days prior to travel.

Reservations are to be made for locations between Lithgow and Bathurst.

Discount Entitlement **CN SYDNEY TRAINS/NSW TRAINLINK INTERCITY SERVICE** is to be used to generate a ticket with a \$0.00 fare.

Ticketing

Fares are to be calculated using the attached Sydney Trains/NSW TrainLink Intercity service Fare Scale.

General Purpose ticket must be issued and attached to CRS ticket that confirms a reservation has been made.

Forward or single journey must commence on the Commencing Date and return journey must commence on the Expiry Date endorsed on the GPT.

GPT issued for single journey the Expiry Date field must be crossed out.

Tickets are refundable only if purchased and cancelled prior to day of travel. Tickets purchased on day of travel are non-refundable.

Sydney Trains/NSW TrainLink Intercity service Family Fare. All adults are required to purchase tickets plus one child and any additional children will be travel free. The family must be members of the same household*.

*A household consists of one or more people who live in the same dwelling/accommodation and may consist of a single family or some other grouping of people.

Passengers travelling on Pensioner Excursion tickets must be advised that they are required to have the GPT exchanged for a magnetic striped ticket at a Sydney Trains/NSW TrainLink Intercity Booking Office if they intend to travel on STA buses or ferries.

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