



# TERMS AND CONDITIONS

## TRAVEL PERIOD 01 JANUARY 2023 – 31 DECEMBER 2023

### 1. GENERAL

Prices are valid as of 03 December 2021, for travel 01 January 2023 to 31 December 2023. All train travel, trip/holiday package, accommodation, day tour or overnight tour prices are quoted in Australian dollars inclusive of GST. Fares, packages and prices in this brochure are subject to change without notice prior to booking. If a guest has booked a rail journey that includes flights, hotel accommodation, car hire or touring, these components will not be booked until a booking deposit is received.

### 2. BOOKING

#### CONFIRMED BOOKING

Your booking of a Rail Journey or Holiday Package is confirmed when: you have made the booking and have provided Journey Beyond Rail Expeditions (JBRE) with all necessary information to complete the booking; and you have paid us the Deposit (or other amounts owing at the time of booking), according to the terms of this agreement; and we have sent you a Booking Confirmation.

#### FEE

The Fee for your Rail Journey or Holiday Package is the amount stated in your Booking Confirmation. You may also be required to pay other amounts in accordance with the terms of this agreement.

#### INCLUSIONS

Your Booking Confirmation sets out the details of all goods and services that are included in your Rail Journey or Holiday Package, and the class of travel of your booking.

#### HOLIDAY PACKAGES

JBRE does not own, operate or control third party suppliers of services that are not included in rail fares or purchased in addition to rail travel (for example accommodation, sightseeing, tour operators, transportation companies, cruises etc).

Additional conditions may apply, to be confirmed at the time of booking.

### 3. PAYMENT

#### THE GHAN, INDIAN PACIFIC AND GREAT SOUTHERN

##### 'FULLY FLEXIBLE FARES' RAIL JOURNEY AND HOLIDAY PACKAGE

For Fully Flexible Rail Journeys and Fully Flexible Holiday Packages, full payment will be required at the time of booking.

This payment is per booking and is fully refundable at any time prior to your Rail Journey and Holiday Package scheduled departure.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### 'EVERYDAY FARES' RAIL JOURNEY AND HOLIDAY PACKAGE

For Everyday Rail Journeys and Everyday Holiday Packages, you may pay the Fee in two parts:

Deposit - this payment is per booking, non-refundable and payable at time of booking; and

Balance - the difference between the deposit and the total Fee. This must be paid in all cases no later than 45 days prior to the date of travel. For bookings made at 45 days or less prior to travel, full payment is required at the time of booking.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### 'SAVER' FARES RAIL JOURNEY AND HOLIDAY PACKAGE

Saver fares are not available on every departure.

Fares are valid for Gold Service Twin and Gold Service Single cabins only.

For Saver Rail Journeys and Saver Holiday Packages, full payment will be required at the time of booking.

This payment is per booking and cancellation fees apply.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### 'ADVANCE PURCHASE' FARES RAIL JOURNEY AND HOLIDAY PACKAGE

Advance Purchase fares are not available within 6 months of travel date and are not available on every departure.

Fares are valid for Gold Service Twin and Gold Service Single cabins only.

For Advance Purchase Rail Journeys and Advance Purchase Holiday Packages, full payment will be required at the time of booking.

This payment is per booking and non-refundable.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### 'SPECIAL OFFER' FARES

For Special Offers, the Fee is paid in full at the time of booking unless stated otherwise in the Special Conditions. Special Offers may have other terms and conditions included in the Booking Confirmation.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### THE OVERLAND

##### 'EVERYDAY' FARES

For Everyday Rail Journeys, full payment will be required at the time of booking.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### 'READY RAIL' FARES

Ready Rail fares are not available on every departure. For Ready Rail, Rail Journeys, bookings can be made on the Journey Beyond website at [journeybeyondrail.com](http://journeybeyondrail.com).

au. If the booking is made by phone to one of Journey Beyond's Travel Centre phone agents, it will incur a \$20 booking fee. This Fare may be allocated non-window seats. Full payment is required at the time of booking and no amendments or changes can be made once the booking is confirmed.

##### 'SPECIAL OFFER' FARES

For Special Offers, the Fee is paid in full at the time of booking unless stated otherwise in the Special Conditions. Special Offers may have other terms and conditions included in the Booking Confirmation.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

##### 'PRICE MATCH' FARES

Price Match fares are only available to guests holding a Future Travel Voucher (FTV). 'Price Match' allows guests travelling on an equal service and travel season to retain their original rate. The initial booking confirmation will not have this price match applied and may change after your original booking is reviewed by a Travel Consultant.

This will be reflected in a new Booking Confirmation sent to within 5 days of booking. Any balance due will follow the same timeframe as the payment terms of your original booking. As funds have been held in a Future Travel Voucher, 100% cancellation fees will apply. Name changes are not permitted. The 'Price Match' price type is subject to availability.

A Price Match fare is valid when:

Must be the same Cabin Type (Gold Twin, Platinum etc);

Must be the same Travel Season (High, Shoulder, Low);

Must be the same Rail Journey or Holiday Package;

Changes in direction are permitted if all other conditions are as above (assuming the same Rail Journey or Holiday Package duration);

For changes in Train, Cabin Type, Holiday Package, or between Rail Only and Holiday Packages, the 2021 rate will be honoured dollar for dollar based on FTV value. Guests will be required to pay any applicable balance owed. In the case of a balance in credit, this will remain on guest's Future Travel Voucher for use before expiry.

### 4. BEFORE YOU CAN TRAVEL

#### CABIN ALLOCATION

Prior to your scheduled departure date, JBRE will allocate cabins (seats on The Overland) to you according to the service of your booking. JBRE will do its best to accommodate any request you might have for a particular cabin (seats on The Overland) but does not guarantee it. If JBRE is unable to accommodate you in the service of your booking, you will receive the options set out in the clause 'JBRE Cancellation'. If JBRE is unable to accommodate your request for a particular cabin (seat on The Overland) allocation

and you elect to cancel your booking, this will be considered a 'Guest Cancellation' and dealt with in accordance with the clause 'Guest Cancellation'.

#### LUGGAGE

Guests must comply with the relevant luggage requirements set out on the Website and/or booking confirmation.

#### TRAVEL INSURANCE

Our rail journeys go through remote Australian regions, which sometimes results in severe weather events, flash flooding, bushfires, and remote location medical evacuations. As a result, we highly recommended you purchase travel insurance to protect you in unforeseen circumstances.

#### FIT TO TRAVEL

Incomplete information regarding the mobility and fitness of your guests may mean that Journey Beyond Rail Expeditions is unable to allow the guests to commence their train journey on the scheduled day of departure. Please contact Journey Beyond Rail Expeditions if you have questions regarding your guests' fitness and mobility requirements.

Covid-19 vaccinations will be mandatory for all guests; exemptions will be granted where they have a verified contraindication to all available COVID vaccines. Exempt guests will be required to record a negative PCR test no more than 72 hours prior to their journey. If your guests are not or will not be vaccinated against COVID prior to travel, please contact our Travel Centre to discuss. ON THE DAY OF TRAVEL

### 5. ON THE DAY OF TRAVEL

#### CHECK IN

You must check in with a JBRE representative at the location stated on your Travel Documents no more than 2.5 hours and no later than 1 hour prior to the scheduled departure. You must show suitable photo identification to the JBRE representative when checking in.

#### DANGEROUS GOODS

Your luggage must not contain any items which in our opinion are dangerous, illegal, liable to harm or annoy other guests, or otherwise unsuitable. Animals (except assistance animals) are not permitted on board. JBRE reserves the right to eject any guest that fails to comply with this clause.

### 6. ON THE TRAIN

#### NO SMOKING POLICY

All JBRE trains are entirely smoke free in accordance with relevant state government regulations. Guests are not to smoke (including e-cigarettes) on the train.

#### SEARCHES

If JBRE has reasonable cause to believe that the guest is carrying a prohibited item, an authorised representative of JBRE may, subject to applicable laws, search or inspect the guest's luggage.

#### OFF TRAIN EXCURSIONS AND EXPERIENCES (OTES)

We may cancel or modify OTEs due to inclement weather, train scheduling or other circumstances. There are no refunds for any such cancellations or modifications. OTE's are subject to change without notice and further conditions may apply.

### 7. CANCELLATIONS

Your Rail Journey or Holiday Package could be cancelled under one of the following three circumstances:

A cancellation arising from your actions, through no fault of JBRE – see 'Guest Cancellations'.

A cancellation by JBRE arising from external consequences that make our performance of the agreement impossible (for example a Force Majeure event, or the actions of a third party e.g. new government regulation) – see 'Force Majeure Cancellations'.

Any other cancellation by JBRE – see 'JBRE Cancellations'.

#### FORCE MAJEURE CANCELLATIONS

For all fare types, in the event of a Force Majeure Cancellation, JBRE will provide you with a credit note of an amount equal to the monies paid to JBRE under the booking. The credit note can be applied to the cost of a future Rail Journey or Holiday Package with us. Time limits and other criteria and conditions may apply.

#### JBRE CANCELLATIONS

For all fare types, in the event of a JBRE Cancellation, JBRE will provide you with the option to receive one of the following:

(where available) travel on an alternative non-rail holiday package of similar value, that gets you to the scheduled end destination; an alternate rail service of the same value at a later date; a full refund of monies paid to JBRE under the booking; or a credit note of an amount equal to the monies paid to JBRE under the booking.

**REFUND PAYMENT**

Any credit note or refund payable by JBRE under this agreement will be calculated to take into account the monies actually paid under the booking and the amount of the Rail Journey or Holiday Package that has been used.

Any refund will be payable to the person who paid for the booking or to the first person named on the booking. If a booking was made through a Travel Agent, any refund will be returned to that Travel Agent for their payment to the guest.

**CREDIT NOTE**

A credit note can be applied to the cost of a future Rail Journey or Holiday package with us. Time limits and other criteria and conditions may apply. Credit notes are not transferrable

or redeemable for a refund. Once a credit note has been redeemed, the value of the credit becomes non-refundable in the event of cancellation.

**SERVICE DISRUPTION**

A Service Disruption is a full or partial cancellation of your Rail Journey after your Rail Journey has commenced.

In the event of a Service Disruption, JBRE will, subject to its obligations under the Australian Consumer Law, use reasonable endeavours to re-route you to the next destination by any form of transport at JBRE's cost. No refunds are payable for Service Disruptions.

**8. GUEST AMENDMENTS, PAYMENTS AND CANCELLATIONS**

Subject to availability, you may amend your booking (the date of travel, the components of your package or the number of guests) as follows:

**THE GHAN, INDIAN PACIFIC AND GREAT SOUTHERN**

	FULLY FLEXIBLE	EVERYDAY	ADVANCE PURCHASE <sup>††</sup>	SAVER	PRICE MATCH
DEPOSIT*	Value – 100% of booking fee   Due – on booking	Value – 25% of booking fee   Due – on booking <sup>†</sup>	Value – 100% of booking fee   Due – on booking <sup>†</sup>	Value – 100% of booking fee   Due – on booking <sup>†</sup>	Value – Applied from FTV   Due – on booking
FINAL PAYMENT*		Due – 45 days prior to departure			Due – Any balance due will follow the same timeframe as the payment terms of your original booking.
GUEST AMENDMENTS**	Free of charge prior to departure	Up to 45 days prior to departure A request to reduce the number of guests travelling will incur any applicable cancellation fees	Up to 45 days prior to departure A request to reduce the number of guests travelling will incur any applicable cancellation fees	Up to 45 days prior to departure A request to reduce the number of guests travelling will incur any applicable cancellation fees	Up to 45 days prior to departure A request to reduce the number of guests travelling will incur any applicable cancellation fees
GUEST AMENDMENTS DUE TO GOVERNMENT IMPOSED RESTRICTIONS*			45 days and under prior to original scheduled departure, amendment to travel date allowed at any time with no fee. If new travel date is not selected see 'Force Majeure Cancellations'		
GUEST CANCELLATIONS*	Fully Refundable until departure	Loss of deposit when cancelling more than 45 days prior to departure 100% cancellation fees apply 45 days and under prior to departure	100% cancellation fees apply 14 days after booking date	50% cancellation fees apply when cancelling more than 45 days prior to departure 100% cancellation fees apply 45 days and under prior to departure	100% cancellation fees apply from booking date

**THE OVERLAND**

	EVERYDAY	READY RAIL
PAYMENT	Value – 100% of booking fee   Due – at time of booking	
GUEST AMENDMENTS*	Free of charge up to 1 day prior to departure A request to reduce the number of guests travelling will incur any applicable cancellation fees	Nil amendments allowed
GUEST CANCELLATIONS	100% cancellation fees apply	

**9. OUR OPERATIONS**

**CONNECTIONS**

We cannot guarantee our schedule and we are not liable for any costs deriving from the failure of a guest to connect with other services. As a result, guests should allow ample time for connections.

**NO LIABILITY FOR OTHER CARRIERS**

To the extent permitted by law, JBRE is not liable for any loss or damage suffered in relation to a guest missing a connecting journey on another carrier, as a result of any cancelled or delayed JBRE journey.

**WARRANTIES, EXCLUSIONS AND LIMITATION OF LIABILITY**

To the extent permissible by law (and without limiting the operation of any statutory guarantee under the Australian Consumer Law), JBRE will not be liable for any death or personal injury, loss of or damage to luggage or goods, consequential losses, loss of profit or any similar claims arising from any use of the services or arising out of JBRE's negligence, including delay, or any inaccuracy with respect to information relating to transport, services or pricing. To the extent that part of the services are supplied to the guest by a third

party, any warranty offered by JBRE in relation to those services will be limited to JBRE's right of redress against the third party arising out of any alleged fault or defect in the services.

Whilst every effort is made to ensure details of Holiday Packages remain accurate, situations may arise outside of JBRE's control where a third party holiday component must be substituted or amended. JBRE will not be liable to refund guest payments as a result of amended itineraries, which are subject to change without notice.

Nothing in this agreement restricts, limits, or modifies your rights or remedies as a consumer against JBRE for failure of a statutory guarantee under the Australian Consumer Law.

**10. QANTAS POINTS**

You must be a Qantas Frequent Flyer (QFF) member to earn and use Qantas Points. A joining fee usually applies, however Journey Beyond Rail Expeditions guests can join for free by visiting [journeybeyondrail.com.au/qantas](http://journeybeyondrail.com.au/qantas). Membership and Qantas Points are subject to the Qantas Frequent Flyer Terms and Conditions. QFF members can earn 1 Qantas Point per AU\$1 spent on eligible bookings or redeem

Qantas Points for Classic Rail Rewards on eligible rail journeys. Limited availability. Further terms and conditions apply, please visit [journeybeyondrail.com.au/qantas](http://journeybeyondrail.com.au/qantas) for full details. <sup>^</sup>Qantas Frequent Flyers can redeem Qantas Points when booking online at [journeybeyond.com.au/book-now/](http://journeybeyond.com.au/book-now/), using Points Plus Pay. Points Plus Pay allows you to choose the number of Qantas Points you redeem above the specified minimum level of 4,000 and pay for the remainder of the booking value with an Accepted Payment Card (including VISA, MasterCard or American Express). Further terms & conditions apply, please visit [journeybeyondrail.com.au/qantas](http://journeybeyondrail.com.au/qantas) for further details.

**11. MISCELLANEOUS**

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

transport, Services or pricing.

To the extent that the Services, or any component part of the Services, are supplied to the guest by a third party, any warranty offered by JBRE in relation to the Services or

component part of the Services will be limited to JBRE's right of redress (if any) against the third party supplier arising out of any alleged fault/defect in the Services, subject only to any Non-Excludable Terms.

## 12. DEFINITIONS

Australian Consumer Law means the Australian Consumer Law as that term is defined in the Competition and Consumer Act 2010 (Cth).

Booking Confirmation means the notification from us to you containing the details of your booking.

Deposit means the amount of money payable for certain fares as set out in clause 2.

Dollars or \$ means Australian Dollars.

Force Majeure event means an event or circumstance which is beyond our control and without our fault or negligence and which was not reasonably preventable, including:

riot, war, invasion or acts of terrorism;

requisition or compulsory acquisition by any governmental or competent authority, a material change in legislation or directions by a government authority;

medical outbreak, or contamination of any kind;

earthquakes, flood, fire, or other physical natural disasters; and

strikes or industrial disputes which affect an essential part of the service.

Holiday Package means any Holiday Package offered by us comprising a Rail Journey component and other components provided to you by third parties.

Guest means anyone travelling with us under your booking.

Rail Journey means any interstate one-way rail journey operated by us, including:

THE GHAN

Adelaide to Alice Springs or vice versa, Alice Springs to Darwin or vice versa,

Adelaide to Darwin or vice versa

THE INDIAN PACIFIC

Sydney to Adelaide or vice versa, Adelaide to Perth or vice versa, Sydney to

Perth or vice versa

GREAT SOUTHERN

Adelaide to Brisbane or vice versa

THE OVERLAND

Adelaide to Melbourne or vice versa

Travel Documents means your ticket or other proof of your confirmed booking.

We/us means Experience Australia Group Pty Ltd ACN 614 713 003.

Website means [journeybeyondbeyondrail.com.au](http://journeybeyondbeyondrail.com.au)

You means the person or entity that made the booking and is named in the Booking Confirmation.