

GENERAL

Ques: **What is the actual traveling time & distance between major stops?**

Answr:	SYDNEY TO PERTH (or v.v.)	4,352KM	Approx 68.0 HRS
	SYDNEY TO ADELAIDE (or v.v.)	1,693KM	Approx 24.5 HRS
	ADELAIDE TO PERTH (or v.v.)	2,659KM	Approx 41.0 HRS
	ADELAIDE TO ALICE SPRINGS (v.v.)	1,559KM	Approx 19.0 HRS
	ADELAIDE TO DARWIN (or v.v.)	2,979KM	Approx 48.0 HRS
	MELBOURNE TO ADELAIDE (or v.v.)	828KM	Approx 10.5 HRS

Ques: **Can I fly out the same day as the train arrives?**

Answr: We highly recommend that guests do not book flights same day as arrival without allowing for late running trains. This would mean allowing for at least 3-5 hours after the scheduled arrival time, and an overnight stopover especially for international flights.

Ques: **Can I travel if I am sick or have an illness?**

Answr: We may refuse to confirm your booking or refuse you boarding if you suffer from any illness, disease or other condition which makes travel unsafe for you or other guests.
You have an obligation to inform us of any illness, disease or medical condition at time of booking.
Please refer to our 'Fitness For Travel Policy'

Ques: **Can I travel if I am pregnant?**

Answr: Yes up to 30 weeks into the pregnancy. If you are greater than 30 weeks pregnant, have a multiple pregnancy or a complicated pregnancy, we do not recommend travel on our services. You may be required to produce a Doctor's letter of consent or an authorised medical certificate within 14 days of travel.

Ques: **What medical assistance does the on-train staff provide?**

Answr: GSR staff are trained to administer basic first aid, however our staff are not able to provide routine medical aid during a journey. Guests requiring medical attention or mobility assistance on board any of our trains are required to arrange for their own *Carer* to travel with them.

Ques: **Can my necessary medication be refrigerated?**

Answr: Yes subject to space within our on-board fridge compartments – PLEASE INFORM US AT TIME OF BOOKING.

Ques: **Can I take oxygen onboard?**

Answr: Yes - PLEASE INFORM US AT TIME OF BOOKING.

Ques: **Can I take my own food on board the train?**

Answr: You can bring your own special dietary needs.
You cannot bring your own alcohol or hot food.
Some food purchased on-train may need to be disposed of prior to leaving the train due to strict state quarantine rulings.

Ques: **Can I purchase/ request hot (boiling) water?**

Answr: No – for safety reasons we are unable to serve hot water.

Ques: **Can I heat baby food/bottle?**

Answr: Yes this is available on request with on-train staff.

Ques: **Can I pay for my meals/snacks/beverages with a credit card?**

Answr: Yes, however a minimum amount applies.

Ques: **Can I pay for my meals/snacks/beverages with EFTPOS?**

Answr: No EFTPOS facilities are NOT available on-train.

Ques: **Is there ATM (Cash out) facilities on-train?**

Answr: No – you must board the train with sufficient cash on hand for required purchases during the journey ahead.

Ques: **Can I take any pets or animals with me on-train?**

Answr: No – you must arrange directly with specialist animal transportation.
The only animals permitted on GSR services are specially trained dogs for the vision and hearing impaired.

Ques: **Can I send freight/ other goods with me on GSR's trains?**

Answr: No – you must arrange directly with specialist freight transportation.

Ques: **Why can't I pre-pay/ reserve my spot on the Whistlestop (off-train tours at Broken Hill, Kalgoorlie and Katherine)?**

Answr: These Whistlestop tours are not guaranteed due to the possibilities of a late running train, or inclement weather. These tours are offered on-train once the likelihood of the tours operating is known.

Ques: **Can I disembark The Ghan at Coober Pedy?**

Answer: Coober Pedy is located 42 kms from the railway line. Due to the isolation of the Manguri siding, and the extreme cold experienced during the evening when stopping at Manguri, we will not allow guests to disembark the train without prior arranged collection. Guests must arranged own transfers to Coober Pedy.

Ques: **Can I stopover in Adelaide on the way from Sydney to Perth (or v.v.) and still pay only the Sydney to Perth fare, or do I pay the sum of the Sydney to Adelaide and the Adelaide to Perth fares?**

Answer: There is no penalty for an Adelaide stopover when traveling on the Indian Pacific as long as you complete your journey from Sydney to Perth within 60 days. You pay only the Sydney to Perth (or v.v.) fare.

Ques: **Can I stopover in Alice Springs on the way from Adelaide to Darwin (or v.v.) and still pay only the Adelaide to Darwin fare, or do I pay the sum of the Adelaide to Alice Springs and the Alice Springs to Darwin fares?**

Answer: There is no penalty for an Alice Springs stopover when traveling on The Ghan as long as you complete your journey from Adelaide to Darwin within 60 days. You pay only the Adelaide to Darwin (or v.v.) fare.

Ques: **As an Overseas visitor to Australia, do I qualify for the Pension concession fare if I am a pensioner/ senior citizen back home?**

Answer: Great Southern Railway is a private commercial business that receives a rebate each year from the Australian Federal Government as compensation for offering the concession fares for Australian Pensioners. As part of our agreement with the Australian Government, we must secure an eligible Australian Pension Concession Card number at the time of booking.

This agreement with the Australian Federal Government does not extend to Pensioners from overseas countries – it is strictly limited to Australian Pensioners who are residents of Australia.

Ques: **What age qualifies my child as an infant?**

Answer: Infants travel free of charge on GSR services up to 3 years of age. Infants do not travel free of charge if they are to occupy their own seat/ berth.

Ques: **What if I am prepared to nurse my infant on my lap/ share my Sleeper berth with my infant?**

Answer: Infants up to 3 years of age travel free of charge when nursed by a parent. Each fare paying parent is restricted to nursing only one infant *free of charge*.

Ques: **What do I pay if I want my infant to occupy their own seat/ Sleeper berth?**

Answr: Your infant is to be booked as a Child, and the applicable Child fare will be charged.

Ques: **Can I order a cot for my infant?**

Answr: Upon request, a cot can be provided by GSR for guests occupying a Gold Kangaroo Service twin-share cabin – PLEASE REQUEST AT TIME OF BOOKING.

Due to space restrictions, cots cannot be arranged for Gold Kangaroo Service Single cabins, or in Red Kangaroo Service Cabins or Day/Night Seats.

Ques: **Can I take my pram/ push-chair/ booster seat on board the train?**

Answr: No – these items must be checked-in as stored luggage.

Ques: **Can I take my walking frame/wheelchair/ scooter on board the train?**

Answr: No – these items must be checked-in as stored luggage. A specially modified pushchair can be requested for use on train (with the assistance of a *Carer* or traveling companion) - PLEASE INFORM US AT TIME OF BOOKING.

CHECKING IN TIMES & LUGGAGE

Ques: **How soon prior to departure should I check-in?**

Answer: If you are checking in luggage, please check-in at least 45 mins prior to departure.

If you are not checking in luggage, please check-in 30 mins prior to departure.

If you are departing from Sydney Central Station, please check-in at least 60 mins prior to departure.

If you are boarding at an intermediate country station, please be at the station at least 30 mins prior to the scheduled departure time.

Ques: **Why do I need to check-in as early as 60 minutes prior to departure in Sydney?**

Answer: The luggage and guest check-in at Sydney Central Station is 60 minutes prior to departure because the Indian Pacific train is ***split between two platforms***. By enforcing an earlier check-in, guests can be boarded earlier, and the train can be re-marshalled in time for a scheduled departure time.

Ques: **What do I need when collecting my ticket at the station?**

Answer: You must have your Booking Ref # (PNR), your concession card and some form of photo ID such as a driver's license or passport.

Ques: **What is the maximum luggage limit I can check-in?**

Answer: 2 items not exceeding 20 kg each and not exceeding 180 linear centimetres may be conveyed free of charge in the luggage car. Excess luggage prices on application. Due to space constraints, guests should only take on board hand luggage required for their journey. Remaining luggage should be checked in up to 30 minutes before departure. Unchecked luggage is carried at owner's risk. Cardboard, plastic or wooden boxes, garbage bags or tea chests will not be accepted as baggage. Bags should be secured and carry the owner's name, destination and contact phone number both inside and outside the bag. Explosive, combustible and inflammable materials are prohibited. Items such as foodstuffs, plants, animals and furniture cannot be accepted as personal luggage.

Ques: **Can I take non-luggage items onboard with me? (ie musical instruments, television, esky)**

Answer: No.

Ques: Can I send unaccompanied luggage?

Answer: No.

Ques: Can I access my checked-in luggage during the journey?
Answer: No. Checked in luggage can only be accessed at your final destination.

Ques: What is the maximum carry-on luggage if I am booked in a Gold Kangaroo Twin Share Sleeper Cabin?

Answer: Guests travelling in Gold Kangaroo Twin Cabins may take one travel bag not exceeding 20Kgs in weight and no larger than 70 x 60 x 50cm (length x height x width) plus one piece of hand luggage.

Ques: What is the maximum carry-on luggage if I am booked in a Gold Kangaroo Single Sleeper Cabin?

Answer: Guests travelling in a Gold Kangaroo Single Cabins may take one travel bag not exceeding 20Kgs in weight and no larger than 50 x 30 x 30cm (length x height x width) plus one piece of hand luggage.

Ques: What is the maximum carry-on luggage if I am booked in a Red Kangaroo Service Twin Sleeper Cabin?

Answer: Each guest may take onboard one travel bag not exceeding 20Kgs in weight and no larger than 50 x 30 x 30cm (length x height x width) plus one piece of hand luggage.

Ques: What is the maximum carry-on luggage if I am booked in a Red Kangaroo Service Day/Nighter Seat?

Answer: Each guest may take onboard one travel bag not exceeding 20Kgs in weight and no larger than 50 x 30 x 30cm (length x height x width)
Guests traveling in Red Kangaroo Service Day/Nighter Seats must also **bring their own pillow and blanket.**

Large bags, suitcases and Backpacks that fall outside standard onboard baggage restrictions are to be checked in as luggage and must not to be carried on-train.

Ques: Can I check-in my bicycle or surfboard as luggage?

Answer: Yes – excess luggage fees apply.

Ques: Can I store my luggage racks/pod in the luggage van

Answer: Yes - subject to weight restrictions.

GOLD KANGAROO SERVICE

Ques: **Can I reserve either an early or late meal sitting?**

Answr: Meal sittings are arranged by the on-train staff upon boarding the train. Meal sitting preferences can be requested at time of booking, but we cannot guarantee exact meal sitting arrangements.

Ques: **Can I have my meals served to me in my cabin?**

Answr: Yes by arrangement with our on-train staff upon boarding. You may also request this at time of booking.

Ques: **Can I order vegetarian only meals?**

Answr: Yes – MUST BE REQUESTED AT TIME OF BOOKING.

Ques: **Can I order specific dietary meals?**

Answr: Some selected special dietary requirements can be considered – PLEASE INFORM US AT TIME OF BOOKING.

Ques: **Is there a special children's menu to select from?**

Answr: Yes – there is a limited Children's Menu to select from.

Ques: **Is there Availability of hairdryers/ ironing boards?**

Answr: Yes – these are limited and MUST BE REQUESTED AT TIME OF BOOKING.

Ques: **Is there drinking water available in my cabin?**

Answr: There are water drinking fountains located at the end of the Gold Kangaroo Service Twinette or Roomette carriages. Water glasses are located inside each compartment.

Ques: **Is there an electrical power point in my cabin?**

Answr: Yes.

Ques: **Is it safe to operate electrical appliances such as a laptop computer on the train?**

Answr: Yes, however we strongly recommend that you use a surge arrester. Access to the internet is not available on-train.

Ques: **How long are the beds in my Gold Kangaroo Service cabin?**

Answr: The beds are approximately 2100mm long.

Ques: **Can I request a specific cabin?**

ie - Forward facing cabin?
- Cabin in the centre of the carriage?
- Cabin near the Dining Car?

Answer: You may request each of the above at time of booking, however due to operational requirements, we cannot and will not guarantee exact cabin allocations. Cabin allocations are subject to change, however we can note your request but cannot provide a guarantee.

RED KANGAROO SERVICE

Ques: **Where are the electrical power points located in Red Kangaroo Service?**

Answer: Electrical power points are located in the Red Kangaroo Service Lounge, and in the shared toilet facilities.

Ques: **Is it safe to operate an electrical appliance such as a laptop computer on the train?**

Answer: Yes, however we strongly recommend that you use a surge arrester. Access to the internet is not available on-train.

Ques: **Do I need to bring my own pillow and blanket?**

Answer: Yes if traveling in Red Kangaroo Service Day/ Night Seats. Complimentary bedding and linen is provided for guests occupying a Red Kangaroo Service Sleeper Cabin.

Ques: **Do I need to bring my own toiletries?**

Answer: Towels and soap are provided for all Red Kangaroo Service guests. You will need to provide your own shampoo and other personal toiletry items.

Ques: **Can I request a specific seat?**

ie – window/ aisle seat?
- bulkhead seats with extra leg room?
- close proximity to the lounge car/ toilet facilities?

Answer: You may request each of the above at time of booking, however due to operational requirements, we cannot and will not guarantee exact seating allocations. Seating allocations are subject to change, however we can note your request but cannot provide a guarantee.

MOTORAIL

Ques: **What vehicles can be transported by GSR Motorail Services?**

Answr: Most standard size motor vehicles with standard modifications can be transported on our motorail service. There are specific height restrictions that apply depending on the route booked. You must disclose the exact height, width and wheel track measurements to GSR booking staff at time of booking.

Ques. **What GSR services can I transport my vehicle on?**

Answr. Motorail is available on both The Indian Pacific and The Ghan subject to our terms, conditions and measurements being met. GSR currently cannot operate Motorail Services on The Overland.

Ques: **Can I gain access to my vehicle during the journey?**

Answr: Guests have no access to the vehicle whilst in transit until the vehicle is unloaded at its final destination.

Ques: **Can GSR store my car if I am unable to collect it?**

Answr: No. GSR has no facility to store vehicles at any of our station locations. Owners **must** collect their vehicle on the day of arrival. GSR takes no responsibility for the vehicle if the owner fails to collect his/ her vehicle on the day of arrival.

Ques. **Can I put anything in my car?**

Answr. Yes you can, however we must be able to see out of the **front and rear** windows when driving your car onto the train. You must not overload the car, and the body of the car must not be lower than the standard manufacturer's specification.

Please note:

Contents within your vehicle **travel at your own risk.**

Pets Can Not be transported in vehicles.

Ques. **Can I transport a Caravan, Pop Up Van, Campervan or Boat?**

Answr. Unfortunately Caravans, Pop Up Vans, Campervans and Boats are unable to be transported due to the fragile construction of these vehicles.

Ques. **Can I transport a Camper Trailer?**

Answr. Camper Trailers can be booked if the unit is constructed of a base trailer no larger than a 6" x 4" or a 7" x 4" size with only a canvass material fold-up canopy. We do not accept camper trailers or camper vans constructed with aluminum (similar to the construction of caravans). Camper Trailers must also meet our height, width and wheel track restrictions.

Ques. Can I take my trailer as well?

Answr. Yes however the trailer **must** accompany your car and cannot travel Unaccompanied. The trailer must also be no larger than a 6" x 4" or a 7" x 4" size and must meet the height, width and wheel track restrictions. The trailer can contain contents, but must be covered and securely tied down with tarps.

Ques. How much does it cost to transport the trailer?

Answr. The trailer is charged as an extra unit as it takes up another space on the Motorail wagon.

Ques. Can my car travel with roof racks with/ without items in them?

Answr. Vehicles with factory fitted roof racks can travel provided that no items are attached to the roof racks; vehicles with removable roof racks must have them removed. In the case of factory fitted roof racks the total height of the vehicle including the roof racks must not exceed the maximum height restriction for that leg of travel. Roof racks will be stored either in the vehicle or in the luggage van of the train at no extra cost - subject to weight restrictions .

Ques. Is my vehicle covered for damages whilst in transit?

Answr. Great Southern Railway accepts responsibility for damage as a result of loading and unloading the vehicle. While the vehicle is on the train, the vehicle travels at the owner's risk. We recommend that guests contact their private motor vehicle insurer to arrange appropriate insurance cover for the journey.

Please note: Great Southern Railway has noted that certain models of vehicles can suffer damage to their exhaust systems whilst travelling on Motorail. This damage arises from the vibrations of the train and affects only those vehicles where the fixings for the exhaust systems and manifolds have not been properly tightened. Accordingly Great Southern Railway advises that you contact your dealer or mechanic that services your car before travel.

Ques. How can I arrange insurance for my vehicle?

Answr. Contact your private motor vehicle insurer to determine if your existing vehicle policy can be endorsed to cover the journey. We recommend that you consider a transit insurance policy in the event that your vehicle insurer excludes insurance cover whilst in transit.

Ques. Can I book my vehicle to travel unaccompanied?

Answr. Unaccompanied vehicles can be booked, however confirmation of travel can not be confirmed until 24 hours prior to departure. Unaccompanied vehicles may be moved to the next available service as a result of giving preference to guests traveling with their vehicles (ie in the event of a disrupted or cancelled service).

Ques. Does my car need to be registered?

Answr. Yes, the vehicle must be roadworthy and registered. GSR reserves the right to refuse to carry a vehicle if it is in an unsafe condition, or if it may result in damage to other vehicles.

Ques. Can I specify which deck of the Motorail wagon my car is to be placed on?

Answr. GSR will not accept specific requests for placement of a vehicle on the Motorail decks. Due to the varying ranges of vehicle heights, we reserve the right to position vehicles as necessary.

Ques. Can I transport my Motorcycle?

Answr. Motorcycles can not be accepted for carriage on GSR trains as independent motor vehicles in their own right.

- * Motorcycles can only be accepted if they form the contents of a bona fide motorcycle trailer equipped with appropriate wheel channels and securing devices.
- * Trailers containing motorcycles must be attached to a towing vehicle at all times and will not be carried independently.
- * Trailers must comply with normal dimensional requirements for carriage of vehicles on Motorail.
- * Motorcycles loaded on trailers must be securely attached and incapable of shifting in transit.
- * Fuel must be removed from motorcycle fuel tanks before transport on Motorail.
- * GSR reserves the right to refuse to carry trailers if in GSR's view the motorcycles are not adequately secured for transit.
- * Motorcycles carried on trailers will be deemed as "contents" and carried entirely at Owners Risk.