

# Pre-Departure Information for Platinum, Gold Premium, Gold, & Heritage Service Guests

## Carry-On Luggage

Please ensure your carry-on luggage contains all you require for your journey, including valuable items, medicines etc. Your carry-luggage should be similar to that of an airline requirement which suggests a maximum length of 56 cm (22 inches), width of 45 cm (18 inches) and depth of 25 cm (10 inches) including all handles, side pockets, wheels etc. A garment bag and/or briefcase can also be included as part of your carry-on luggage.

## Checked-In Luggage

Platinum, Gold Premium and Gold Service Guests receive generous luggage allowances.

**Platinum Service Luggage Allowance:**  
3 x 30kgs checked-in luggage.

**Gold Premium Service Luggage Allowance:**  
3 x 25kgs checked-in luggage.

**Gold Service Luggage Allowance:**  
2 x 30kgs checked-in luggage.

**Heritage Service Luggage Allowance:**  
1 x 30kgs checked-in luggage.

Luggage check-in opens 2.5 hours prior to departure and will close 60 minutes prior to departure. All bags should be labelled inside and out with personal details such as owner's name and contact number.

## Check-In

Please confirm the departure time on the Rail Service you are travelling on and ensure you check in no later than 60 minutes prior to departure. Check-in opens 2.5 hours prior to departure. You may not board the train without first checking in with the Journey Beyond Rail Expeditions representative/employee at the applicable place of boarding.

Photo ID must be shown to the team member or authorized agent who is completing the Guest's check-in prior to boarding.

## Fitness for Travel

Before making a reservation, you must advise Journey Beyond Rail Expeditions if you are ill, injured or have a medical condition which may make it unsafe for you or other guests travelling onboard our trains. The full terms and conditions of the Fitness for Travel Policy may be obtained from your booking agent or any Journey Beyond Rail office upon request, and can also be found on the Journey Beyond website at [journeybeyondrail.com.au/terms-conditions](https://www.journeybeyondrail.com.au/terms-conditions)

Please visit <https://www.journeybeyond.com/about/covid-update/> for further details about the Covid Safe Experiences.

## Platinum Service Transfers

Guests travelling in Platinum Service will receive private chauffeur transfers to and from the train. Transfers are provided on the day of departure and arrival only, for a maximum distance of 60 kilometres in each direction to and from the rail terminal. Transfers must be pre-booked prior to departure via your booking agent and are included in your fare. Any additional kilometres (over 60) are at guest's expense and will be added to your booking total. Journey Beyond Rail Expeditions reserves the right to substitute or provide alternative vehicles at any time.

Please note Platinum transfers in Darwin are provided in small multi-passenger vehicles.

## Complimentary Transfers

Journey Beyond Rail Expeditions provides complimentary coach transfers to and from selected hotels in Darwin, and the Berrimah Rail Terminal. Transfers are provided for Great Southern guests arriving in Brisbane to selected hotels. Journey Beyond

reserves the right to amend or change the hotels in Darwin and Brisbane without notice. For further information of Darwin and Brisbane Gold and Gold Premium Service transfers please refer to: <https://journeybeyondrail.com.au/guest-information/transfers/>

## Travel Onboard

Smart casual attire is suggested for guests travelling in Platinum, Gold Premium, Gold, & Heritage Service. Warm clothes are recommended for evenings as the air-conditioning can be cool. It is recommended that guests pack a hat, sunscreen and comfortable walking shoes for Off Train Experiences. Sensible shoes are required for walking between carriages.

Platinum, Gold Premium, Gold, & Heritage Cabins reserve full turn down service each day. Towels and organic Australian toiletries are provided. Hairdryers are available to request onboard.

Dining in the Queen Adelaide Restaurant, guests can reserve dining times for lunch and dinner onboard with your lounge host. Fully cooked breakfast can be enjoyed during the allocated dining time at your leisure in the Queen Adelaide Restaurant. Platinum guests also have the choice of continental breakfast in their cabin or dining in the Platinum Club.

## Platinum, Gold Premium and Gold

Guests will enjoy an all-inclusive onboard experience and will dine in the Queen Adelaide Restaurant (for Gold Service), Gold Premium Dining (for Gold Premium Service) or the Platinum Club (for Platinum Service) for breakfast, lunch and dinner onboard The Ghan, Indian Pacific and Great Southern. All beers, wines, soft drinks, spirits, water, tea and coffee are included in the fare.

## Off Train Experiences

Platinum, Gold Premium and Gold Service guests receive Off Train Experiences and Outback Experiences at key destinations along their journey. Select your Off Train Experiences online before you go at least one week in advance.

For more information about available Off Train Experiences visit the Journey Beyond Rail website at <https://journeybeyondrail.com.au> and select by Train.

## Money Onboard

Cash, Visa, MasterCard, and Diners Cards are accepted onboard all trains. Travellers Cheques are not accepted, and automatic teller/cash point facilities are not available.

## Electricity

All Platinum, Gold Premium, Gold, & Heritage Cabins are fitted with Australian 3 prong power point plugs, as shown below. Guests who bring electronic devices, such as laptops, that connect to 240-volt power on the trains should also use a surge protector.



## Connectivity

There are no wireless internet connections currently available onboard. Phone reception will be accessible, although limited in certain areas depending on individual mobile/cell providers.

Wi-Fi is available at the Adelaide Parklands Terminal, Alice Springs Station and the Darwin Train Station.

## Non-Smoking policy

All Journey Beyond Rail Expeditions services and terminals are entirely smoke free in accordance with relevant state government regulations. This includes the use of e-cigarettes.

## Insurance

Travel insurance is strongly suggested to protect your holiday plans.

## Reconfirmations/Amendments

Reconfirmations are not required, however, if you wish to amend or enquire about your booking whilst in Australia please contact:

Journey Beyond Rail Expeditions –

Within Australia 13 21 47

International Phone Number +61 8 8213 4401

## Booking and Travel Conditions

The full terms and conditions may be obtained from your booking agent or any office of Journey Beyond Rail Expeditions upon request. This can also be found on the website at:

[journeybeyondrail.com.au/terms-conditions](https://journeybeyondrail.com.au/terms-conditions)

## Terminal Locations and Transfers

### **Adelaide Parklands Terminal, off Richmond Road/Sir Donald Bradman Drive, Keswick (all trains)**

**Geocode: -34.936924 138.581028**

Adelaide Parklands Terminal is located 3kms from Adelaide CBD and 6kms from Adelaide Airport. Taxis are available at the terminal. Platinum Service private transfers are available to and from this terminal.

### **Alice Springs Station, George Crescent (The Ghan)**

**Geocode: -23.697102 133.873543**

Alice Springs Terminal is located very close to Alice Springs town centre and most Alice Springs hotels. Shuttle bus and taxis are available to Alice Springs hotels for a small fee. Platinum Service transfers are available to and from this terminal.

### **Darwin Train Station, Berrimah Road, Berrimah (The Ghan)**

**Geocode: -12.472489 130.903801**

Located approximately 30 minutes from the centre of Darwin. Gold Premium and Gold Service guests will receive a complimentary coach transfer to and from selected major CBD hotels. Platinum Service transfers are available to and from this terminal and are provided in small multi-passenger vehicles.

### **East Perth Terminal, West Parade, East Perth (Indian Pacific)**

**Geocode: -31.943649 115.877243**

The Indian Pacific departs from and arrives into East Perth Terminal, a separate terminal to metro train lines. East Perth Terminal is 3kms from Perth CBD. Shuttle bus transfers to and from the station are available for purchase locally. Taxi services are also available or passengers have the option to travel by local train to Perth central station only a few stops from East Perth. Platinum Service private transfers are available to and from this terminal.

### **Melbourne Southern Cross Station, - Spencer Street, Melbourne (The Overland)**

**Geocode: -37.81816 144.953388**

Southern Cross Station has access to local rail, coach and taxi services, and is a short walk to many city hotels.

### **Sydney Central Station, Eddy Avenue, Sydney (Indian Pacific)**

**Geocode: -33.884233 151.206316**

Sydney Central Station is the main rail terminal for all Sydney city rail, interstate and intrastate services as well as coaches. There is a taxi rank and tram service from the station, and is a short walk to many city hotels. Platinum Service private transfers are available to and from this terminal.

### **Brisbane (Great Southern)**

Due to limited rail terminal access, transfers are required and included for all arrivals and departures to the Great Southern train.

For more information visit  
[journeybeyonddrail.com.au](http://journeybeyonddrail.com.au)