

# ***A Guide to Group Bookings***

## **Did you know that Citytrain offers a concession of 1 free adult for every 10 passengers travelling as a group?**

### **How do I organise a group booking?**

1. Contact the Group Bookings Officer to find out about discounts and receive assistance with fare quotes, timetable information, and the planning of your journey. **Final numbers are not required to receive a quote or assistance.**
2. **Book at least 5 working days before the day of travel** to receive a group booking discount. Group bookings received with less than 5 days notice may not receive the group booking discount.
3. Group booking discounts apply to travel on Citytrain timetabled services only. During peak periods capacity may be limited and we may be unable to accommodate your initial booking request. Our friendly staff will offer alternative suggestions to meet your needs.
4. Written confirmation of your booking will be forwarded outlining your travel itinerary. Details of your group booking will be advised to the Citytrain departure and arrival stations.
5. As part of our Safety First initiative, ask about the free safety talks offered by our QR Community Education Unit representatives.

### **On the day**

1. Contact staff at the departure station (or as per your group booking letter) to advise the final number of people travelling in the group. The actual payment amount required will then be confirmed.
2. Take your group booking letter with you on the day to present to the Station Officer.
3. Ensure your group arrives at the station **approximately 20 minutes prior to the departure time**. This allows time to purchase your ticket and will facilitate boarding in the nominated carriages. This assists Citytrain with passenger safety and also helps to keep the train on schedule.
4. **Payment is made on the day of travel**. Payment either by cash (lump sum) or cheque (payable to Queensland Rail) is accepted.
6. Your group ticket will be issued by the nominated Station Office advised in your group booking letter. Group tickets are not available from ticket vending machines.

**Please notify the Station or Group Bookings Officer if your group has to cancel. Your courtesy is appreciated.**

### **After the journey**

Citytrain endeavours at all times to provide the best service possible. We value your feedback and suggestions for improvement. Please contact the Group Bookings Officer with regards to your journey or any part of the group booking process.

All persons travelling on TransLink services must be in possession of a valid ticket before boarding. Translink and Citytrain have a range of ticketing products available to suit all passengers. The helpful hints, when travelling on Citytrain, cover safety hints and other useful information. Please ask station staff for more information. Address: CityTrans, A Block Mayne, P.O. Box 1429, Brisbane. Qld 4001. Fax: 07 3606 5199. ABN: 47 564 947 264

***group.bookings@qr.com.au***

***(tollfree) 1300 768 595***

