

Queensland Rail - School Rail Season Ticket Application

Form Instruction

Please allow **10** working days from lodgement of this form for the ticket to be available for collection from the nominated station.

Student Details

First Name _____ Surname _____
School _____
Date of Birth _____ School Year Level _____

Parent/Guardian Details

First Name _____ Surname _____
Street Address _____
Suburb _____ Postcode _____
Email address _____
Phone Number _____

Journey Details

Station From _____ Station To _____
Journey Type One Way Return
Ticket Type Yearly Semester 1 Semester 2

Payment and Collection

Pay at station (Collect ticket from nominated station)

Customers can pay by CR/DR card when collecting the ticket from the stations listed below during station hours. Circle the collection station below

Pay at Head office (Tickets mailed to postal address)

Payments are to be made before the ticket is posted to the address recorded on the form. The payment of the ticket can be made Mon - Fri between 8:00am and 4:00pm.

The following stations can process Credit and Debit card payments:

Beenleigh	Eagle Junction	Kuraby	Robina	Toowong
Bowen Hills	Ferny Grove	Landsborough	Roma Street	Varsity Lakes
Caboolture	Fortitude Valley	Manly	Rosewood	Woodridge
Central	Gympie North	Mitchelton	Sandgate	Zillmere
Cleveland	Helensvale	Nambour	South Brisbane	
Coorparoo	Indooroopilly	Northgate	Springfield	
Corinda	Ipswich Kippa-	Petrie	Central Strathpine	
Cooroy	Ring	Redbank	Sunnybank	

Please return the completed form to us by either:

Email

ticketing@qr.com.au

Phone

(07) 3072 8881 option 2

Mail

Queensland Rail Ticketing
GPO Box 1429 Brisbane
QLD 4001

**Or return the form
to any attended
railway station**

Conditions

- All school rail tickets are available for use to and from school or to official school events (at the attending school only)
- Students must be wearing the school uniform/sports uniform (where applicable) or produce approved identification.
- Students who break their journey will be required to purchase a ticket at the applicable fare on returning to the station for any further journey. Break of journey means leaving the railway premises at an intermediate station and returning to catch another train.
- Students transferring to another train may do so provided they do not leave the railway premises.
- Students travelling past their attended school must pay the applicable fare.
- Students must not occupy seats whilst adults are standing and no other seats are available.
- School bags should be placed clear of the doors and aisles.
- School rail season tickets are refundable (conditions apply).
- School rail season tickets are non-transferable. This means they cannot be used by another person. (penalties apply)

Ticket Information

One way train travel

Primary and secondary school students who travel one way (either to or from school) pay approximately half the price of a return ticket.

Payment

Payment can be made by credit/debit card at selected stations (list overleaf), or via phone call at head office (tickets to be paid first and will be sent to the address recorded on the form). Correspondence advising that the ticket is available for payment and collection will be sent to the address outlined on the form.

Lost or stolen tickets

If a School Rail ticket is lost or stolen, go to your local Queensland Rail station and complete a School Rail Season Ticket Declaration form.

A nominal fee applies.

Refunds

Tickets can be cancelled and a refund, where applicable, will be given on the outstanding portion of the ticket once ticket is surrendered. A nominal administration fee is charged. Queensland Rail reserves the right to not issue refunds on any ticket, or part thereof, where services are suspended due to an industrial dispute or by circumstances beyond Queensland Rail's control. Refunds can only be processed by the same payment method to which the ticket was purchased.

Refunds cannot be processed on lost / stolen or replaced tickets.

Students may also be eligible for assistance under the School Transport Assistance Scheme (STAS). Eligible students must be listed on a Health Care Card or Pensioner Card issued by Centrelink or a Department of Veteran Affairs Pension Concession Card. Application forms are available via the TransLink website (www.translink.com.au).

Queensland Rail Privacy Policy

Your personal information is collected to enable us to provide you with the school rail ticket you have requested. We will not disclose your personal information to an individual or organization external to Queensland Rail without your prior consent unless required by law to do so. Queensland Rail will handle any personal information in accordance with our Privacy Policy available on our website www.queenslandrail.com.au