



PRE-DEPARTURE INFORMATION FOR PLATINUM AND GOLD SERVICE GUESTS

Platinum and Gold Service

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

Travel Onboard

Smart casual attire is suggested for guests travelling in Platinum and Gold 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 and Gold Service Cabins receive 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 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 choose to dine in the Platinum Club.

Platinum Service Transfers

For guests travelling in Platinum Service, Great Southern Rail is pleased to provide private chauffeur transfers to and from the train. Transfers are provided on the day of departure and arrival only, for a maximum distance of 50 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.

Off Train Experiences

Platinum and Gold Service guests receive Off Train Excursions and Outback Experiences at key destinations along their journey. Select your Off Train Excursions onboard the train with your lounge host.

For more information about currently available Off Train Excursions visit Great Southern Rail's website at www.greatsouthernrail.com.au

Insurance

Travel insurance is strongly suggested to protect your holiday plans.

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.

Wifi is available at the Adelaide Parklands Terminal.

Luggage

Platinum and Gold Service Guests receive generous luggage allowances.

Platinum Service Luggage Allowance:

3x 25kgs checked-in luggage.

Plus: One small carry on suitcase not exceeding 10kgs per person and one personal bag, briefcase or garment bag.

Gold Service Luggage Allowance:

2x 25kgs checked-in luggage.

Plus: One small carry on suitcase not exceeding 10kgs per person (Twin cabin only) and one personal bag, briefcase or garment bag.

Checked-in luggage cannot be accessed during the train journey. We advise that all valuables including passport, medicine, fragile or perishable items are to be carried on as cabin luggage. Luggage check-in opens 2 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.

Electricity

All Platinum and Gold Service 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.



Fitness for Travel

Before making a reservation, you must advise Great Southern Rail 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 Great Southern Rail's Fitness For Travel Policy may be obtained from your booking agent or any office of Great Southern Rail upon request, and can also be found on Great Southern Rail's website at www.greatsouthernrail.com.au

Non-Smoking policy

All Great Southern Rail services and terminals are entirely smoke free in accordance with relevant state government regulations.

Check-In

Check-in is not required if you have a ticket or voucher for your journey, detailing your carriage and cabin allocations and you do not have any luggage to check in. If you are not checking in luggage, please present yourself to the rail terminal 60 minutes prior to departure. Guests can check in luggage 2 hours prior to departure, noting check in closes 60 minutes prior to departure. Please present some form of identification when checking in.



Boarding Process

Upon arrival at the station guests make their way to the designated luggage check-in area. Any luggage that needs to be stored in the luggage car will need to be checked in. For any luggage being taken onboard, please keep with you until boarding, when you will make your way to your cabin with your onboard luggage.

Money Onboard

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

Reconfirmations/Amendments

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

Great Southern Rail Phone 13 21 47

International Phone Number +61 8 8213 4401

Conditions of Carriage

The full terms and conditions may be obtained from your booking agent or any office of Great Southern Rail upon request. This can also be found on Great Southern Rail's website at www.greatsouthernrail.com.au/termsandconditions

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. There is a shuttle bus that operates to and from the terminal to Adelaide's CBD hotels. Tickets are available for purchase onboard the shuttle bus. Taxis are also available at the terminal. Platinum Service private transfers are available to and from this terminal.

Manguri – Siding (The Ghan)

Geocode: -28.583172 134.196187

Manguri is the stop to access Coober Pedy. The Ghan will only stop here by request; this is not a scheduled stop. There are no platform or station facilities.

Onward travel must be pre-booked before guests are allowed to detrain. Platinum transfers are not available at this stop, however transfers can be arranged for guests staying at the Desert Cave Hotel.

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 private 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 Service guests will receive a complimentary coach transfer to and from selected major CBD hotels. Platinum Service private transfers are available to and from this terminal.

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.

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.

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.

For more information visit www.greatsouthernrail.com.au