

# Kuranda Scenic Railway Return Ticket - Gold Class

- Each direction: 2 hours (approx.) •

## • KEY FACTS •



1. Gold class return ticket
  2. Dedicated attendant service
  3. Individual seating, lounge-style chairs
  4. Ambient, historical carriage décor
  5. Kuranda Scenic Railway gift pack (incl. Kuranda Scenic Railway badge, pen and postcard)
  6. Souvenir trip guide
  7. Stop and disembark at Barron Falls station, with stunning views of Barron Falls
  8. Optional exclusive tour of the Heritage-Listed Signal Cabin at Kuranda station (for morning Gold Class service only)
  9. Morning or Afternoon Tea featuring a selection of Queensland and local Tablelands produce
  10. Welcome tropical mocktails served in the pavillion area, 20 minutes prior to the arrival of the train when boarding at Freshwater Station in the morning
  11. Welcome drinks served onboard the train, 20 minutes prior to departure, when boarding at Kuranda Station in the afternoon
- Guests aged 16 years and older must be fully vaccinated against Covid-19 from the 17 December 2021 (Unless changed by QLD GOV). Upon check-in all guests must provide proof of Covid-19 vaccination. Guests aged 16 years and older, unable to provide the vaccination document ation will be refused entry and no refund will be offered as the consequence.



1. Transport from/to hotels
2. Food & beverages not listed as Inclusions
3. Souvenirs
4. Travel Insurance
5. Any optional extra items (including but not limited to rides / shows / encounters / experiences / photo packages) that are not included in the standard admission. All optional extra items are at own expense.

## Departure point

- Departs: daily, all year round  
Tour does not run on Christmas Day (25 December) & planned maintenance closures (Please refer to the "Other Info" for details)

From Freshwater to Kuranda

- Departure Point: Freshwater Railway Station (Address: Barron QLD 4878)
- Departure Time: 09:55  
Departure times are reference only and subject to availability.

From Kuranda to Freshwater

- Departure Point: Kuranda Railway Station (Address: Coondoo St, Kuranda QLD 4881)
- Departure Time: 15:30  
Departure times are reference only and subject to availability.

## How to get there

- By Car  
- Freshwater Railway Station: free parking in Freshwater Station carpark
- By Public Transport  
Please check the Transport QLD timetables (<https://translink.com.au/>) for more details to plan your trip.

## Operating hours

Freshwater to Kuranda (Daily)	09:55 - 11:25
Kuranda to Freshwater (Daily)	15:30 - 17:02
Christmas Day (25 December)	Closed

## Check-in requirements

If you are making your own way to the boarding terminal, please arrive at the ticket office 30 minutes prior to the departure time to exchange for ticket/boarding pass before proceeding to

the boarding terminal. Regrettably, failure to arrive before this time will most likely be classified as no-show and result in forfeiting the booking and it cannot be refunded or transferred.

If you are not familiar with the area or travelling on a weekend or local public holidays / school holidays, please make sure you've checked your timetable or driving route beforehand, and allow extra travelling time for unexpected delays to ensure you do not miss your check in.

## What to bring/wear

- Appropriate clothing for all weather conditions, eg. jacket for cooler months.
- Comfortable walking shoes
- Protective clothing, hat, sunscreen lotion, and sunglasses
- Umbrella / raincoat if rains
- Insect repellent
- Camera
- Money / credit card for optional purchases

## Other info

### 【 Important Post-Covid Service Information】

Please refer to <https://www.ksr.com.au/Pages/COVID-19-Health-and-Hygiene.aspx> for the latest updates during the post-Covid period.

From Saturday 5 March 2022:

Masks are no longer mandatory on Kuranda Scenic Railway services (but are encouraged)

Masks are no longer mandatory when visiting our Travel Centres and ticket offices (but are encouraged).

### Vaccination requirements

Customers travelling on Kuranda Scenic Railway services must be fully vaccinated. Proof of vaccination is required to access the station and board the train.

For the latest information and advice on restrictions please visit the Queensland Health website (<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions>)

For up-to-date information on Kuranda Scenic Railway's Covid safe plan, please visit

<https://www.ksr.com.au/Pages/Travelsafe.aspx>

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### 【 Operating Hours】

- No Gold Class service is offered between Cairns and Freshwater Station.
- Please check with The Service Provider for up to date operating hours when closer to travel date to plan your visit (<https://www.ksr.com.au/Tourpackages/Pages/Timetables.aspx>)
- All services do not run on Christmas Day (25 December) & planned maintenance closures:
  - Monday 9 May and Tuesday 10 May 2022
  - Monday 6 June and Tuesday 7 June 2022
  - Monday 10 October and Tuesday 11 October 2022
  - Monday 24 October and Tuesday 25 October 2022
  - Monday 7 November and Tuesday 8 November 2022
  - Monday 28 November and Tuesday 29 November 2022
- All Kuranda Scenic Railway services are cancelled on Christmas Day
- Please always check with The Service Provider for updated timetable when closer to travel date at: <https://www.ksr.com.au/Tourpackages/Pages/Plannedmaintenanceclosures.aspx>

### 【 Child Policy】

- 0-3 years inclusive - free of charge.
- 4-14 years inclusive - child price applies.
- Family Fare applies for 2 Adults + 2 Children (aged 4-14 years inclusive).
- Children 14 years and under must be accompanied by an adult person (16 years and over).

### 【 General Terms】

- Conditions of Carriage:
  - a) apply to Tickets from the time receive them.
  - b) include any:
    - i) notices on the Ticket;
    - ii) the fare; and
    - iii) timetable information on the Service Provider's website.
  - c) are subject to the:
    - i) Transport Operations (Passenger Transport) Act 1994;
    - ii) Transport Infrastructure Act 1994; and
    - iii) their associated regulations.
- The Service Provider is not a common carrier and may refuse to carry passengers and any Luggage at Service Provider's discretion.

### BEFORE YOUR JOURNEY - BOOKING YOUR TICKET

- Passengers must buy a valid Ticket:
  - a) before boarding the Train (or at the first opportunity to buy one); and
  - b) for the entire journey.

- The Service Provider may refuse to carry passengers if they received the Ticket in violation of any applicable law or our policies and procedures.
- Your Ticket entitles You to Carriage only, unless the Service Provider tells You otherwise.
- The Service Provider reserves the right to require satisfactory proof of passenger's:
  - a) identity; and
  - b) entitlement to Concessional Tickets if applicable

#### CANCELLATIONS & CHANGES TO SERVICES

- If the Service Provider has a good reason (for example health and safety, track closures, security, weather or breakdowns), the Service Provider may substitute, cancel, delay or change the Services, stations, places or destinations without telling You. If Passengers don't get to travel due to Service Provider's decision of cancellation, Passengers can either rebook to another day or obtain a full refund.

#### BOARDING THE TRAIN

- Passengers must be ready to board the Train:
  - a) before the departure time; and
  - b) having loaded all Carry-on Luggage onto the Train
- The Service Provider is not obliged to delay the departure of a Train if passengers are late.

#### FIT FOR TRAVEL

- The Service Provider has reasonable discretion to:
  - a) refuse access, Carriage or onward Carriage to passengers; or
  - b) cancel Your reservation, if the Service Provider believes that such action is necessary for the protection of the Service Provider, You or other Customers. The Service Provider does not have to give passengers prior notice of the Service Provider's decision.
- The onboard Supervisor of the Train will have the authority to make a determination or settle any dispute between passenger and Service Provider during the Carriage.
- Passengers agree to comply with the Service Provider's Fit for Travel policy during the Carriage and while otherwise using Service Provider's Services.

#### LUGGAGE

- Luggage storage space is very limited on Kuranda Scenic Railway services, so customers should only carry day pack items onboard that can be transported with them and must be able to fit under the seat (maximum 25cm in height).
- All luggage items accepted onboard Kuranda Scenic Railway services are unchecked (carry on).
- Customers are required to stow loose items under their seat (maximum height 25cm).
- The Service Provider may refuse the transport of any luggage the Service Provider deems not acceptable, due to the nature, weight or size of the luggage. Daypacks should be limited to a maximum size 23cm x 34cm x 48cm to enable it to fit under the seat.
- Kuranda Scenic Railway staff cannot assist with handling luggage items that exceed 20kg in weight due to Workplace Health & Safety regulations.
- Items up to 25cm in height can be stowed under the Heritage Class seats including collapsible strollers or prams.
- Collapsible prams and strollers can be stored under the Heritage Class seats provided they are no more than 25cm in height once collapsed.
- A limited number of wheelchairs/mobility scooters can be transported on each Kuranda Scenic Railway service in the accessible carriage.
- The Service Provider does not have facilities for luggage storage at Cairns, Freshwater or Kuranda stations.
- Please check with The Service Provider for updated terms & conditions when closer to travel date at:
  - <https://www.ksr.com.au/Tourpackages/Pages/ConditionsofCarriage.aspx>
  - <https://www.ksr.com.au/Pages/Luggage.aspx>

### • OVERVIEW •

## **Kuranda Scenic Railway Return Ticket - Gold Class**

Kuranda Scenic Railway Gold Class provides a premium experience never before seen on the Kuranda Scenic Railway service. It offers customers wanting that extra comfort and little bit of luxury, a most memorable experience.



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# Kuranda Scenic Railway - Gold Class Return

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## Kuranda Scenic Railway

Experience one of the most unique rail journeys in Australia. Discovering the living colour and natural beauty of a world heritage-listed rainforest that's millions of years old. Far North Queensland's World Heritage-Listed rainforest, The Wet Tropics, are amongst the oldest on earth and home to an incredible array of plants and animals.

This famous railway winds its way on a journey from Cairns to Kuranda, the village in the rainforest, with Freshwater situated along the line with views of the surrounding mountains. Rising from sea level to 328m, the journey to Kuranda passes spectacular waterfalls and into the stunning Barron Gorge. The journey includes an English commentary and all passengers receive a commentary companion which includes information on the history of the railways construction, a trip map and a map of Kuranda.

## Kuranda Scenic Railway Gold Class

Gold Class provides a premium experience never before seen on the Kuranda Scenic Railway service. It offers customers wanting that extra comfort and little bit of luxury, a most memorable experience.

Experience your scenic journey in the splendour of KSR Gold Class. Take pleasure in the luxury and heritage of hand crafted Victorian inspired decor and club class lounge seating.

Enjoy a drink and dine on locally produced delicacies brought to you by your dedicated Gold Class Attendant.

Gold Class offered on the following services:

- 09:50 departure from Freshwater station to Kuranda
- 15:30 departure from Kuranda to Freshwater

**Please Note:** No Gold Class service is offered between Cairns and Freshwater Station. All customers are welcome to commence or end their journey at Cairns Station.

## Inclusions:

- Dedicated attendant service
- Individual seating, lounge-style chairs
- Ambient, historical carriage décor
- Kuranda Scenic Railway gift pack including Kuranda Scenic Railway badge, pen and postcard
- Souvenir trip guide
- Stop and disembark at Barron Falls station, with stunning views of Barron Falls
- Optional exclusive tour of the Heritage-Listed Signal Cabin at Kuranda station (for morning Gold Class service only), ask the Gold Class Attendant
- Morning or Afternoon Tea featuring a selection of Queensland and local Tablelands produce such as Gallo Dairyland Cheese, Skybury Coffee, Wondaree Macadamias, Mango to Go (100% pure mango treat), freshly baked muffins, Sirromet wines and Great Northern Brewing Company Super Crisp Lager
- Welcome tropical mocktails served in the pavillion area, 20 minutes prior to the arrival of the train when boarding at Freshwater Station in the morning
- Welcome drinks served onboard the train, 20 minutes prior to departure, when boarding at Kuranda Station in the afternoon

## Freshwater Station

Freshwater Connection is a popular departure point. Situated in the nearby suburb of Freshwater with views of the surrounding mountains, visitors can enjoy a hearty breakfast in authentic antique railway carriages.

In 1984 Freshwater Connection was built as a tribute to the visionaries and pioneers who built the Kuranda Scenic Railway between 1887 and 1891.

Freshwater Station has several points of interest on offer, including a Theatre and Restaurant. Arrive early and enjoy the station prior to boarding your train service to Kuranda.

## Kuranda Station

Kuranda Station is world renowned for its tropical gardens and historic significance. It is possibly one of the most photographed railway stations in the world. The heritage-listed buildings blend with the tropical surrounds providing a relaxed environment to enjoy. The Kuranda Railway Tea Rooms at the station offer a great range of souvenirs and refreshments.

## Cancellation Policy

- If you cancel at least 7 day(s) in advance of the scheduled departure, there is no cancellation fee.
- If you cancel between 0 and 6 day(s) in advance of the scheduled departure, there is a 100 percent cancellation fee.
- If no show, no refund.



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