



Request Type	Final Cancellation Fee
Refund	Carrier Penalty plus \$50 per ticket
Exchange	Carrier Penalty plus \$20 per ticket

Carrier Penalties can be found on your ticket

To be eligible for a refund, tickets must be returned to the Rail Plus office prior to the first date of travel or cancelled in person at a railway station, as per the below time frames. It is the passenger's responsibility to obtain an immediate endorsement on the ticket.

**Rail Plus
Level 6, 51 Queen Street
Melbourne Vic 300**

For any e-ticket cancellations or enquiries please email refunds@railplus.com.au

1	Rail Plus applies a minimum \$50 cancellation penalty to all refund requests. Higher cancellation fees apply to Luxury Rail Journeys and Premier Train products.
2	Cancellation fees in Australia included GST.
3	Booking fees are non-refundable.
4	Seat reservations are non-refundable or non-exchangeable once issued.
5	Refunds for all "Passes" will only be considered if the pass has not been used, validated or exchanged. Partially used "Passes" are non-refunded. Refunds will only be applicable if the pass is returned to Rail Plus, no later than 6 months from the date of issue.
6	Refunds for unused "Point to Point" tickets may only be considered if the ticket is returned 3 days prior to the travel date stated on the ticket. Alternatively the ticket must be "stamped" at a European railway station as 'unused', prior to the train departure date stated on the ticket. All tickets must be returned to Rail Plus no later than 60 days from the train departure date. Thereafter, no refund is possible.
7	Refunds for unused "Open Tickets" may only be considered if the ticket is returned 3 days prior to the first travel date stated on the ticket. Alternatively the ticket must be "stamped" at a European railway station as 'unused', prior to the first travel date stated on the ticket. All "Open Tickets" must be returned to Rail Plus no later than 30 days from the train departure date. Thereafter, no refund is possible.
8	All "City Sightseeing" products are non-refundable and non-exchangeable once issued.
9	Travel insurance providing appropriate cover is strongly recommended.
10	ATOC refunds: All ATOC refunds and After Sale requests must be submitted within 23 days of the travel date.
11	When seeking a refund for a cancelled or partially cancelled booking for which payment has already been made to a supplier, Rail Plus will not issue a refund until the full sum full is received from the relevant supplier.

APPROVED REFUNDS INCLUDE GST

All penalties are per ticket.

All terms and conditions are subject to change without notice. Fares and trains not listed in the above conditions are upon request to the railways.

Rail Plus Australasia Pty Ltd (ABN 84 081 473 172)