



The Q Train – Terms and Conditions for Private and/or Corporate Group Bookings

Version 1

March 2020

When make a booking to travel on The Q Train, all guests and booking agents agree to the following Terms and Conditions.

DEFINITIONS

1. The Q Train is a trading name of Total Quality Solutions Pty Ltd (TQS) ACN 075 974 953
2. A 'Private Booking' is a booking made via our online booking system or via phone or via email, or via a 3rd party online booking platform or agency for less than 20 guests.
3. A 'Private Group Booking' is a booking made by an individual or unincorporated group (ie. unincorporated social group or private party) that has exclusive use of one or more carriage and/or the entire train
4. A 'Corporate Group Booking' is a booking made by an organisation that:
 - a. Has 20 or more guests AND/OR
 - b. Has exclusive use of one or more carriages AND/OR
 - c. Has charged commission AND/OR
 - d. Has been organised via a Tour Group

The terms and conditions below apply to Private Group Bookings and Corporate Group Bookings. For Private Bookings please refer to the [The Q Train – Terms and Conditions for Private Bookings](#)

BOOKING AND PAYMENT REQUIREMENTS

- For Corporate Group Bookings:
 - A deposit of 50% of the quoted tour minimum is requested to hold tour date.
 - Full payment is required 14 days prior to departure.
- For Private Group Bookings
 - A deposit of 50% of the quoted tour minimum is requested to hold tour date.
 - Full payment is required 30 days prior to departure.
- For both Private and Corporate Group Bookings all dietary requirements must be made known more than 7 days prior to service date. Dietary requirements noted after this date may not be accommodated.

CANCELLATIONS AND/OR AMENDMENTS

- For cancellations or amendments to Private and/or Corporate Group bookings which have been made on regular, scheduled services days the following refund policy applies:
 - More than one month in advance of service date
 - Group bookings cancelled more than a month in advance will receive a full refund minus 5% (of entire booking) service fee
 - Group bookings which reduce numbers (less than 20% of entire booking) more than one month in advance will receive entire charge for person(s) cancelled
 - Less than one month, but more than 14 days in advance of service date
 - Group bookings cancelled or numbers reduced more than 14 days but less than one month prior to departure will receive a refund minus 10% (of entire booking and/or pp charge) fee
 - 8-14 days in advance of service date
 - Group Bookings cancelled or numbers reduced 8- 14 days prior to departure will receive a refund minus 50% (of entire booking and/or pp charge) service fee
 - 7 days or less in advance of service date



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'The Q Train' is an operating arm of Total Quality Solutions Pty Ltd ABN 76 075 974 953



- Group Bookings cancelled or numbers reduced less than 7 days prior to departure will not be refunded.
- For cancellations or amendments to Private and/or Corporate Group bookings for which irregular services have been scheduled, the following refund policy applies:
 - Group bookings cancelled more than 3 months in advance will receive a full refund minus 5% service fee
 - Group bookings cancelled more than 1 month but less than 3 months in advance will receive a full refund minus 50% service fee
 - Group bookings cancelled less than 1 month in advance will not be refunded.
- Additional numbers will be accommodated subject to availability.

CONDITIONS OF TRAVEL

1. Travel is valid only for the guest named, number of guests noted and for the date and the scheduled times specified.
2. Guests must be at the stated place of departure not later than 15 minutes prior to the stated departure time. Should a guest fail to meet this requirement, and as a consequence miss the departure, they will forfeit the full cost of their ticket.
3. The Q Train runs in all weather conditions; however, The Q Train may cancel, interrupt or stop due to dangerous situations, adverse weather, fire danger, mechanical breakdown, or any other causes beyond our reasonable control. The Q Train does not guarantee the train journey as advertised, and reserves the right to change the schedule of the journey at its sole discretion, where The Q Train considers it necessary for the safety and welfare of the train, its guests or its staff. In some circumstances, The Q Train may offer a substitute reservation at another time.
4. Guests acknowledge that The Q Train has the sole and absolute discretion to vary the schedule for any reason The Q Train considers it necessary for the safety and welfare of the train, its guests or its staff.
5. Q Class dining cars provide fixed table seating for groups of two or four, and we have two tables that seat six. Due to structure and space restrictions, there is no provision for moving tables and there is limited fixed space between the front of the table and the back of the chair. If you require more space, please mention this prior to travel.
6. Due to limited kitchen space onboard The Q Train, advance notice is required for dietary requirements. Dietary requests cannot be accommodated without arrangement 7 days prior.
7. The Q Train reserves the right in its absolute discretion to:
 - a. refuse entry or eject any guest whom The Q Train reasonably deems their behaviour to be unacceptable; including inappropriate attire breaching “smart casual” dress code.
 - b. refuse to serve alcohol to any guest in accordance with the Responsible Service of Alcohol laws.
 - c. charge the customer a reasonable cost for cleaning and/or repair in the case of damage being caused by the customer’s negligence or intoxication.
8. The Q Train cannot make provision for small children. This restriction has been carefully considered in the interests of health and safety. Guests acknowledge that arriving with a baby or small child will result in forfeiture of booking and no refund will be given.
9. Guests bring personal effects onto The Q Train at their own risk. The Q Train will not be responsible for any damage to or loss or theft of a guest’s personal property. Any lost property will be kept for one month, after which it will be donated to a local charity.
10. Guests board The Q Train at their own risk. The Q Train will not be responsible for any loss, damage (including property damage, personal injury, economic and consequential loss) or injury however else it may arise,





including but not limited to being from a pre-existing medical condition, a breach of these conditions or as a result of the guest's behaviour.

11. The Bellarine Railway and The Q Train hold appropriate Public Liability insurances.
12. Reservation conditions shall be governed by and constructed in accordance with the laws of the State of Victoria and the guest hereby agrees to submit to the jurisdiction of the Courts of the said State.
13. The guest acknowledges that during the period of carriage, The Q Train is operated under the jurisdiction of TQS or its appointed representatives. The contemporaneous condition of carriage by the TQS or its representatives, govern the rights and duties of the guest, except insofar as they are in conflict with the conditions above.

SAFETY

1. A safety briefing is given to all guests before departures.
2. There are two exit doors per carriage of The Q Train. There is one exit door in the Club Loco Bar Car. Should evacuation be required, guests must follow the instructions of The Q Train and Bellarine Railway staff.
3. There are fire extinguishers in the Queenscliff end of every carriage of The Q Train.
4. First aid facilities are available. The Train Manager on duty is the First Aid Officer.
5. If you have any food allergies, please notify The Q Train when booking.
6. The Q Train does not have an EpiPen or similar on board. If you recognise that you may require one, please ensure you bring it with you.

