



GREAT SOUTHERN RAIL



JOURNEY BEYOND

GSR Guest Fitness to Travel Policy

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Signed Originals held in the Office of Travel Centre Manager

Responsible Manager

Travel Centre Manager

Approving Manager

Chief Operations Officer

IMPORTANT

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1.0 Fitness to Travel Policy and Purpose

1.1 Introduction

Great Southern Rail (GSR) seeks to ensure that its guests are able to experience unique areas of Australia. This means GSR travels to areas that may not have the infrastructure support that may generally be found in urban areas. This can mean that guests with fitness and /or mobility issues are unable to experience some aspects of our journeys and in some instances may not be able to journey at all.

This document details the GSR Guest Fitness to Travel Policy and provides guidelines to GSR Travel Centre Consultants and Guest Services & Concierge team members who create guest and travel agent bookings or answer fitness related enquiries from guests or travel agents. Additionally, this policy can be used by Sales and Marketing team members when educating and informing travel agent partners to ensure that guests wishing to travel with GSR are assured of a high standard of service experience while onboard.

This document needs to be read in conjunction with the GSR Booking & Travel Conditions that can be found on the GSR website.

The policies and guidelines in this document are subject to regular review.

1.2 Purpose

The purpose of this policy is to ensure that guests and travel agents are given accurate information about the fitness and mobility requirements for travelling on GSR journeys so guests can travel in comfort on either all-inclusive standalone or packaged holidays and that no other guest or GSR team member will be put at risk because of the inclusion of other travellers.

Our starting premise is that GSR will endeavour to enable all guests to participate in all journeys and we will explore all reasonable opportunities to allow participation without jeopardising the safety of all guests and crew and reducing the enjoyment of the journey of other guests.

1.3 Applicability

The policy guidelines apply to all guests and employees of GSR; this also includes all travel agents selling Travel Rights on GSR services.

2.0 Obligation to Inform

A guest must ensure they are medically and physically fit for travel and that such travel will not endanger themselves or anyone else. At the time of booking (or as soon as possible after booking), a guest must advise GSR if they have any medical or physical condition that will or may require medical attention, medication or special treatment during their rail holiday. GSR may also ask the guest to complete a health questionnaire.

If a guest has a condition that GSR decides may significantly affect the enjoyment, health or safety of themselves or any other person onboard, GSR may refuse or cancel a booking. Such decisions will be made giving reasonable consideration to the guest's circumstances and GSR will advise the guest/agent of our decision as soon as possible.

Where a guest's booking is cancelled and a completed health questionnaire has been provided with all relevant information about the guest's condition, a full refund will be provided.

Guests with restricted or limited mobility and those with medical conditions must be self-sufficient or travel with a carer or someone who can assist with day-to-day activities.

GSR's onboard team will not act as personal carers.

3.0 Mobility Aids

3.1 Guest Wheelchairs

Guest wheelchairs are not able to be used on the trains due to the narrowness of carriage and doorways. GSR can provide a specially sized pushchair to assist guests onboard, subject to availability of special access cabins.

The pushchairs are not able to be propelled by the person seated in the chair, so the movement of the chair will be the responsibility of the carer travelling with the guest.

Pushchair dimensions:

Width 37cm, Depth 40cm, Seat height 49cm, Backrest height 46cm, Wheel Size 12"

3.2 Mobility Scooters

Dependant on weight and dimensions, some mobility scooters may be used on our trains subject to availability of special access cabins and the size of the scooter is approved by GSR to be used on train. Due to the tight turning circle required to navigate from the Outback Explorer Lounge car to the Queen Adelaide Restaurant, a guest travelling in Gold Service and utilising a mobility scooter while onboard the train will need to have their meals served in the Outback Explorer Lounge car. This will be advised to the Guest Services team prior as soon as possible after the booking has been made.

To be used onboard the train, the mobility scooter must weigh 79kgs or less. The scooter cannot be longer than 100.3 cm in length or 50 cm in width (this will require a turning radius of 112 cm).

Mobility scooters that weigh over 80kgs can only be carried in the luggage van and only if they have been disassembled with no piece weighing more than 25 kgs. Mobility scooters stored in the luggage van are not accessible for the duration of the guest journey except by arrangement prior to travel.

To be accessed at a destination, it must be possible for the disassembled pieces to be safely unloaded from the luggage van and a suitable flat area be available for the reassembly by the guest and/or their carer. GSR team members will not reassemble mobility scooters.

Outback destinations that only have step-down access/egress are not suitable opportunities for guests to utilise reassembled mobility scooters. Where ramp access is available, then a guest who is using their mobility scooter onboard the train may be able to disembark the train.

3.3 Walking Frames, walking canes and crutches

Walking canes and crutches can be used to assist guests to embark/disembark and move around, once onboard the train. The use of walking frames is dependent on the width of the walking frame. This is due to the narrow width of carriage entrance doors and corridors. If the guest's walking frame is the same width as a standard wheelchair, the use of the walking frame is likely to be limited. If the walking frame can be folded up, it may be possible for the guest to store this in their cabin so it is available for their use during Off Train Experiences throughout the journey.

Please note the following dimensions information that may assist guests in planning for their onboard mobility:

Design Description	Dimensions
Inbuilt Carriage Steps	0.22m (height, per step)
Carriage External Entry Door (Platinum Service/Gold Service)	0.73m (width)
Cabin Entry Door (Platinum Service/Gold Service)	0.49m (width)
Inter-Carriage Doors (Platinum Service/Gold Service)	0.73m (width)
Cabin Entry Door (Gold Service Pullman Cabin)	0.85m (width)
Bathroom Entry Door (Platinum Service/Gold Twin Service)	0.47m (width)
Carriage Corridors (Platinum Service/Gold Service)	0.50m (width)

Guests who are dependent on using a walking frame are recommended to utilise the on train pushchair. This needs to be requested at the time of booking their journey. The guest will need to be advised that the on train pushchair may be being used by a number of guests during the journey and will not be assigned for their specific use.

3.4 The Overland

The Overland contains carriages with accessible facilities including:

- Allocated spaces for wheelchairs which enable conventional wheelchairs to be locked into position. This wheelchair bay is booked in conjunction with a reserved seat, should the guest not wish to remain in the wheelchair for the duration of the journey.
- Fully accessible toilet and bathroom facilities

Initial access into the carriage and other areas of The Overland (such as the Café carriage) may still require use of a GSR supplied pushchair or direct assistance from GSR team members bringing food and beverage to the guest's seat.

The Overland is able to transport mobility aids such as electric and conventional wheelchairs and gophers with the following conditions:

- These aids are stored in the luggage van
- No more than 2 gophers or mobility scooters can be transported on The Overland
- The gopher/mobility scooter weighs no more than 79kgs or if over this weight, it must be disassembled with no piece weighing more than 25kgs
- Guests will be unable to access these aids during the journey
- They are carried free of charge

Not all stops on The Overland journey allow for the boarding or disembarkation of guests in wheelchairs as the platform is not level with the train doors. The following stations allow for mobile ramp access to the train:

- Adelaide
- Murray Bridge
- Nhill
- Dimboola
- Horsham
- Ararat
- North Shore Geelong
- Melbourne

4.0 Requirement for a medical certificate

If a guest's fitness to travel may be in doubt as a result of recent illness, surgery, injury, medical treatment or an existing medical condition which may require treatment or assistance onboard including but not limited to additional oxygen, wheelchair, assistance to use the bathroom, assistance to get in or out of bed, medication administered via a needle (other than well-managed diabetes) the guest must:

- (1) Provide GSR with an up-to-date certificate from their doctor no later than 14 days prior to departure certifying that the guest is fit to travel and
- (2) Be accompanied by another passenger who is able to provide the guest with all appropriate assistance the guest may need as GSR team members cannot provide such assistance.

5.0 Companion Card Holders

If a guest who is an eligible Companion Card Holder is booking travel on The Overland Red Standard service, their companion will travel for free on this journey. The companion will pay for their meals and beverages.

If a guest who is an eligible Companion Card Holder is booking travel on The Ghan or Indian Pacific, their companion will travel at a fare no greater than the fare paid by that Companion Card Holder, regardless of their own eligibility for this fare type. The companion must be fit to complete the duties of a travel carer (able to assist with personal care, lifting, manoeuvring an onboard pushchair or other assistance as required).

The companion card must be presented at the time of boarding.

6.0 Refusal to confirm or permit boarding

A guest may not be able to travel (and, subject only to any Non-Excludable Terms, no refund or compensation shall be paid to you) if you have not provided the applicable certificate and/or are not accompanied by a suitable guest.

GSR may refuse to confirm the Guest's reservation, boarding or remove the Guest from a GSR Train, without any liability on its part (subject only to any Non-Excludable Terms) if, in GSR's opinion:

- a) The Guest suffers from any illness, injury, disease or other medical condition which makes travel unsafe for the Guest, other Guests or employees
- b) The Guest is pregnant and has reached the 30th week of the pregnancy (an "advanced" pregnancy)
- c) The Guest has complicated or multiple pregnancy
- d) The Guest has not complied with GSR medical requirements regarding either a recent or on-going medical condition
- e) The Guest's mental or physical state is a danger or risk to the Guest, GSR Trains or any other Guests on board,
- f) Permitting the Guest to board GSR Trains and travel may put the Guest's safety or health in danger or at risk;
- g) Permitting the Guest to board GSR Trains and travel may put other Guests and employee's safety or health in danger or at risk.
- h) The guest failed to inform GSR of their medical condition;
- i) The guest fails to follow the reasonable instruction of a GSR Manager or Supervisor

7.0 Pregnancy

Guests who are pregnant and have reached the 30th week of the pregnancy and/or have a complicated or multiple pregnancy must also provide a certificate from a registered/licensed medical practitioner to confirm the guest is fit to travel.

8.0 Guide Dogs/Assistance Dogs

If the guest is sight or hearing impaired or for some other reason requires an assistance dog/animal for another disability, the fare paid to travel on a GSR train will include carriage of a guide dog (to be provided by the guest) provided that:

- (1) The guest notifies GSR when making a reservation, of the requirements for carriage of a guide dog on the GSR train and
- (2) Upon request by GSR, the guest makes available for inspection by GSR, the guide dog's health and vaccination certificates, and all other documents required by any applicable law, regulation, or order.

If a guest is travelling with a guide/assistance dog, we would recommend that they travel in a Gold Service Twin cabin (to allow a little more room). If the guest travelling with a guide/assistance dog is travelling on their own GSR will waive the Exclusive Occupancy surcharge for use of a Gold Service Twin cabin. We will not prevent a guest from booking a Gold Service Single cabin if they are travelling with a guide/assistance dog.

Appendix 1 – Fitness to Travel questionnaire

Fitness to Travel

GSR seeks to ensure that its guests are able to experience unique areas of Australia. This means GSR travels to areas that may not have the infrastructure support that may generally be found in urban areas. We routinely venture off train in remote areas, which means activities like climbing steep stairs, and walking on uneven surfaces are common. This can mean that guests with fitness and/or mobility issues are unable to experience some aspects of our journeys and in some instances may not be able to journey at all.

At Great Southern Rail your safety and comfort is important to us, should you have any special needs you are required to inform us in advance. Should you fail to advise us in advance, we may not be able to accommodate you.

Guests who have difficulties with mobility may find Great Southern Rail’s carriages unsuitable for their needs. There are also some medical conditions that may restrict travel.

If your fitness to travel may be in doubt as a result of recent illness, surgery, injury, medical treatment or an existing medical condition which may require treatment or assistance onboard (including but not limited to additional oxygen, wheelchairs, assistance to use the bathrooms, assistance to get in or out of bed, medication administered via a needle other than well-managed diabetes) you must:

- Provide GSR with an up-to-date certificate from your doctor no later than 14 days prior to departure certifying you are fit to travel
- Be accompanied by another guest who is able to provide you with all appropriate assistance you may need themselves
- You may not be able to travel (and, subject only to any Non-Excludable Terms, no refund or compensation shall be paid to you) if you have not provided the applicable certificate and/or are not accompanied by a suitable guest

Date: / / Guest Name: _____

Guest Mobile/Email Contact: _____

Booking Reference Number (PNR): _ _ _ _ _

Travel Date: / / FROM: _____ TO: _____

Service Level (Please Circle): Platinum/Gold/Red

Cabin Type: _____

1) Wheelchair or Walker use:

Do you use a walker or wheelchair to assist with your mobility? **YES/NO**

2) Onboard Push Chair:

Due to the architecture of our rail carriages, mobility aids such as walkers and most wheelchairs are unable to be used onboard and must be checked in. Great Southern Rail can provide a specialized onboard pushchair, which can be pushed by your accompanying full-mobile carer.

Would you like us to provide one of these for you onboard? **YES/NO** (if yes, please go to Question 3.)

3) Wheelchair or walker for check-in:

If you have circled YES above, please advise the height, width, length and weight of the mobility aid you wish to check in. You can also provide further specifications if applicable in the Other information section on Page 2.

Wheelchair: Height _____ cms/Width _____ cms/Length _____ cms/Weight _____ kgs

Walker: Height _____ cms/Width _____ cms/Length _____ cms/Weight _____ kgs

4) Able to climb stairs/steps:

At some terminals to board and alight from the train guests must walk up steps rather than the train doorways being level with the platform. Additionally, some of our Off Train Excursions require guests to be able to step into coaches or small buses.

Are you able to walk up and down steps unaided? **YES/NO**

5) Able to use facilities unaided:

Our team are dedicated to your comfort onboard, but for health and safety reasons are unable to fulfil the functions of a primary carer. Please indicate whether you are able to use on-board facilities unaided: **YES/NO**

6) Travelling with Carer:

If you circled NO in question 5, please advise the name of the carer who will be travelling with you and their booking reference number if they are not currently included in your booking:

Carer Name: _____ **Booking Reference:** _____

7) Oxygen Tanks:

Will you be bringing Oxygen Tanks with you onboard? **YES/NO**

If you answered YES, please advise the approximate dimensions of any trolley that your oxygen tanks sit in (measurements should be taken with tanks attached)

Height_____cms/Width_____cms/Length_____cms/Weight_____kgs

8) Prescription Medicines:

Will you be carrying Prescription Medicines with you onboard? **YES/NO**

If so, please advise in the Other Information section on Page 2 what medicines you will be carrying and whether any of these need to be refrigerated.

9) Sharps Container for Hypodermic Needles

If administering medication requires the use of a hypodermic needle, a specialized sharps container must be used for safe disposal. Would you like us to supply one for the duration of the journey? **Yes/NO**

10) Other important information:

If there is anything we have missed, please advise us in the space below. You can also use this space to record additional information about your wheelchair, walker or prescription medicines:

Please complete this form and email to: salesenquiries@gsr.com.au or reservations@railaustralia.com.au so that it can be applied to your reservation. If further information is required, we will follow this with a telephone call or email.