

# TERMS AND CONDITIONS

KiwiRail Limited (us or we) operates The Great Journeys New Zealand services.

**Detailed terms and conditions of travel are contained in The Great Journeys New Zealand Conditions of Carriage (the Conditions of Carriage) at [www.greatjourneysfnz.com](http://www.greatjourneysfnz.com).**

We have summarised below some of the Conditions of Carriage but the information set out here is a guide only, and if anything in this information conflicts with the Conditions of Carriage, the Conditions of Carriage apply.

**IMPORTANT: Please be aware when making a booking that our liability to you for any loss or damage is capped at \$2000 for each unit of goods lost or damaged. We recommend that passengers hold their own personal and/or any travel insurance to cover any unforeseen circumstances which may arise. Any claims for loss or damage must be received by us no later than 30 days after the date you travelled on the relevant service. Please see our Conditions of Carriage for the full terms and conditions relating to our liability to you.**

## Joining the train

If you are joining the train at stations en route you must make yourself clearly visible to the driver. Trains may leave up to 10 minutes before the scheduled departure time if all pre-booked passengers are on board. To check for train delays call **0800 ARRIVAL (0800 277 482)** or **+64 4 495 0775**.

## On-board Carry on Baggage Allowance.

One small day pack (no wheels) and one small hand bag and / or personal items such as camera, coat and umbrella. You are asked not to leave personal items of value unattended at any time. We are not responsible or liable for the loss of baggage or personal items carried on board.

If you are travelling with an infant you may include a small carry on bag for their needs.

## Checked Baggage:

One item of baggage per person with a maximum weight of 23kgs (50lb) **and** one Wheeled or hard-sided cabin bag\* with a maximum weight of 7kgs (15lb).

\*Cabin sized wheeled and/or hard sided suitcases must be checked into the baggage van due to limited space and safety requirements onboard.

Maximum volume for the checked bag is 158 linear cm (62") (this is calculated by adding the height, length and width of the bag together)

Maximum volume for the cabin bag is 118 linear cm (46.5") (this is calculated by adding the height, length and width of the bag together)

Infants are not allocated a checked baggage allowance.

A maximum of one additional item of baggage per person with a maximum weight of 23kgs (50lb) may be purchased for \$20

Maximum volume for the additional checked bag is 158 linear cm (63") (this is calculated by adding the height, length and width of the bag together)

Fragile or perishable items, money, jewellery and all other valuables should always be carried in Cabin Baggage

## Overweight and Oversized Items

If your baggage includes an overweight, oversize or sporting item, your options are below.

### If your bag weighs more than 23kg

When you can't get your checked bag under 23kg (50lb), here are your options:

#### Purchase a Re-Pack Bag.

If your overweight bag is more than 23kg and your cabin sized bag is already at the 7kg weight limit, it is possible, in addition to the \$20 additional baggage allowance charge, to buy a re-pack bag for \$20 to repack your baggage to the allowable weight limit.\*

\*For safety reasons, we do not accept bags that weigh more than 23kg.

If your cabin sized bag exceeds 7kg, you can purchase an additional baggage allowance for \$20.

### If your bag's dimensions add up to more than 158cm (62") or 118cm (46.5") for your cabin bag

When the length, width and height of your bag add up to more than 158cm (62") or 118cm (46.5") here are your options:

#### Purchase a Re-Pack Bag.

If your bag is oversized, it is possible to buy a re-pack bag for \$20 to repack your baggage to the allowable dimensions. This cost is in addition to the \$20 additional baggage allowance charge.

### Travelling with Children

Child fares have the same baggage allowance as adult fares as well as two items from the below list for every child in your group as part of the child's baggage allowance.

- Pram, stroller or buggy
- Car seat
- Bassinet or port-a-cot

These additional items must be checked into the baggage van, with the exception of car seats *which can be brought onboard with paid child's seat*.

### Travelling with Infants

Infants travelling with adults include an additional small carry-on bag (max 7kg) but no additional checked-in baggage other than two items from the below list for every infant in your group as part of your baggage allowance.

- Pram, stroller or buggy
- Car seat
- Bassinet or port-a-cot

These additional two items must be checked into the baggage van and cannot be taken onboard.

### Car seats

Your car seat can be comforting and familiar to your child when travelling and it also provides extra protection.

You're welcome to bring a car seat onboard for a child with a paid seat. Your car seat must:

- Be in safe working condition
- Be able to seat your child with their arms and thighs within its frame
- Fit within your seats cushion base
- For safety, your car seat can't block access to the aisle or be placed on the tables. These must be kept on the seat.

### Transporting sports equipment

Sporting items less than 2m (78.7") long and weighing up to 23kg count as a standard bag and fall under your baggage allowance. Otherwise, excess baggage charges of \$20 apply.

Sports bags can contain more than one piece of related equipment. They're assessed on their overall weight and length.

Here are some examples of sporting equipment that can be packed or bagged as single items:

- Surfboard(s)
- Skis equipment
- Water skis
- Golf bag containing golf clubs and one pair of shoes

You must book your Sports Equipment when you make your booking.

### Bikes

Bikes need to be checked in and added at the time of booking. Our baggage vans have limited capacity and the number of bikes we can carry may vary by service. Please contact us for details.

You don't have to deflate the tyres, but bicycles can only be accepted as checked-in baggage if:

- Handlebars are removed or turned sideways
- Pedals are removed or turned in
- Panniers removed
- Helmets removed
- Accessories removed
- Free of mud / dirt
- Label your bike with your name and phone number

The cost to carry your bike is \$20 and bike with trailers (max 1, subject to availability) is \$50.

We are unable to carry tandem bikes on our services.

### E-scooters

- E-scooters are to be collapsed if able to be and are classified as excess baggage at a \$20 charge

### Other items

- Walking frames
- Wheelchairs, Powerchair and Mobility Scooter
  - o Maximum combined weight (passenger and chair)  
364kg o Maximum length 1295mm (51")

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- o Maximum width 762mm (30")

You must book your Wheelchair, Powerchair or Mobility Scooter when you make your booking.

### Restricted Items/Dangerous Goods

We may be able to carry certain Dangerous substances however you must let us know prior to the day of departure. These items cannot be stored in your checked-in or carry-on bags and will need to be separated and stored in a designated Hazardous Items area of the baggage van.

Restricted articles include but are not limited to compression gases, corrosives, explosives, ammunition, flammable liquids and solids, radioactive materials, oxidising materials, poisons and infectious substances.

### Children and Infants

A ticket must be purchased for any child who is two years of age or older. Infants under two years of age may travel free, except where the infant travels in a car seat or similar carrier, in which case a ticket must be purchased at the applicable child fare for that infant.. A Passenger aged between 2 and 14 years inclusive is classified by us as a child, and cannot travel unaccompanied. An Accompanying Person is a person who has reached their 15th birthday and is known by the child prior to travel. An Accompanying Person must be physically and mentally capable to care for the child while using our services. We may reassess at check in the classification of any passenger type

### Right to refuse carriage

We may refuse to carry any person or property (including by cancelling a ticket or terminating a passenger's journey early) where it is reasonably necessary for the safety or comfort of other passengers, staff, or members of the public, or where a passenger breaches our Conditions of Carriage or any Law.

### Service delay or cancellation

We are not responsible or liable for any loss, damage or expense incurred by passengers as a result of the failure of the service to operate or depart or arrive at the scheduled time or location. We reserve the right to change the service at any time.

### Alcohol

The Great Journeys New Zealand trains are fully licensed throughout the journey. A range of alcoholic beverages is available for purchase, subject to the terms of our premises licence. Passengers are prohibited from taking their own alcohol on board our trains. We may search your bags if we have reason to believe you are carrying alcohol and we may confiscate any alcohol for the duration of your journey. Passengers transporting alcohol (e.g. cases of wine) are asked to ensure it is carried in the baggage van.

### Animals

No animals are permitted on The Great Journeys New Zealand trains other than registered assistance dogs. Please refer to our website for more information regarding accessibility.

### Special Meals & Dietary Requirements

#### Scenic Plus Class

Scenic Plus guests who have dietary requirements can request a special meal on our services. To accommodate your request please contact us 7 days prior to travel to confirm your special meal.

For more information, view our [Special Meals page](#) and get in touch with our [Customer Service team](#)

#### Scenic Class

Scenic guests can enjoy a range of food onboard to suit most appetites, tastes and dietary requirements.

For more information, view our [Scenic Cafe Menu](#)

### Radio/iPods/MP3 players

Any electronic music devices may be used only with earphones at a volume that cannot be heard by others. The operation of radio scanners is prohibited on board The Great Journeys New Zealand services by anyone other than our staff.

### Smoking

By law, all The Great Journeys New Zealand trains are designated non-smoking. Passengers may not smoke anywhere on board, including when outside on an open air carriage.

### Accessibility

We make every effort to ensure your safety and comfort on our services. To avoid disappointment or difficulties on arrival, we request that you advise us of any assistance you require when you book with us. Our trains have designated wheelchair spaces, an accessible toilet, a hearing loop and lifts for helping passengers aboard. Please refer to our website for more information.

### Updates to our terms and conditions

We may change our Conditions of Carriage without notice by updating our website at [www.greatjourneysfnz.com](http://www.greatjourneysfnz.com). Where the Conditions of Carriage are amended the terms and conditions in force when your ticket was purchased will apply.