



 THE GHAN  INDIAN PACIFIC  GREAT SOUTHERN  THE OVERLAND

F R E Q U E N T L Y A S K E D Q U E S T I O N S

What services are currently suspended?

Following further advice received, together with the continuation of travel restrictions initiated by various governments, we have no choice but to further extend the suspension of our rail services.

As a result, the suspensions of services will now be in place for The Ghan, Indian Pacific and The Overland until 30 June 2020, dependant on the reopening of the various state and territory borders for non-essential leisure travel.

All guests with travel booked through to 30 June will be provided with a credit to the monies received on their original booking and our team can assist them to re-book their travel for a later date, up to 31 December 2022.

Will I be able to rebook my car to travel with Motorail when services resume?

Our Motorail services are currently under review and not available at this stage.

How can I rebook my future travel?

All guests affected by temporary suspensions will be provided with a credit of the monies received on their original booking and our team can assist them to re-book their travel for a later date, up to 31 December 2022. Guests affected by the suspensions will receive an email confirmation of their credit with further booking information.

I had a booking aboard The Overland. Will this train be running so that I can reschedule?

In light of recent developments regarding COVID-19, ongoing discussions between Journey Beyond Rail Expeditions and the Victorian Government have been temporarily suspended. A decision will be made about future operations when discussions can recommence.

All guests with Overland bookings affected by the March suspensions should have received an email outlining their credit for future travel.

Why are credit structures different for some travel dates?

All guests with bookings affected by suspensions will be provided with a credit to the value of their original booking. However, different credit structures have been developed to allow for extenuating circumstances for some specific departures.

For instance, guests booked for travel on 22 March 2020 are eligible to receive credit above their original booking fare as this journey was suspended on the day of departure.

Some departure dates in March and April are also eligible to receive higher credit.

All guests receive an email confirmation of credit as it applies to their booking outlining the specific amount on hold.

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FREQUENTLY ASKED QUESTIONS



THE GHAN



INDIAN PACIFIC



GREAT SOUTHERN



THE OVERLAND

I have booked through a Travel Agent; how do I amend my booking?

If you have booked through a Travel Agent, you will need to contact the Agent directly to amend your travel arrangements.

Are suspended services eligible for refunds?

These are unprecedented times and we are doing our best to ensure all our guests receive the level of service and care you've come to expect from our team.

Services have been temporarily suspended, not cancelled, as a result of federal and state government restrictions. As such, Journey Beyond Rail Expeditions is not offering refunds but is ensuring all guests can rebook for future travel up to 31 December 2022.

If the service you were booked on has been suspended, we have placed your booking on hold and you will receive a separate email detailing your future travel credit.

When I choose another departure will I be charged amendment fees?

We are pleased to confirm there are no amendment fees for guests requesting date changes that were due to travel on dates affected by suspended services. Where bookings have been placed in credit, date changes can be made free of charge up to 45 days prior to departure. Please note, there may be fare differences for guests opting to change to a different travel season or product.

If I have only paid a deposit, will I receive 110% of the money paid or 110% of my total booking value for credit?

Guests will receive up to 110% of the money receipted which could apply to a deposit or total booking fare. For guests with only a paid deposit, the credit will be applied to the total booking value once that is also paid.

Can I use my credit on a different journey or train?

Yes, the credit can be used for any Journey Beyond Rail Expeditions journeys. Please note, there may be fare differences for travel seasons.

If the journey I rebook is less than my available credit, can the unused portion be refunded to me?

No, the credit will need to be allocated to a Journey Beyond Rail Expedition experience.

Can I use my credit on third party products such as hotels, touring or accommodation?

Yes, credit is available on all third-party products and upgrades. Please note, refunds will not be allocated for remaining credits.

When will the remainder of the season open?

We have partially released the 2021 season early this year to facilitate bookings for guests affected by the suspensions. This limited release includes bookings for The Ghan and Indian Pacific from April to November 2021. We expect to open the 2021 – 2022 season from July onwards this year. All credit will be applicable for bookings up to December 2022.

Will Journey Beyond provide travel insurance letters?

Yes, guests affected by the suspended services can request a letter from Journey Beyond for travel insurance purposes. Please email covid19enquiries@journeybeyond.com

As I'm sure you understand, we are receiving high contact volumes and as such, response times may be longer than usual.

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