



# GREAT SOUTHERN RAIL

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**INDIAN PACIFIC**

  
**THE GHAN**

  
**THE OVERLAND**

JOURNEY BEYOND

## GSR Guest Fitness to Travel Policy

GSR/Guest Fitness/POL/001 Version 2, Revision 2, Issued 20 March 2018

Signed Originals held in the Office of Travel Centre Manager

**Responsible Manager**

  
Travel Centre Manager

**Approving Manager**

  
Chief Operations Officer

### IMPORTANT

Unless this is a signed original, it is an uncontrolled copy. It may not be current.. Use only the latest version and revision.

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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 5-Star Service experience while on-board.

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 on-board team will not be in a position to act as personal carers.

## 3.0 Mobility Aids

### 3.1 Guest Wheelchairs

Guest wheelchairs are not able to be used on The Ghan or Indian Pacific trains due to the narrowness of the carriage corridors and their doorways. GSR can provide a specially sized pushchair (of a similar size to airline wheelchairs) to assist guests on-board, 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. It is important for a guest or travel agent to advise at the time of making a reservation if a pushchair will be required.

Pushchair dimensions:

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



### 3.2 Mobility Scooters in Gold Service Access Cabin

Dependant on weight and dimensions, some mobility scooters may be used on our trains subject to availability of Gold Service 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 on-board the train may need to have their meals served in the Outback Explorer Lounge car. This will be advised to the Guest Services team as soon as possible after the booking has been made.

To be used on-board 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 on-board the train may be able to disembark the train. These guests must be booked for travel in the Gold Service Access Cabin.

Guests with breathing difficulties are able to bring oxygen tanks, sleep apnea machines, surge arresters and extension cords if required. There are 240 volt powerpoints in guest cabins.

There is a limited number of Gold Service Access cabins on each service of the Indian Pacific, The Ghan and The Ghan Expedition. These cabins are designed to allow mobility impaired guests a larger space to travel and have fully accessible bathrooms. When a guest requests to book an access cabin, a **Fitness to Travel** form will need to be completed. Upon return of the Fitness to Travel form, GSR will review the form and may determine that the guest is unable to travel on the journey at which point the guest or booking agent will be advised of this decision.



Gold Service Access cabin set for sleeping



Gold Service Access cabin bathroom

### 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 on-board 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 (OTEs) throughout the journey.

Please note the following dimensions information that may assist guests in planning for their on-board 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. A guest wanting the use of the on-train push-chair must be travelling with another guest who is physically able to propel the push-chair as GSR on-train team members will not be able to complete this task for the guest.



People movers are available to transport guests from the terminal and along the platform at designated stations (Adelaide Parklands Terminal, Alice Springs, Katherine, Darwin and East Perth Terminal).

In more remote areas of Australia, GSR trains may stop to enable guests to experience unique landscapes. Platform facilities are not in place for some of these activities due to the remoteness of the location. At these places, guests will need to disembark and reboard the train using steps. Guests who are unable to walk up and down steps may not be able to participate in these activities. Guests boarding or disembarking in Alice Springs, Katherine and Darwin will be required to climb steps to access the train.



Steps for boarding at a designated station – note level paved roadway



Steps for boarding/disembarking at remote location – note uneven terrain that guests will need to navigate

Please refer to the GSR Off Train Touring for Mobility Impaired Guests Policy for descriptions of fitness levels required to complete included OTEs and options available for guests with a mobility impairment.

### 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 at any one time
- 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 – ramp access requirements should be advised at the time of booking the rail journey:

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

The total maximum weight that can be supported by ramp access is 300kg – including the mobility aid, guest's weight and companion's weight if the companion is required on the ramp at the same time.

Guests need to negotiate ramps up to 1:8 gradient unassisted where the ramp length is less than 1520mm. They need to negotiate up to 1:14 gradient unassisted when the ramp is longer than 1520mm.

GSR is unable to accommodate mobility access at Overland stops not included on this list.

Mobility aids and fittings need to fit in a space that is 800mm wide and 1300mm long.

Mobility aids and fittings need to be able to turn in a space that is 2070mm long and 1540mm wide.

## 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 on-board 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.

Failure to present the required certificate may result in the guest being refused travel.

## 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 on-board 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 30<sup>th</sup> 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 Team Member

## 7.0 Pregnancy

Guests who are pregnant and have reached the 30<sup>th</sup> 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. This certificate must be provided to GSR prior to boarding.

## 8.0 Guide 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.

# GREAT SOUTHERN RAIL



## 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. We therefore require that should you have any special needs you 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 medical 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 medical certificate and/or are not accompanied by a suitable guest.

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_      **Guest Name:** \_\_\_\_\_

**Guest Mobile/Email Contact:** \_\_\_\_\_

**Booking Reference Number :** GSR

**Travel Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_      **FROM:** \_\_\_\_\_      **TO:** \_\_\_\_\_

**Service Level:** *(Please tick)* **Platinum**     **Gold**     **The Overland Red Premium**     **The Overland Red Standard**

**Cabin Type:** \_\_\_\_\_

### 1. Wheelchair or Walker use:

Do you use a walker or wheelchair to assist with your mobility? **YES**     **NO**  *(Please tick)*

### 2. Wheelchair or Walker for check-in:

If you have ticked 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.

### 3. 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 specialised onboard pushchair, which can be pushed by your accompanying fully-mobile carer.

Would you like us to provide one of these for you onboard? **YES**     **NO**  *(Please tick)*

# FITNESS TO TRAVEL

## 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**  (Please tick)

## 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**  (Please tick)

## 6. Travelling with Carer:

If you ticked NO in question 5, please advise the name of the carer who will be travelling with you. If they are on a separate booking, please also list the booking reference number:

**Carer Name:** \_\_\_\_\_

**Carer Booking Reference:**

## 7. Oxygen Tanks/Sleep Apnea machine:

Will you be bringing Oxygen Tanks/Sleep Apnea machine 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.

**Please note:** It is recommended if bringing a Sleep Apnea machine that a surge arrester is also packed.

## 8. Prescription Medicines:

Will you be carrying Prescription Medicines with you onboard? **YES**  **NO**  (Please tick)

Please list details below including whether any of these need to be refrigerated:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## 9. Sharps Container for Hypodermic Needles

If administering medication requires the use of a hypodermic needle, a specialised sharps container must be used for safe disposal.

Would you like us to supply one for the duration of the journey? **YES**  **NO**  (Please tick)

## 10. Other important information:

Please provide any other relevant information regarding your fitness and mobility:

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Please complete this form and email to: **sales.enquiries@gsr.com.au** (within Australia) or **reservations@gsr.com.au** (outside Australia) so that it can be applied to your reservation. If further information is required, we will follow this with a telephone call or email.