

GREAT JOURNEYS OF NEW ZEALAND: SUMMARY TERMS AND CONDITIONS AND INFORMATION ABOUT YOUR SERVICE

KiwiRail Limited (**us** or **we**) operates The Great Journeys of New Zealand services. **Detailed terms and conditions of travel are contained in the General Conditions of Carriage for Passenger Services (the General Conditions) at www.greatjourneysfnz.co.nz.** Provisions in the General Conditions exclude or limit our liability for loss or damage to your property or suffered by you. We have summarised below some of the General Conditions. If anything in this information conflicts with the General Conditions, the General Conditions apply.

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 us free on 0800 ARRIVAL (0800 277 482).

Baggage

We advise you to insure all your baggage and personal items. Please remember to attach labels with your contact details at your origin.

Each adult in your party may take on board one small handbag 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.

Checked baggage

- Two items of check-in baggage per person, with a maximum combined weight of 40kg
- Maximum volume per bag is 200 linear centimetres (this is calculated by adding height + length + width together)
- Maximum weight for a single bag is 32kg:
 - Bags weighing over 23kg require two people to lift on to the train and we may require your assistance
 - Bags over 32kg will not be accepted

For Sounds Air baggage limits and charges please refer to the Sounds Air [luggage policy](#).

Extra baggage

If you have other personal items such as sporting equipment (excluding bicycles) or musical instruments (e.g. surfboards or golf clubs), you must book these with us in advance. Extra baggage will be carried on the train only if booked in advance and space is available, and may be subject to an additional cost per item per service. Non-personal items such as household equipment, crates of fruit etc, will also be charged as extra baggage and carried only on train services if space is available and can be easily lifted and stored. Please note you may not be able to take large items on third party operators due to space constraints, please contact your service or tour operator regarding their baggage limits.

Bicycles

Bicycles are charged at an additional rate per train journey and are limited to four bikes per train journey. You must book in advance as space is limited and transport of bicycles, which are not pre-booked, is not guaranteed. Removal of pedals, folding of handlebars, covering of chain and all sharp edges may be requested.

To book extra baggage or bicycle(s) on your Great Journeys of New Zealand service please contact us on 0800 ARRIVAL (0800 277 482) and have your booking details ready.

Restricted items

For safety reasons, dangerous articles / hazardous goods must not be packed in checked or carry-on baggage. Restricted articles include but are not limited to compression gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons and infectious substances. Dangerous or hazardous items cannot be carried on third party provided services and may be declined at check-in.

Children and Infants

Children two years and older must be ticketed so they are allocated a seat, and must be accompanied by an adult over 18. Infants (under the age of 2 years) travel free if seated on an adult's knee, one infant per adult.. If an infant is travelling in a car seat, a normal child's ticket will need to be purchased at the applicable fare. Infants are not allocated a luggage allowance.

Right to refuse carriage

We may refuse to carry any person or property, cancel a ticket and/or any reservation made in respect of it or refuse carriage under a ticket when, in the exercise of its absolute discretion, we decide:

(a) that action is necessary for reasons of safety; or (b) that action is necessary to prevent violation of any law or regulation; or (c) that the conduct, age, mental or physical state, nature or condition (including intoxication) of a passenger or property, as applicable, may cause inconvenience, discomfort or objection to any other passenger or involve any hazard or risk to themselves, any other passenger, person or property. For accessibility information please see the "Wheelchairs and special assistance" section below.

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. Please refer to the General Conditions for more information.

Alcohol

All Great Journeys of 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 a Great Journeys of New Zealand for consumption during travel. Passengers transporting alcohol (e.g. cases of wine) are asked to ensure it is carried in the baggage hold.

Animals

No animals are permitted on Great Journeys of New Zealand trains other than registered assistance dogs. A small blanket must be provided for the dog to sit on.

Pre-purchased food and drink

In the unlikely event that we cannot supply any part of a pre-ordered meal, we will offer the option of an alternative item from our on-board 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 Great Journeys of New Zealand services by anyone other than our staff.

Smoking

By law, all Great Journeys of New Zealand trains and third party provided services are designated non-smoking. Passengers may not smoke anywhere on board, including when outside on an open air viewing platform.

Wheelchairs and special assistance

Passenger safety and comfort are paramount. Please advise us of any specific requirements you may have to assist us in making your journey more comfortable, this includes any medical or mobility equipment required on board and large or heavy wheelchairs/mobility scooters. A hoist is available on all trains to assist passengers to board and disembark. Each train service can accommodate a maximum of two wheelchair-bound passengers. We ask that passengers remain in their chair or mobility scooter at all times. Where required, carers must accompany passengers for the length of their journey. Platform heights can vary between stations; this may make boarding the train difficult. Due to space constraints in the main carriage, passengers' wheelchairs that are not required for the journey will be carried in our luggage van.

Third party services

If you are traveling on with a third party provider and believe you or one of your party will require assistance please contact them or your tour operator for accessibility and assistance information as special arrangements may need to be made for boarding, disembarking and/or carriage of wheelchairs or mobility scooters. For health and safety reasons, pilots and bus drivers are not permitted to assist in carrying of passengers, and planes and buses may feature steps to board and disembark, as well as internal stairways to passenger seating areas.

Updates to our terms and conditions

We may change our terms and conditions without notice by updating our website at www.greatjourneysofnz.co.nz. Where terms and conditions are amended the terms and conditions in force when your ticket was purchased will apply.