

Luggage Policy

Checked Luggage:

Our Northern Explorer, Coastal Pacific and TranzAlpine train services have a dedicated Luggage Carriage. Please check in any suitcases, backpacks, wheeled cabin sized bags, sports equipment and other bags of personal items in the Luggage Carriage. We'll also help you with your Luggage as you get on and off the train.

Details of our Luggage allowance policy is below:

Scenic & Scenic Plus Class

The Checked Luggage allowance is one item of large checked bag 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 cabin bag must be checked into the Luggage Carriage due to limited space and safety requirements onboard the passenger carriages.

Maximum volume for the large 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 Luggage allowance.

A maximum of one additional item of Luggage 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 your Hand Luggage that you take on the train.

You are able to book your excess Luggage when you make your booking.

On-board Carry on Allowance – Hand Luggage.

Scenic & Scenic Plus Class

One small day pack (no wheels) and 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.

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

Overweight and Oversized Luggage Items

If your Luggage includes any overweight, oversize or sporting item, your options are below.

Overweight - If your bag weighs more than 23kg

For safety reasons, we do not accept bags that weigh more than 23kg. If your checked bag is more than 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 Luggage allowance charge, to buy a re-pack bag for \$20 to repack your Luggage 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 Luggage allowance for \$20.

Oversized - 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 Luggage to the allowable dimensions. This cost is in addition the \$20 additional Luggage allowance charge.

Travelling with Children

Child fares have the same Luggage 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 Luggage allowance.

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

These additional items must be checked into the Luggage Carriage, 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 Luggage other than two items from the below list for every infant in your group as part of your Luggage allowance.

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

These additional two items must be checked into the Luggage Carriage 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 Luggage allowance. Otherwise, excess Luggage 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 added at the time of booking. Our Luggage Carriages 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 Luggage 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 -scooter are to be collapsed if able to be and are classified as excess Luggage at a \$20 charge

Other items

- Walking frames
- Wheelchairs, Powerchair and Mobility Scooter
 - Maximum combined weight (passenger and chair) 364kg
 - Maximum length 1295mm (51")
 - 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 Luggage or carry on bags and will need to be separated and stored in a designated Hazardous Items area of the Luggage Carriage.

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.

How do I manage my Checked Luggage?

You need to label your Checked Luggage with your name or other personal identification.

We will put a location tag on each piece of your Checked Luggage and give you a Luggage receipt for you to identify your bag at the end of your journey.

We will refund any additional Luggage fees if we can't carry your Luggage because of operational, safety or security reasons outside our control. We will also refund any fee charged to transport Checked Luggage lost in our care.

How do I collect my Checked Luggage?

You must collect your Checked Luggage as soon as it is available at your destination.

You must be able to show your Luggage Receipt when you collect your Checked Luggage. We have to be satisfied of your right to the Checked Luggage before we can give it to you.

When is The Great Journeys of New Zealand responsible for my Luggage?

We are responsible for your Luggage once you check it in with us until it is delivered to the Luggage collection area at your destination.

Transporting your Checked Luggage to our Check-in point is your responsibility. That includes carrying, lifting, moving and securing your Luggage.

What happens if my Luggage is lost or damaged during travel?

Our liabilities to you for your Luggage is outlined in the provisions of [the Contract and Commercial Law Act 2017 \(Part 5, New Zealand\)](#). These Conditions do expressly modify some of the provisions in the Act. Please see Our Liability to You section in our General Conditions of Carriage.

It's important to remember that our liability to you is limited. We strongly recommend you arrange travel insurance that covers lost or damaged Luggage, just in case.

If you make a claim for loss of or damage to your Luggage with us, you will need proof of that loss or damage.

We are not liable for any loss or damage that occurs because we were complying with laws or Government regulations, orders or requirements, or from your failure to comply with them.

We are not liable for damage to your Checked Luggage if it had inherent defects or was of poor quality. We are not liable to you for general wear and tear of your Luggage. We are not liable to you for Damage to the following parts;

- Scratches, dents or minor cuts
- Damage to or loss of straps, hooks or belts
- Broken wheels or feet
- Zips or locks
- Damage to retractable or fixed Luggage handles
- Damage resulting from over packing

We are not liable for damage to your on board Hand Luggage unless the damage is due to our employees' negligence or wilful default.

If any lost or damaged items in your Checked Luggage should not have been carried under the terms of our Conditions, we will not be liable to you.

We are not liable to you if your Luggage is collected by another passenger. We may be able to assist in locating your bag; but any repatriation or inconvenience costs will be at your expense.

We may not be liable or our liability may be limited if you have contributed to the loss or damage of your Luggage in any way.

If your Luggage damages other persons or property, including our property, you are responsible for all damages.

When should I claim for loss or damage to my Luggage?

When you accept your Luggage at your destination and you do not say anything at the time, then we consider that your Luggage has been delivered in good condition and in accordance with our Conditions. If this is not the case and you wish to make a claim for damage you will need to prove that this is not the case.

You must notify our staff prior to leaving the station that your Luggage has been damaged. You must then make your claim for damaged Luggage in writing to us, within 30 days of collecting your Checked Luggage.

If your Luggage is missing on arrival at your Destination, you must notify our staff at the station at that time and provide details of the lost Luggage. Our staff will endeavour to locate your Luggage for you. We will keep you informed as we investigate your lost Luggage. We will advise you if we are unable to find your lost Luggage. You must then make your claim for the lost Luggage in writing to us, within 30 days of the date your Luggage went missing.