

Live Chat



There are now more ways than ever to contact us, with the launch of Rail Tickets live chat.

If you need help at anytime, simply click on the Live Chat button and one of our dedicated Rail Specialist will be on hand to assist.

Live Chat will be available from 9am to 7pm daily Monday-Friday and from 9am to 12noon on Saturday.

Earn Trip Points



To celebrate the launch of our new website, until 31 December 2011 **ALL** Rail Tickets bookings will earn Trip Points; 1 point for each \$1 sold excluding booking fees.

From 01 January 2012 you will earn 1 point for each \$1 sold excluding booking fees;

- UK, Europe and USA point to point tickets & UK and Europe Rail Passes purchased **online**.
- All other Rail Tickets products purchased via telephone or email not listed above

When completing your information in our online booking system be sure to enter your Trip number. Alternatively, always include your Trip number on any email or advise our Rail Specialists if you contact us by telephone.

Website: www.railtickets.com.au

Email: info@railtickets.com.au

Telephone: 1300 360 823



CALL US
1300 360 823

GET ON BOARD THE ALL NEW railtickets.com.au

- Instant access: no login required
- Retrieve and amend bookings online
- Live chat with one of our rail specialists
- All new rail product content including detailed maps, seating and carriage layouts, printable itineraries and more comprehensive product information
- E-ticketing on many popular high speed trains including Eurostar and TGV.
- Now earning Trip points



How to Book Online

Search and Book – UK/Europe and USA

Point to Point UK/Europe & USA

Search for train
schedules & book
point to point tickets

Search for train tickets

One-way Round trip

From:

To:

Departure: 29/10/2011 Morning

Returning: 29/10/2011 Morning

Passengers: 0 Adults 0 Seniors 0 Youth 0 Children

[traveller age ranges](#)

I have a Rail Pass

search tickets

UK/Europe Passes *

Select and book
passes from a
complete list of
available options

Book or quote rail passes

If you know the pass that you require or would like to see a list of all available options, please click on the applicable link below

- [1 Country](#)
- [2 Countries](#)
- [Multi-countries](#)
- [Specials](#)

Not sure which pass,
this search will
narrow down the
choices for you.

Search for rail passes

In order to give you the best available passes, please complete the form below or select the countries on the map.

Select country 1:

Select country 2:

Select country 3:

search passes

* Note: Japan and USA Rail Passes are not currently available online, however they will be added shortly.

Retrieve and Amend Bookings Online

All you need is your email address and booking number, both of which are detailed on the booking email confirmation. Access is available from the home page.

Retrieve and amend an existing booking

To retrieve an existing booking, please enter the following details:

Email: Booking No:

Search

If you are already in the booking system, simply click the **Booking Search** button and add the required details to retrieve your booking and amend

E-Tickets

E-tickets now available on a number of train services:



Eurostar



Thalys



TGV (refer to the Agents Info section on our new website for a full list of available services)



Renfe (Spanish trains)

Bookings which have only e-ticketed services will be issued as such. Bookings with a combination of e-ticket and paper tickets will all be issued as paper tickets, to avoid any confusion over documentation.

E-documents are issued on the following services, these must be exchanged at the station for actual tickets:



AMTRAK (USA)



British Trains (ATOC)



ViaRail (Canada)

For further information regarding these documentation options, refer to the Agents Information section, located on the footer of www.railtickets.com.au

Instant Purchase Fares

There are a number of instant purchase fares now available. In order to secure these you will need to contact Rail Tickets on 1300 360 823.

1. One of our dedicated reservations specialists will book the required sector/s.
2. Immediate payment and receipt number will be required.
3. Booking will be finalised once payment confirmation has been received.
4. Price can only be guaranteed when documents are issued, e-documents will be issued and emailed as per standard documentation procedure.

Note: Fares are subject to availability, cannot be held and cannot be confirmed until proof of payment has been received.

Instant purchase fares are available on the following services:



British Trains (ATOC)



Renfe (Spanish trains)



ViaRail (Canada)

Instant purchase fares are non refundable and non changeable