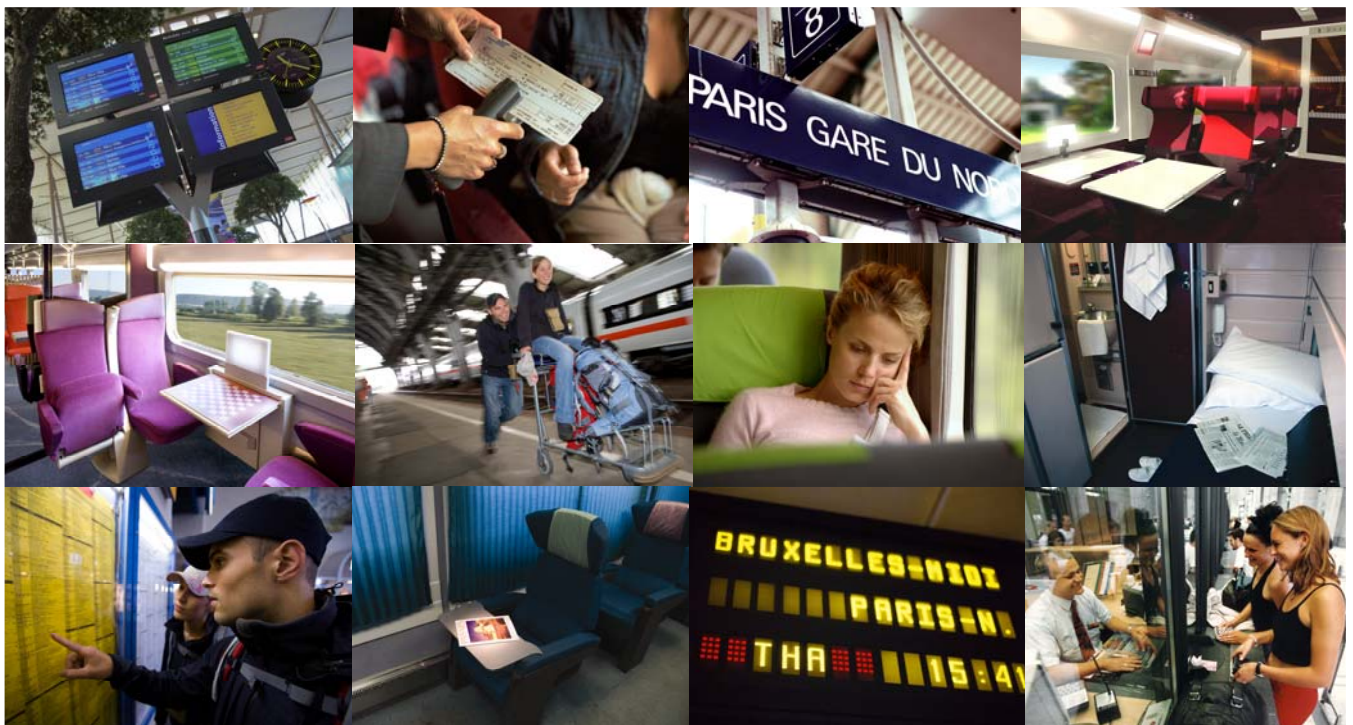


Rail Tickets OBE Training Manual





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RT24/7 Rail Tickets Online

RT24/7 is the newest online technology for purchasing selected train tickets and passes. The online booking process is simple to follow, provides a greater ability to compare pricing, ease of selection from a choice of departure times and up to the minute information which puts you in control of your customer's booking.

Products that can be booked

European Rail Passes
European train tickets
UK Rail Passes
UK train tickets
USA train tickets

RT24/7 Benefits

- Online bookings via www.railtickets.com.au, 24 hours a day, 7 days a week;
- Immediate confirmation of bookings;
- Retrieve and amend bookings
- Online access to product information;
- Greater ability to compare pricing options and departure times;
- Timely access to seat availabilities;
- Rail Protection Plan.

Pass and Passholder Fares important information:

When selecting a pass it is important that the pass covers ALL countries of intended travel, including any countries transited through.

If you are booking point to point journeys in conjunction with a pass, all available fares will be displayed; you must ensure that you have the correct pass for the chosen fare. Please ensure that you read the Fare Conditions, which can be displayed prior to selecting a fare.

To use a passholder fare a valid rail pass must be held at the time of travel. The pass must cover all countries of intended travel. Where a train transits through a country not covered by the pass, an additional ticket must be purchased.

Passholder fare rules:

- **To use a passholder fare, a valid rail pass must be held at time of travel.**
- **The pass must cover ALL countries of intended travel, including countries transited through.**
- **2nd Class passholders can only travel in 2nd Class. 1st Class passholders can travel in either class.**



Accessing RT24/7

The Rail Tickets website address is: www.railtickets.com.au. The online booking engine is located on the home page of the website.

Online Booking: Travel agents only – book here! Consumer enquiries please contact your travel agent.

Start searching train tickets

One way Round trip

From:

To:

Depart:

Return:

Travellers:

Adult Senior

Youth Child

[Traveler age ranges](#)

I have a Rail Pass

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](#)


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:




Alternatively, it is also possible to book pass product directly from the product information.

BritRail Pass + Ireland [Print This Page](#)

Want to explore all of the UK and Ireland, then you will need BritRail's most comprehensive rail pass. This non-consecutive travel day pass allows unlimited train travel on the national networks of England, Scotland, Wales and Ireland, as well as the London airport links. Discover the wonders of Britain plus the charm of Ireland, "The Emerald Isle" with this great pass. Ireland is a country filled with many enchanting castles, green pastures and plenty of Guinness beer.

BONUSSES

BritRail Passes offer a number of fabulous [bonuses](#).



PRICING

Prices are displayed in AUD.

1st class	2nd class	Regular				Saver (2 to 5 pax)	
		Adult	Senior	Youth	Child	Adult	Child
Britrail Pass + Ireland							
		809.0			405.0		
		1,449.0			725.0		



RT24/7 Home Page

UK, Europe and USA tickets

Start searching train tickets

One way Round trip

From:
To:

Depart:

Return:

Travellers:
 Adult Senior
 Youth Child

[Traveler age ranges](#)

I have a Rail Pass

search tickets

Details fare age requirements

Check this box if passengers will have rail passes

UK and Europe rail passes

Book or quote rail passes ← Provides list of passes to select from

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](#)

Search for rail passes ← Search functionality which provides various options to choose from

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



Searching/Booking

(Point to Point fares)

Start searching train tickets

1. One way Round trip

2. From:
To:

3. Depart:

4. Return:

Travellers:

5. Adult Senior
 Youth Child

[Traveler age ranges](#)

6. I have a Rail Pass

search tickets 7.

Start searching train tickets **Book or quote rail**

One way Round trip

If you know the pass that available options, please click on the applicable link

From: [> 1 Country](#)

To:

Depart:

Search for rail pass

Return: No results

In order to give you the best options, please click on the applicable link

Start searching train tickets **Book or quote rail passes**

One way Round trip

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

From: [> 1 Country](#)

To: [> 2 Countries](#)
[No results](#) [> Multi-countries](#) [> Specials](#)

Depart:

Search for rail passes

November 2011							December 2011						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5					1	2	3
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

Simply fill in the details in the Search for train tickets template.

1. Select one-way or return
2. From:/To: Type the 1st few letters of the city to display city list eg PAR or the full city name
3. Travel date: a calendar will pop up from which to select the date
4. Travel time: select from Morning/Afternoon/Evening or approx hour
5. Select number of passengers (you can check age policy via the [traveller age ranges](#) link)
6. Only tick the "I have a Rail Pass" box if you have already purchased a Rail Pass
7. Click search tickets



Searching/Booking

(Point to Point fares)

Search results for the sector requested will be displayed. If a return journey is requested, the outbound sector details will be displayed first and once your selection is made, the return journey options will display.

RAIL TICKETS **RT24/7 RAIL TICKETS ONLINE** **CALL US 1300 360 823**

Logout Booking Search

Start searching train tickets / Select your outward journey

One way From Paris To Reims : 29/11/2011 - Morning - 1 Adult [Modify your criteria](#) 7.

Result summary 1.			
	08:57	11:27	12:57
Outbound	08:57	11:27	12:57
Duration	0h 45m	0h 45m	0h 45m
Arrival	09:42	12:12	13:42
From price	AUS37.00	AUS31.00	AUS27.00
Connection	Direct	Direct	Direct
Reservation	Included	Included	Included

[Earlier trains](#) | [Later trains](#) 2.

DETAIL DEPARTURE 08:57 - ARRIVAL 09:42

Time	Station/Stop	Duration	Train nbr.	Train
08:57	PARIS EST	0h 45m	TGE 2713	TGV
09:42	REIMS			

[Trip details](#) 3.

PRICES DEPARTURE 08:57 - ARRIVAL 09:42

Best 2:	Best second class	1 x 2nd CI Leisure 3 Adult	AUS37.00	Add to cart 6.
		Fare and conditions 4.		
Flexi 2:	Flexible second class	1 x 2nd CI PLUS Adult	AUS48.00	Add to cart
		Fare and conditions		
Best 1:	Best first class	1 x 1st CI Leisure 3 Adult	AUS38.00	Add to cart
		Fare and conditions		
Flexi 1:	Flexible first class	1 x 1st CI PLUS Adult	AUS85.00	Add to cart
		Fare and conditions		

[Show 2 other package\(s\)](#) 5.

1. Choose a train by clicking in the column of the applicable service, the blue arrow will reflect your choice or
2. Select [Earlier trains](#) | [Later trains](#) for other departure options.
3. You can display details of the train service via [Trip details](#).
4. [Fare and conditions](#) can be displayed.
5. Lowest to highest prices displayed, if more fares options are available a comment such as [Show 5 other fares](#) or [Show the alternative fare\(s\)](#) will appear in the bottom left of the screen. Click this for additional options.
6. Add to cart to book the selected train.
7. To change any detail of your search, click on the Modify button



Passenger Information

(Point to Point fares)

Once you click on add to cart and the passenger information screen will appear.

- There are only two options for titles, Mr. and Ms; this is simply a functionality of the rail carrier reservations systems that we connect to and hence no other options are available.
- Names must be detailed as per passenger's passport; incorrect spelling may result in validation issues.
- Only Roman Characters can be used, hyphenated names are acceptable
- Date of Birth is now required, as an added security check for e-ticket bookings

[close](#) or Esc Key

Travellers information
Please enter passenger names (only Roman Characters are allowed).

	Title *	Firstname *	Surname *	Country of residence *	Date of birth *
Adult	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	Australia	<input type="text" value=""/>
Adult	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	Australia	<input type="text" value=""/>

[close](#) or Esc Key

Travellers information
Please enter passenger names (only Roman Characters are allowed).

	Title *	Firstname *	Surname *	Country of residence *	Date of birth *
Adult	<input type="text" value="Mr."/>	<input type="text" value="Test"/>	<input type="text" value="Booking"/>	Australia	<input type="text" value="31/12/1980"/>
Adult	<input type="text" value="Ms."/>	<input type="text" value="Testa"/>	<input type="text" value="Booking"/>	Australia	<input type="text" value="01/02/1980"/>

If you are adding more than one product to a booking, the system will retain the passenger name/s and it is possible to select this from the "Saved travellers"

[close](#) or Esc Key

Travellers information
Please enter passenger names (only Roman Characters are allowed).

	Saved travellers	Title *	Firstname *	Surname *	Country of residence *	Date of birth *
Adult	<input type="text" value="--"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	Australia	<input type="text" value=""/>
Adult	<input type="text" value="Test Booking"/> <input type="text" value="Testa Booking"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	Australia	<input type="text" value=""/>



Shopping Cart



1. [Logout](#) [Booking Search](#) 2.

4. Add Consultant Information

Consultant Name:
 Agency:
 Agent Email:
 Consultant Trip Number:

Add Departure Information

Enter Departure Date from Australia
 11

5. Your booking reference: 18859664

[Empty the cart](#) 3.

6. Point to point products

From PARIS To REIMS

Time	Station/Stop	Duration	Train nbr.	Train
19/11/2011 11:27	PARIS EST	0h 45m	TGE 2723	TGV
19/11/2011 12:12	REIMS			
Best 1		Best first class	2 x 1st CI Leisure 1	
Travellers:		Test Booking Testa Booking		

AU\$134.00 7.

From REIMS To PARIS

Time	Station/Stop	Duration	Train nbr.	Train
19/11/2011 16:25	REIMS	0h 45m	TGE 2746	TGV
19/11/2011 17:10	PARIS EST			
Best 1		Best first class	2 x 1st CI Leisure 2	
Travellers:		Testa Booking Test Booking		

AU\$86.00

OPTIONAL RAIL PROTECTION (Click here for Terms and Conditions) \$60.00 8.

SUBTOTAL:	\$280.00
BOOKING FEE:	\$35.00
ISSUANCE FEE:	\$0.00
TOTAL PRICE:	\$315.00

9.

NYOP

Show above pricing no agent fees to be added
 Or Name Your Own Price
 Enter the **NEW TOTAL SELL** price to consumer
 Show total only
[Update](#) 10

12. [Add Sectors/Passes](#) [Complete Booking](#) 13.

1. Logout button – Returns you to the home page
2. Booking search –Retrieve an existing booking
3. Empty the cart to discard and/or start again
4. Consultant details must be added, remember to include your Trip Number and full name of agency.
5. Online booking reference number
6. Summary of sector/sectors booked
7. Rubbish bin can be clicked to remove single products
8. Rail Protection Plan. This will automatically be included, uncheck box to remove RPP
9. Pricing summary, fees are separately detailed.
10. NYOP (refer page 20 for further details)
11. Departure date must be accurate as this is used for documentation purposes
12. Add sectors to book additional trains/rail passes
13. Complete booking. It is important that this button is clicked; otherwise the booking will not be processed.



Confirmation

To receive a Booking Confirmation, the complete booking button must be clicked on the Shopping Cart page. The booking is not be finalized without this.

An email confirmation will automatically be generated to the email address specified in the shopping cart.

1. [Logout](#) [Booking Search](#) 2.

Your booking reference: 18859654

Booking ID: 18859654
 Consultant Name: Fiona Edgar
 Trip Number:
 Booking Date: 14/11/2011
 Agency Details: Rail Tickets
 Australian Departure: 17/11/2011

Point to point products

From PARIS To REIMS

Time	Station/Stop	Duration	Train nbr.	Train
19/11/2011 11:27	PARIS EST	0h 45m	TGE 2723	TGV
19/11/2011 12:12	REIMS			
Best 1	Best first class	2 x 1st Cl Leisure 1		
Travellers:	Test Booking Testa Booking			

From REIMS To PARIS

Time	Station/Stop	Duration	Train nbr.	Train
19/11/2011 16:25	REIMS	0h 45m	TGE 2746	TGV
19/11/2011 17:10	PARIS EST			
Best 1	Best first class	2 x 1st Cl Leisure 2		
Travellers:	Testa Booking Test Booking			

3. OPTIONAL RAIL PROTECTION ([Click here for Terms and Conditions](#)) \$60.00

4. SUBTOTAL: \$280.00
 BOOKING FEE: \$35.00
 ISSUANCE FEE: \$0.00
 TOTAL PRICE: \$315.00

Thank you for booking Rail Tickets online, an email invoice will be automatically generated. Segments requiring confirmation will be processed by Rail Tickets and confirmed directly to you.

If you need to contact Rail Tickets regarding this booking please email online@railtickets.com.au or Phone 1300 360 823

5. [New Booking](#) [Print this page](#) 6.

1. Logout button – Returns you to home page
 2. Booking Search – allows you to search for an existing booking
 3. Rail Pass Protection pricing add, \$15 per sector/pass per person
 4. Pricing summary
 5. Begin a new booking, this will return you to the RT24/7 home page
 6. Allows consultants to print a record of the booking
- Note: an email confirmation will automatically be sent




Outside Booking Horizon

(Point to Point fares)

Depending on the date of the train requested, it is possible that the service may not be loaded into the rail carrier reservations system at the time of request; the result is an “outside booking horizon” message.

This often happens with requests for high speed services, as many of these journeys are available for sale up to 120 days prior to service departure. During seasonal timetable changes this is also an issue.

The system will display indicative departure times for your reference, however these cannot be booked.


Logout

Search for train tickets / Select trip

One way From Roma To Florence : 31/10/2010 - Morning - 2 Adults

View Cart
Modify

Result summary [Earlier trains](#) | [Later trains](#)

Departure	07:15	07:45	08:05	08:15	08:45
Duration	1h 35m	1h 35m	1h 39m	1h 35m	1h 35m
Arrival	08:50	09:20	09:44	09:50	10:20
From price					
Connection	Direct	Direct	Indirect	Direct	Direct
Reservation	Not required	Not required	Not required	Not required	Not required

↑

Reservations are not yet open for sale. To request this service please add details of the required journey in the notes area of the shopping cart. Rail Tickets will provide lowest fare subject to change at time of confirmation and automatically book this sector once available for reservations.

Alternatively [modify selection](#) or [view cart](#) to continue.

DETAIL DEPARTURE 07:15 - ARRIVAL 08:50

Time	Station/Stop	Duration	Train nbr.	Train
07:15	ROMA TERMINI			
08:50	FIRENZE S M N	1h 35m	Trip details	ICE 9506



Searching/Booking

(Rail Passes)

There are two ways in which to search for passes;

1. **List:** If the pass that is required is known, then this is the quickest way to book a pass
2. **Search:** This function will provide a selection of pass options based on the criteria provided

1. **Book or quote rail passes** ← Click on applicable heading for list of 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](#)

2. **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



Search for pass options by selecting required countries, either by clicking on the map or using the drop down menu



Booking from List

(Rail Passes)


Clicking on any of the headings below will provide a list of all the possible passes featured under that broad category. Simply click on the required pass for details.

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](#)

Multi-countries



Multi Country Passes

Europe

- Balkan Pass
- Central Europe Triangle Pass
- Eurail Austria-Croatia/Slovenia Pass
- Eurail Benelux Pass
- Eurail Benelux-France Pass
- Eurail Benelux-Germany Pass
- Eurail Croatia/Slovenia-Hungary Pass
- Eurail Global Pass
- Eurail Scandinavia Pass
- Eurail Select 3 Pass
- Eurail Select 4 Pass
- Eurail Select 5 Pass
- European East Pass

UK

- BritRail Pass
- BritRail Pass + Ireland

Click here to change to: [1-Country](#) [2-Countries](#) [Specials](#)

You can switch to alternative lists by clicking the other headings at the bottom of the page



Booking from List

(Rail Passes)

Clicking on the desired pass will take you to a pass product screen as per below.

Note: If any field are empty, such as Senior & Youth in this case, then fares for this category do not exist.

Eurail Select Pass 3 Countries

The 3 Country Eurail Select Pass lets you choose any 3 adjoining countries that are directly connected by either train or ferry. Choose from the following European countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Republic of Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Romania, Serbia-Montenegro, Slovenia, Spain, Switzerland and / or Sweden with this fantastic pass.

Specials [Click here to view current Eurail Select Pass specials](#)

BONUSES Your Rail Pass is your ticket to a range of free or discounted ferry crossings, discounts on river cruises, museums, buses, accommodation, car hire and more. A comprehensive list is provided with all rail pass documentation.

[View Europe Map](#)

PRICING

Prices are displayed in AUD. [+](#)

1. **1st class** | **2nd class**

Eurail Select Pass 3 Countries	Regular				Saver (2 to 5 pax)	
	Adult	Senior	Youth	Child	Adult	Child
5 days / 2 months	492.0 + 2.			247.0 +	418.0 +	210.0 +
6 days / 2 months	543.0 +			273.0 +	462.0 +	232.0 +
8 days / 2 months	642.0 +			322.0 +	546.0 +	274.0 +
10 days / 2 months	745.0 +			373.0 +	634.0 +	318.0 +

3. [Add to cart](#)

Prices valid 01 January - 31 December 2011.
 Prices are subject to the following fees:
 A \$10 online pass issuance fee, a fee of \$12 applies to telephone bookings.
 A \$35 online booking fee or \$40 telephone booking fee applies to all bookings requiring seat/sleeper reservations.

1 Country

- > Eurail Austria Pass
- > Eurail Bulgaria Pass
- > Eurail Croatia Pass
- > Eurail Czech Republic Pass
- > Eurail Denmark Pass
- > Eurail Finland Pass
- > Eurail Greece Pass
- > Eurail Hungary Pass
- > Eurail Ireland Pass
- > Eurail Italy Pass
- > Eurail Norway Pass
- > Eurail Poland Pass
- > Eurail Portugal Pass
- > Eurail Romania Pass
- > Eurail Slovenia Pass
- > Eurail Spain Pass
- > Eurail Sweden Pass
- > France Rail Pass
- > German Pass
- > Swiss Family Card
- > Swiss Pass

2 Countries

- > Eurail Austria-Czech Republic Pass
- > Eurail Austria-Germany Pass
- > Eurail Austria-Hungary Pass
- > Eurail Austria-Switzerland Pass
- > Eurail Czech Republic-Germany Pass
- > Eurail Denmark-Germany Pass
- > Eurail Denmark-Sweden Pass
- > Eurail Finland-Sweden Pass
- > Eurail France-Germany Pass
- > Eurail France-Italy Pass
- > Eurail France-Spain Pass
- > Eurail France-Switzerland Pass
- > Eurail Germany-Poland Pass
- > Eurail Germany-Switzerland Pass
- > Eurail Greece-Italy Pass
- > Eurail Hungary-Romania Pass
- > Eurail Italy-Spain Pass
- > Eurail Norway-Sweden Pass
- > Eurail Portugal-Spain Pass

1. Switch between class of travel by clicking on tabs
2. Click the [+](#) beside the required pass/price. If booking for 2 person, click the [+](#) twice.
3. When the required number of passes have been selected, click in Add to cart

After selecting the required number of passes, click on [Add to cart](#)

If too many passes are added, simply select [-](#) to reduce the number of passes.



Booking from List (Rail Passes)

Before displaying the Shopping Cart, passenger details must be added.

- There are only two options for titles, Mr. and Ms; this is simply a functionality of the rail carrier reservations systems that we connect to and hence no other options are available.
- Names must be detailed as per passenger's passport; incorrect spelling may result in validation issues.
- Only Roman Characters can be used, hyphenated names are acceptable
- If you are adding more than one pass/sector to a booking, the system will retain the name and it is possible to selected this from the "Saved travellers"
- If Select Passes are chosen, you must specify the countries required.

[close](#) or Esc Key

Specify countries

Country 1

Country 2

Country 3

Travellers information

Please ensure that all of the passenger names have the correct title and that names are spelled correctly, as per passport. Passengers traveling on discounted fares such as child, youth or senior must be the correct age at the time of travel. Amendment or cancellation fees will be imposed if any details are incorrect (only Roman Characters are allowed).

Title	Firstname	Surname	Country of residence
<i>2 x Adult (1st class) 6 days / 2 months</i>			
<input type="text" value="Mr."/>	<input type="text" value="Test"/>	<input type="text" value="Booking"/>	Australia
<input type="text" value="Ms."/>	<input type="text" value="Testa"/>	<input type="text" value="Booking"/>	Australia

After clicking Add to cart, details will appear in the shopping cart as per details featured on page 9. The complete booking button must be clicked to finalise the booking.



Booking from a Search

(Rail Passes)

This is a longer way to book passes, however if you are unsure of the best pass to book then this is the most thorough process to gain the right information. This is also a good way to compare different pass options.

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

Select country 4

Clicking on the map will populate the drop down fields and vice versa.

search passes

After selecting the required countries, click on search passes.

CALL US
1300 360 823

Logout
Booking Search

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

Country 1.	<input type="text" value="France"/>	<input type="text" value="5"/>	Number of travel days
Country 2.	<input type="text" value="Switzerland"/>	<input type="text" value="3"/>	Number of travel days
Country 3.	<input type="text" value="Italy"/>	<input type="text" value="5"/>	Number of travel days
Country 4.	<input type="text"/>	<input type="text"/>	Number of travel days
Country 5.	<input type="text"/>	<input type="text"/>	Number of travel days

3. Global Pass

Enter travellers ages at date of use

Adult	<input type="text" value="2"/>	(26-59)
Child	<input type="text" value="0"/>	(Details)
Youth	<input type="text" value="0"/>	(under 26)
Senior	<input type="text" value="0"/>	(over 59)

1.

2.

4. search passes

When selecting a pass it is important the pass covers ALL countries of intended travel, including countries transited through.

1. Add in the number of travel days and days in country. This is to ensure that the pass will have sufficient validity both in travel days and time frame.
2. Add number of passengers by age group
3. Global Pass pricing can be accessed by clicking [here](#)
4. When all details are completed, click search passes



Booking from a Search

(Rail Passes)

1. Search for rail passes

Country	# of travel days	2 Travellers
France	5 days	
Switzerland	3 days	
Italy	5 days	

2. Result summary

Description	Travel period	Validity period	Second class	First class
1 x Eurail France - Italy Pass (saver pass) 2 Adult 1 x Swiss Pass (saver pass) 2 Adult	10 days 3 days	2 months 1 month	AU\$1,436.00 Add to cart	
1 x Eurail Italy Pass (saver pass) 2 Adult 1 x Swiss Pass (saver pass) 2 Adult 1 x France Railpass (saver pass) 2 Adult	5 days 3 days 5 days	2 months 1 month 1 month	AU\$1,462.00 Add to cart	
1 x Eurail Greece - Italy Pass (saver pass) 2 Adult 1 x Swiss Pass (saver pass) 2 Adult 1 x France Railpass (saver pass) 2 Adult	5 days 3 days 5 days	2 months 1 month 1 month	AU\$1,566.00 Add to cart	
1 x Eurail Italy Pass (saver pass) 2 Adult 1 x Swiss Pass (saver pass) 2 Adult 1 x Eurail France - Spain Pass (saver pass) 2 Adult	5 days 3 days 5 days	2 months 1 month 2 months	AU\$1,570.00 Add to cart	
1 x Eurail Italy - Spain Pass (saver pass) 2 Adult 1 x Swiss Pass (saver pass) 2 Adult 1 x France Railpass (saver pass) 2 Adult	5 days 3 days 5 days	2 months 1 month 1 month	AU\$1,638.00 Add to cart	

3. Fare and conditions

1. The header summarizes the search criteria.
2. Pass combinations are displayed, often there will be various combinations possible and all are displayed in price order.
3. Fares and conditions will be displayed
4. Select the pass option and click Add to cart
5. Click Modify to change search criteria
6. Search for an existing booking
7. Logout, return to home

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

Country 1: France (5) Number of travel days
 Country 2: Switzerland (3) Number of travel days
 Country 3: Italy (5) Number of travel days
 Country 4: () Number of travel days
 Country 5: () Number of travel days

Global Pass
 Enter travellers ages at date of use
 Adult: (26-59)
 Child: (Details)
 Youth: (under 26)
 Senior: (over 59)

search passes

When selecting a pass it is important the pass covers ALL countries of intended travel, including countries transited through.



Booking from a Search

(Rail Passes)

Before displaying the Shopping Cart, passenger details must be added.

- There are only two options for titles, Mr. and Ms; this is simply a functionality of the rail carrier reservations systems that we connect to and hence no other options are available.
- Names must be detailed as per passenger's passport; incorrect spelling may result in validation issues.
- Only Roman Characters can be used, hyphenated names are acceptable

[close](#) or Esc Key

Travellers information

Please ensure that all of the passenger names have the correct title and that names are spelled correctly, as per passport. Passengers traveling on discounted fares such as child, youth or senior must be the correct age at the time of travel. Amendment or cancellation fees will be imposed if any details are incorrect (only Roman Characters are allowed).

	Title *	Firstname *	Surname *	Country of residence
<i>Eurail France - Italy Pass</i>				
Adult 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	Australia
Adult 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	Australia
<i>Swiss Pass</i>				
Adult 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	Australia
Adult 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	Australia

If you are adding more than one product to a booking, the system will retain the passenger name/s and it is possible to select this from the "Saved travellers"

[close](#) or Esc Key

Travellers information

Please enter passenger names (only Roman Characters are allowed).

	Saved travellers	Title *	Firstname *	Surname *	Country of residence *	Date of birth *
Adult	--	<input type="text"/>	<input type="text"/>	<input type="text"/>	Australia	<input type="text"/>
Adult	Test Booking Testa Booking	<input type="text"/>	<input type="text"/>	<input type="text"/>	Australia	<input type="text"/>

After clicking confirm, details will appear in the shopping cart as per details featured on page 9. The complete booking button must be clicked to finalise the booking.


Please note:

When booking multiple passes as per the above example, it is necessary to complete the passenger name details for each of the passes.



Retrieve and Amend a booking


There are 2 ways to retrieve and amend a booking.

1. Complete details on the home page
2. Click on the  button in the booking engine



1. All you need is your email address and booking number, both of which are detailed on the booking email confirmation. Add the required information and click on Search. The booking will appear in the shopping cart screen and for here you can make the necessary changes. Remember to Complete Booking to finalise your changes.

Retrieve and amend an existing booking

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

Email: Booking No: 

2. Retrieving a booking from within the booking engine. As per above, complete the email and booking number fields and the booking will be retrieved to the shopping screen.



CALL US
1300 360 823


[Logout](#) [Booking Search](#)

Booking search

Please enter your e-mail address and your booking number.

E-mail*

Booking number*





Name Your Own Price (NYOP)

Enter a NEW TOTAL SELL price to consumer

If you wish to charge an additional fee or provide a discount, enter your new total sell price in the white box

- If you enter a higher sell price your fee will be added to the booking fee.
- If you enter a lower sell price the difference will be shown as a discount on the confirmation print.

Show total only

Select to show total price without any component or fee breakdown on the confirmation print.

How it works

In the below example a journey from Milan to Verona has been booked and the subtotal of the booking is \$88, plus the booking fee of \$35, the total price is \$123.

From MILAN To VERONA

Time	Station/Stop	Duration	Train nbr.	Train	
30/08/2010 08:05	MILANO CENTRALE	1h 22m	TRN 9707		AUS\$88.00
30/08/2010 09:27	VERONA PORTA NUOV				
Flexi 1	Flexible first class	2 x 1st Cl Full Fare			
<input checked="" type="checkbox"/> OPTIONAL RAIL PROTECTION (Click here for Terms and Conditions)					\$15.00
SUBTOTAL:					\$88.00
BOOKING FEE:					\$35.00
TOTAL PRICE:					\$123.00



Name Your Own Price (NYOP)

Adding a Fee

An agent has decided to add a fee of \$27, which will take the total of the booking to \$150. 150 is entered into the NEW TOTAL SELL box and the update button is clicked to display the new price.

The total price has been updated to \$150 and the additional \$27 fee has been added to the Booking Fee total.

From MILAN To VERONA

Time	Station/Stop	Duration	Train nbr.	Train
30/08/2010 08:05	MILANO CENTRALE	1h 22m	TRN 9707	
30/08/2010 09:27	VERONA PORTA NUOV			
Flexi 1 Flexible first class 2 x 1st CI Full Fare				

AU\$88.00

OPTIONAL RAIL PROTECTION [\(Click here for Terms and Conditions\)](#) \$15.00

SUBTOTAL:	\$88.00
BOOKING FEE:	\$62.00
TOTAL PRICE:	\$150.00

NYOP

Show above pricing no agent fees to be added

Or Name Your Own Price

Enter the **NEW TOTAL SELL** price to consumer

Show total only

Update

It is also possible to display the total price only, without the price breakdown. Simply check Show total only

From MILAN To VERONA

Time	Station/Stop	Duration	Train nbr.	Train
30/08/2010 08:05	MILANO CENTRALE	1h 22m	TRN 9707	
30/08/2010 09:27	VERONA PORTA NUOV			
Flexi 1 Flexible first class 2 x 1st CI Full Fare				

AU\$88.00

OPTIONAL RAIL PROTECTION [\(Click here for Terms and Conditions\)](#)

TOTAL PRICE:	\$150.00
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NYOP

Show above pricing no agent fees to be added

Or Name Your Own Price

Enter the **NEW TOTAL SELL** price to consumer

Show total only

Update



Name Your Own Price (NYOP)

Offering a discount

An agent has decided to provide the customer with a discount to reduce the total of the booking to \$120. 120 is entered into the NEW TOTAL SELL box and the update button is clicked to display the new price.

The total price has been updated to \$120 and a discount of \$3 is shown.

As per the previously example, the process is the same to show the total price, without the pricing breakdown

From MILAN To VERONA

Time	Station/Stop	Duration	Train nbr.	Train
30/08/2010 08:05	MILANO CENTRALE	1h 22m	TRN 9707	
30/08/2010 09:27	VERONA PORTA NUOV			

AUS\$88.00

Flexi 1 Flexible first class 2 x 1st Cl Full Fare

OPTIONAL RAIL PROTECTION [\(Click here for Terms and Conditions\)](#) \$15.00

SUBTOTAL:	\$88.00
BOOKING FEE:	\$35.00
DISCOUNT:	-\$3.00
TOTAL PRICE:	\$120.00

NYOP

Show above pricing no agent fees to be added

Or Name Your Own Price

Enter the **NEW TOTAL SELL** price to consumer

Show total only

Update

Important Information

The current phase of NYOP allows for products to be booked and priced at a level determined by the agent. A booking confirmation reflecting this pricing can then be printed for customers. This can be produced as a total price including service fee or with a price breakdown showing fees separately.

It is important to note that currently tickets are printed with the local currency price of the train; Rail Tickets has no control over this as it is a requirement of the rail suppliers. This is the same as air tickets were prior to e-tickets.

Rail operators have indicated a move to e-rickets towards the end of this year or early 2011. At this point, it is expected that e-tickets will be printed with the NYOP price and not the local currency fare.

Please note:

It is important to note that unlike the Air Tickets version of NYOP, the amended price is NOT reflected on the ticket. The price noted on the ticket will be the EUR price, as required by the European rail carriers.



Frequently Asked Questions

I have made a booking and Rail Tickets does not have a record of it?

It is important that the shopping cart is completed when you have finished. Whilst the shopping cart does have a confirmation number at the top, the booking is fully processed and transferred to our database only when the complete booking button at the bottom of the shopping cart is clicked. If you have received an email confirmation of the booking, then so has Rail Tickets.

What do I do when the train I want is not open for reservations?

This can be a common occurrence on high speed trains as depending on the train, these services are generally not open for reservations until 60-120 days prior to departure. If the train you require is not open for booking, the system will still provide schedule information. Simply email us the details of the service you require and our reservations team will book this for you as soon as the service is available.

Can you please explain the fare codes for overnight trains?

Double: 2 berth sleeper
Single: 1 berth sleeper
T3: 3 berth sleeper
T4: 4 berth couchette
T6: 6 berth couchette

Generally, **sleepers** offer bunk beds with fresh linen and a wash basin, with toilet facilities located nearby. Sleeper accommodation can be shared by couples, families or same sex passengers. Sleepers offer comfort and privacy.

Couchettes (pronounced "koo-shets") are open bunks in a compartment, which accommodate four or six passenger and feature a pillow, sheet and blanket. The compartments can be either single sex or mixed. Restroom facilities are located at the end of each car.

Why can't I book sectors from Zurich Airport?

To make a booking from/to Zurich Airport you have to enter Zuerich Flug. As the airport is a station and not a city, it is loaded in the system under the country's local spelling.

All airport rail stations are featured in our system based on the local spelling of the station. We receive the information directly from our suppliers system and as such we are unable to alter the spelling.

When searching, I sometimes get a blank screen.

This may happen as a result of slowing internet connections, simply refresh the screen and the problem will generally resolve itself.



Frequently Asked Questions

I have booked a pass for 2 passengers but the details are showing 1 x pass?

As per the below example, a Saver Pass has been booked for 2 adults. As only one actual pass is issued for both passengers, the system will show 1 x Eurail Pass. If the booking had been made for 2 adult passes, this would be displayed as 2 x Eurail Pass.

1 x Eurail France - Italy Pass AU\$1,030.00	
Travel period:	10 days
Validity period:	2 months
Class:	Second class
Passengers:	2 Adults
Type:	saver pass

I can't find Venice St Lucia in the system.

When searching, the system will only allow Venice/Venezia to be entered. The search results will provide details of service to both stations; however you will need to the routing to confirm the correct station. It will appear as though there are two scheduled departures to Venice at the same time; however it is the same service with a Venice Mestre and a Venice St Lucia option.

Result summary		Earlier trains	Later trains
Departure	08:05	08:05	08:35
Duration	2h 23m	2h 35m	2h 23m
Arrival	10:28	10:40	10:58
From price	AU\$116.00	AU\$116.00	AU\$116.00
Connection	Direct	Direct	Direct
Reservation	Included	Included	Included

DETAIL DEPARTURE 08:05 - ARRIVAL 10:28				
Time	Station/Stop	Duration	Train nbr.	Train
08:05	MILANO CENTRALE		TRN 9707	
10:28	VENEZIA MESTRE	2h 23m		Trip details

Result summary		Earlier trains	Later trains
Departure	08:05	08:05	08:35
Duration	2h 23m	2h 35m	2h 23m
Arrival	10:28	10:40	10:58
From price	AU\$116.00	AU\$116.00	AU\$116.00
Connection	Direct	Direct	Direct
Reservation	Included	Included	Included

DETAIL DEPARTURE 08:05 - ARRIVAL 10:40				
Time	Station/Stop	Duration	Train nbr.	Train
08:05	MILANO CENTRALE		TRN 9707	
10:40	VENEZIA S LUCIA	2h 35m		Trip details

