

# Domestic Tour Operator Booking Policy – Terms and Conditions

These Terms and Conditions apply to all admission and service reservations made with Zig Zag Railway by approved Domestic Tour Operators and Group Booking Partners.

They are to be read in conjunction with the Zig Zag Railway General Terms and Conditions.

## 1. Booking Method

Bookings are to be made via the Zig Zag Railway Tour Operator Booking Portal by authorised users.

In exceptional circumstances, bookings may be accepted via email at [groups@zigzagrailway.com.au](mailto:groups@zigzagrailway.com.au), at the discretion of Zig Zag Railway.

All bookings are subject to availability and confirmation by Zig Zag Railway.

## 2. Payment Policy

Pre-payment (Standard Terms)

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- Payment is required **at the time of booking** for all portal-based bookings, unless the trade partner has an approved pre-purchased trade credit arrangement.
- The International Tour Operator Booking Portal does not support invoicing. Trade partners must pay by **credit card at the time of booking** or apply available pre-purchased trade credit.
- Where a trade partner requests invoicing, bookings must be made **manually** by emailing [groups@zigzagrailway.com.au](mailto:groups@zigzagrailway.com.au) and are subject to approval by Zig Zag Railway.
- Zig Zag Railway reserves the right to cancel any booking where payment is not received in accordance with these terms.

### Pre-Purchased Trade Credit

- Trade credit is available by application and approval only.
- Approved trade partners may pre-purchase a nominated value of credit or tickets, which can be used for bookings made via the Zig Zag Railway Tour Operator Booking Portal.
- Pre-purchased trade credit must be paid in full prior to activation and is applied against bookings as bookings are confirmed.
- Credit balances are not transferable and may only be used by the approved trade partner.
- Once the pre-purchased credit balance has been fully utilised, further bookings will require either:
  - the purchase of additional trade credit, or
  - payment in accordance with standard pre-payment terms.

Pre-purchased trade credit is non-refundable and remains valid for a period of three (3) years from the date of the most recent credit top-up, after which any unused balance will expire.

Pre-purchased trade credit represents a credit balance for future services and does not constitute a refundable deposit or trust arrangement.

Zig Zag Railway reserves the right to suspend or revoke trade credit access where account conditions are not met or where these Terms and Conditions are not adhered to.

## Booking Confirmation

Trade partners must present booking confirmation details at the check-in desk immediately upon arrival on the day of travel.

## 3. Free of Charge (FOC) Policy

Zig Zag Railway maintains a defined Free of Charge (FOC) policy which applies to all domestic group bookings.

### General Admission

- One (1) driver and one (1) bona fide tour guide per group will receive FOC admission.
- Tour guides may be required to present appropriate identification upon entry.
- Infants aged 0–2 years receive FOC admission.

### Food and Beverage Packages

- For groups of more than 50 guests, one (1) FOC meal will be provided for a tour leader.
- No FOC meals apply to groups of 50 guests or fewer.
- For groups larger than 50 guests, any additional FOC meals are subject to negotiation and must be agreed in writing at the time of booking.

## 4. Food and Beverage Packages and Dietary Requirements

Zig Zag Railway can cater to a range of dietary requirements, subject to seasonal produce availability, operational capacity, and group size.

- Food and beverage packages must be requested no later than 14 days prior to the scheduled travel date.
- All dietary requirements must be advised at the time of booking catering.
- Changes to catering numbers may be made up to 96 hours prior to the scheduled travel time.
- Dietary requirements advised after catering has been confirmed may be accommodated where possible but cannot be guaranteed.
- Late changes to catering requests or dietary requirements may result in limited menu options or additional charges.

Trade partners are encouraged to refer to the Zig Zag Railway Catering Guide for detailed menu options, inclusions, and additional information.

Confirmed food and beverage selections, catering numbers, and dietary requirements will be detailed in the booking confirmation documentation issued by Zig Zag Railway.

## 5. Booking Amendments, Reductions and Cancellations

### Booking Amendments (Increases in Numbers)

Trade partners may increase guest numbers for an existing booking via the Zig Zag Railway Tour Operator Booking Portal up to 48 hours prior to the scheduled travel time, subject to availability.

Any increase in guest numbers is subject to confirmation by Zig Zag Railway and payment in accordance with the applicable payment terms.

## Booking Reductions and Cancellations

All reductions in guest numbers and booking cancellations must be submitted in writing via email to [groups@zigzagrailway.com.au](mailto:groups@zigzagrailway.com.au). Reductions and cancellations cannot be processed through the booking portal.

## Refunds and Credits

- Cancellations made more than 7 days prior to the scheduled travel date are eligible for a full refund of the amount paid.
- Reductions in guest numbers of up to 10% of the original booking value may be refunded if written notice is received more than 96 hours prior to the scheduled travel time.
- Any reduction in booking value in excess of 10%, or any reduction or cancellation received within 96 hours of the scheduled travel time, is non-refundable.

Refunds will be processed to the original method of payment unless otherwise agreed in writing.

## Change of Motive Power

Zig Zag Railway acknowledges the importance of steam locomotives to the visitor experience and makes every reasonable effort to operate steam-hauled services wherever practicable. However, due to operational requirements, safety considerations, mechanical availability, weather conditions, fire danger ratings, or other factors beyond reasonable control, Zig Zag Railway reserves the right to substitute motive power with a heritage diesel locomotive at any time, including without prior notice.

A change of motive power does not constitute a cancellation of service.

No refunds, credits, or compensation will be provided where a service operates with alternative motive power in place of steam.

This clause is to be read in conjunction with the Zig Zag Railway General Terms and Conditions.

## 6. Indemnity

The trade partner agrees to indemnify Zig Zag Railway, its officers, employees, agents, and volunteers against any loss, damage, liability, or expense incurred as a result of any act or omission of the trade partner, its personnel, or any guests included in a booking made by the trade partner.

This includes, but is not limited to, matters relating to guest behaviour, supervision, or failure to comply with Zig Zag Railway policies, procedures, and instructions.

## 7. Pricing Policy

- All prices are listed in Australian Dollars (AUD).
- Domestic trade rates apply to Australian-based tour operators and group booking partners only.
- Zig Zag Railway reserves the right to review, amend, or withdraw domestic trade rates and/or portal access where these Terms and Conditions are not adhered to.

## 8. General

These Terms and Conditions may be updated from time to time. Trade partners will be notified of any material changes.

Continued use of the Zig Zag Railway Tour Operator Booking Portal constitutes acceptance of the current Terms and Conditions.