



Kuranda Scenic Railway Part 2

Getting ready for your trip and travelling on the train

Kuranda Scenic Railway



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.



About this book

This book is from Kuranda Scenic Railway.



We have **2** books about our Kuranda Scenic Railway.



This book is **Part 2**, about

- getting ready for your trip
- travelling on the train.



You should read this book **after** you read our other Easy English book.

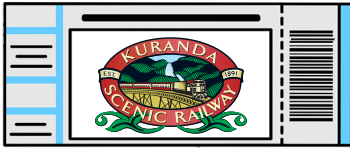


Our other book is called **Kuranda Scenic Railway Part 1 About the train and how to book a trip.**

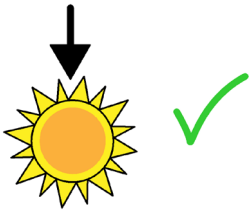


There is a web link for Part 1 at the end of this book.

Get ready for your trip

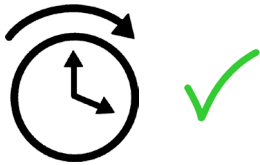


Before your trip you should check your ticket.



Make sure you booked the right

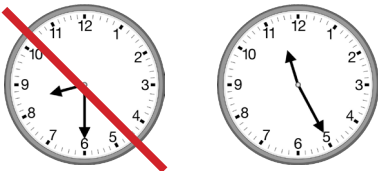
- day



- time



- station for getting on and off.



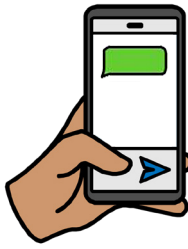
Sometimes we might need to change the train service.



You should check online to find out if there is a change to your trip.

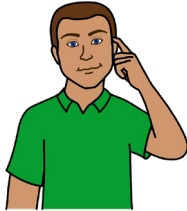


Website queenslandrailtravel.com.au/serviceupdates/pages/default.aspx



You might get a text message if

- there is a change to your booking, like the time
- there is anything else you need to know.

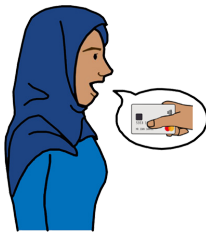


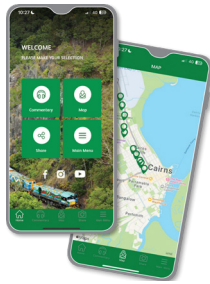
Sometimes we might need to cancel your trip.



If we cancel you can

- book another trip
- ask to get your money back.





You can download our app called the **Kuranda Scenic Railway** app or KSR app.



The app has information about your trip you can

- listen to during the trip

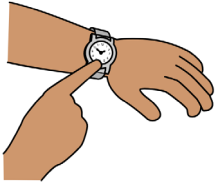


- read during the trip.



The information is about local history and what you can see outside.

At the station



Get to the station with plenty of time to catch your train.



Our stations have

- free wifi



- lifts



- ramps



- toilets that are easy to move around in and use



- hearing loops.



You **cannot** vape or smoke at the station.

Getting on the train



Listen for important messages.



We will say when the train is going to leave

- 30 minutes before



- 15 minutes before



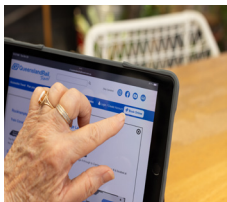
- 5 minutes before.



When you hear these messages you can get your things and go on the train.



If you miss your train talk to our staff.



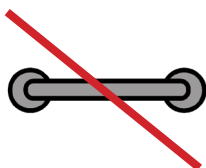
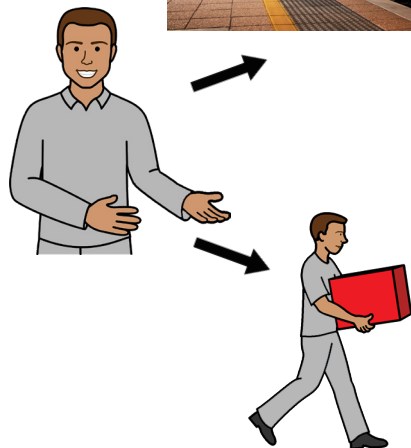
You might be able to book another trip.

You can ask our staff for help.



For example, we can

- help you find your carriage
- help you get on the train, like with a ramp or lift
- put your things on the train if you have 7 kilos or less.



The ramp does **not** have a hand rail.



Our staff do **not** help with moving or lifting people.



If you use the steps to get on the train be careful and move slowly.



There might be a big gap between the train and the platform.



You can use the hand rail.

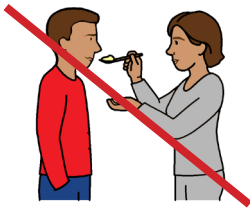
On the train

You can ask our staff for help.



For example, we can

- help you find your seat
- guide you to your seat or the toilet.



Our staff do **not** help with personal care, like

- eating and drinking



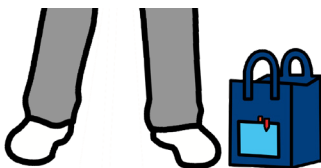
- using the toilet.



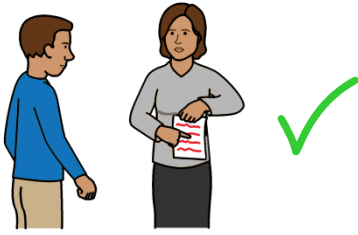
If you bring a small bag with you it can go

- under your seat

or



- near your feet.



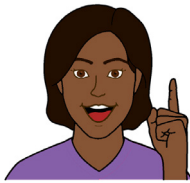
How to stay safe

Always follow our instructions.



If there is an emergency our staff will help you.

Please **respect** everyone on the train.



Respect means you understand that

- everyone is important



- you should be kind to everyone.



You **cannot** vape or smoke on the train.

What the train has and does not have



There is 1 **accessible** carriage.

Accessible means easy to

- move around
- use.



The accessible carriage has an accessible toilet.

The other carriages have toilets that are smaller.



There is **no** wifi on the train.



You can use your mobile phone data.



Your device might **not** have a signal all the time.



There will be audio announcements about

- safety



- local history and what you can see outside.

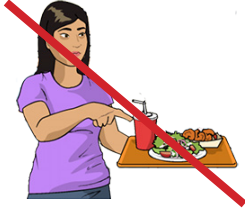


There is **no** hearing loop on the train.

Food and drink



There is free water.



In Heritage Class there is **no** food or drink to buy.



In Gold Class food and drink is included.

You can bring your own food and drink.



You **cannot** bring alcohol.

Stations on the trip



The 3 main stations on the trip are

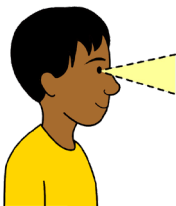
- Cairns
- Freshwater
- Kuranda.



Between **Freshwater** station and **Kuranda** station there is a stop for 15 minutes at **Barron Falls**.



Barron Falls is **not** a full station.



You can get off the train to see the waterfall from the platform.



There are only steps to get off the train.



There might be a big gap between the train and platform.

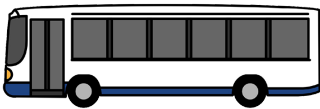


If you **cannot** use steps you need to stay on the train for the Barron Falls stop.

If there is a problem on the tracks



Sometimes something might block the tracks, like a fallen tree.



If the train **cannot** keep going we will try to organise a bus for you.

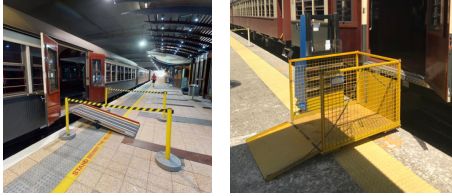


If you need a maxi taxi we will try to organise it for you.

Getting off the train



You can ask our staff for help.

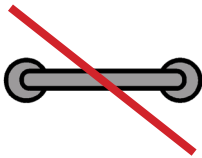


For example, we can

- help you get off the train, like with a ramp or lift



- carry your things off the train if you have 7 kilos or less.



The ramp does **not** have a hand rail.



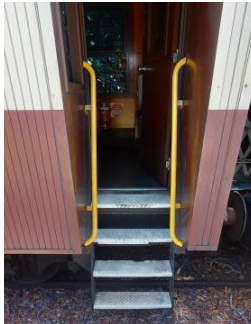
Our staff do **not** help with lifting or moving people.



If you use the steps to get off the train be careful and move slowly.



There is a big gap between the train and the platform.



You can use the hand rail.

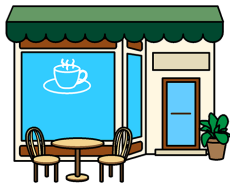
When you get off the train



If you get off at Freshwater station

At Freshwater station there is

- a Kuranda Scenic Railway ticket office



- a cafe



- a gift shop.



In Freshwater you can

- visit gardens



- see beautiful views of mountains.



If you get off at Kuranda station

At the station you can visit our

- tropical gardens



- **tea rooms** for food and drink.



In Kuranda there are many

- markets



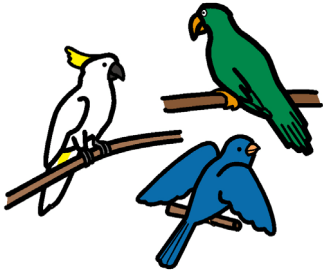
- art galleries



- places to eat and drink.

For nature you can visit

- the **Rainforestation Nature Park**



- a bird zoo called **Birdworld**

- a butterfly sanctuary.

If you want to travel back from Kuranda you can use

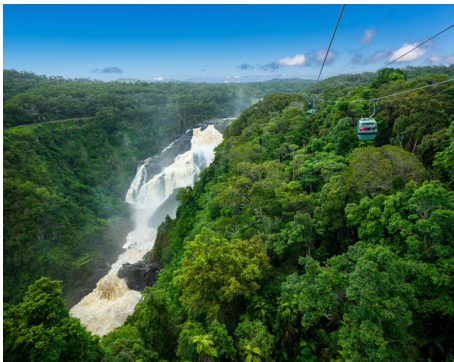
- our train service



- the **Skyrail** service.

Skyrail means you travel

- in a small cabin



- along a cable very high up in the sky.

You can see beautiful views of the rainforest from the Skyrail.

More information



For more information contact
Kuranda Scenic Railway.

Phone us



If you are calling in Australia

Call 1800 577 245



If you are calling outside of Australia

Call +61 7 4231 9045



Every day 7 am to 4.30 pm Queensland time.

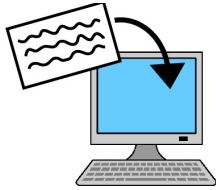


We are **closed** on 25 December, Christmas Day.

Contact us online



Website ksr.com.au



Email ksrres@qr.com.au



You can read our other Easy English books on the Queensland Rail Travel website.



Website ksr.com.au/Pages/Alternate-formats.aspx

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

Notes

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