



Airtrain Guarantee Claim Form

In order for Brisbane's Airtrain to assess your claim, please complete the following form and post it with all copies of tickets, receipts or tax invoices relating to the claim to:

Brisbane's Airtrain
PO Box 66
Pinkenba QLD 4008

For more information on the Airtrain Guarantee, or to read our Terms and Conditions please visit the Airtrain web site at www.airtrain.com.au

Before completing this form please take a few moments to self assess your claim using the guidelines below.

What time do I need to arrive at the Airport?

In Airtrain's Peak schedule*, you must have caught a train scheduled to arrive at the Domestic / International station **65 minutes** before your flight's departure time.

In Airtrain's Off-Peak schedule, you must have caught a train scheduled to arrive at the Domestic / International station **95 minutes** before your flight's departure time.

** Peak schedules are determined by Flight Departure time and is only relevant Monday to Friday not including public holidays.*

** If your flight departure time is between 09.10am and 11.10am or 16.45pm and 18.45pm this is considered peak time.*

Examples of when you should catch the train	In the Peak schedule	In the Off-Peak schedule
Your domestic flight departs at:	6:00pm	12:30pm
The train you catch must arrive at the domestic station by:	4:55pm	10:55am
Closest prior scheduled train arrival time at the domestic terminal:	4:54pm+	10.34am+
Train departs Central at:	4:32pm+	10.11am+

Passenger Details

Name:
Address:
Home Phone:
Mobile
Email Address:

Train Travel

Station where you go on the train:
Schedule time of the train:
Airtrain station where you got off the train: International Domestic

Flight Details

Carrier	Flight Number	Date	Time

Explanation of situation that led to the missed flight

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Was any contact made with a staff member from QR and if so what was the outcome?

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Document Check List

- Train ticket
- Original flight itinerary
- Copy of receipt of rescheduled flight
- Copy of receipts of other costs incurred

Signature: _____ Date: _____