

## Airtrain Guarantee Claim Form

In order for Airtrain to assess your claim, please send your claim request to [reservations@airtrain.com.au](mailto:reservations@airtrain.com.au) or Airtrain, PO Box 66, Pinkenba QLD 4008. You will need to include a completed copy of this form and attach all copies of tickets, receipts, tax invoices relating to the claim.

For more information on the Airtrain Guarantee, or to read our terms and conditions please visit the Airtrain website at [www.airtrain.com.au/terms-and-conditions/](http://www.airtrain.com.au/terms-and-conditions/)

**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.

*\*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.*

- 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.

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+

**Your claim can not be assessed without the following attachments:**

- Completed claim form
- Train ticket
- Original flight itinerary
- Copy of receipt for rescheduled flight
- Copy of receipts for any other costs incurred

### CONTACT US

Website: [www.airtrain.com.au](http://www.airtrain.com.au)

Email: [reservations@airtrain.com.au](mailto:reservations@airtrain.com.au)

Phone: 1800 119 091



## Airtrain Guarantee Claim Form

### Passenger Details

Name:

Address:

Phone number:

Email address:

### Train Travel

Station where you got on the train:

Time the train was scheduled to depart:

Airtrain station where you got off the train (please select):  International  Domestic

### Flight Details

Airline:

Flight number:

Date:

Time:

Explanation of situation that led to the missed flight:

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

Signature:

Date:

### **CONTACT US**

Website: [www.airtrain.com.au](http://www.airtrain.com.au)

Email: [reservations@airtrain.com.au](mailto:reservations@airtrain.com.au)

Phone: 1800 119 091

