



RAIL PROTECTION PLAN

Rail Plus is pleased to offer a Rail Protection Plan for all rail passes and rail tickets issued through our office (excluding seat reservations). The cost of the plan is \$18 per person per rail pass/ rail ticket.

Under the Rail Protection Plan, if your pass/tickets are lost or stolen in Europe (for Europe rail products) or Japan (for Japan rail products), you can purchase replacement pass/tickets to complete your rail travel and upon your return to Australia, simply file for reimbursement. Rail Plus will refund you the value of the unused portion of the pass/ ticket purchased through Rail Plus or the value of replacement pass/ticket(s) purchased in Europe / Japan, whichever is lower.

Please read the actual description of coverage below for this program as well as the instructions for filing a claim.

DESCRIPTION OF COVERAGE

AGREEMENTS: The provider of this program will by payment, reimburse the pass/ticket holder(s) named on the rail pass/ticket issued by Rail Plus for theft or accidental loss of rail pass/ ticket whereby replacement tickets have been purchased, subject to Exclusions, Conditions and Limitations contained below.

LOSS: "Loss" means the theft or accidental loss of the rail pass/ticket.

COVERAGE: Rail Protection Plan is strictly limited to loss or theft that occurs in Europe (for Europe rail products) or Japan (for Japan rail products).

EXCLUSIONS: This program does not apply to any loss caused by:

- Delay or detention or confiscation by Customs Officers or Officials or Police or other security officers.
- Rail pass/ticket not in your actual possession at the time of loss.
- War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
- Any dishonest, fraudulent or criminal act by the pass/ticket holder.
- Damage due to wear and tear and gradual deterioration.

LIMITS OF LIABILITY: The limit of Program Provider's Liability shall be the value of the unused portion of the pass/ticket purchased through Rail Plus or the value of the replacement pass/ ticket(s) purchased in Europe / Japan, whichever is lower.

The loss date shall be the date on which the pass holder first became aware of the loss of the rail pass/ticket or the date 24 hours prior to the reporting of the loss to the police under condition (*), whichever is later.

PRODUCTS INCLUDED

- Eurail / Britrail / Regional and National rail passes
- Global Fares (Eurostar, Thalys, TGV etc)
- Point to Point Fares
- Swiss Packages
- Norway Packages
- Japan Rail Passes
- Paris Day Tour

PRODUCTS EXCLUDED

- Amtrak
- Canada
- All Luxury products
- Passholder Seat Reservations

CONDITIONS

- If the pass/ticket is lost or stolen in Europe (for Europe rail products) or Japan (for Japan rail products), the pass/ticket holder will be reimbursed the value of the unused portion of the original pass/ticket or the value of the replacement pass/tickets purchased in Europe / Japan, whichever is lower. In the case of loss/theft of a rail ticket(s), the ticket holder must purchase a ticket(s) for the same city pairs, and same date, in order to be reimbursed for the value of either the original or the replacement rail ticket(s), whichever is lower.
- *Rail Protection Plan is strictly limited to loss or theft occurring in Europe (for Europe rail products) or Japan (for Japan rail products).
- The pass/ticket holder must file a police report within 24 hrs of the loss.
- The pass/ticket holder must purchase either a replacement rail pass or point to point rail tickets (Air and bus tickets do not apply)
- Notice of any claim must be given to Rail Plus within 30 days of your return from Europe / Japan, or within 6 months of original rail travel commencement, whichever is earlier. All original receipts showing amounts paid for Rail passes/tickets issued by Rail Plus, police report, replacement pass/ticket and tickets/boarding passes (Australia-Europe or Australia-Japan and return), must be submitted to validate claim.
- If any claims made under this program are covered by any other valid and collectable insurance or indemnity, Rail Plus will only pay the difference between the amount paid under the other policy and the total amount which would otherwise be payable under this program.
- No change to this program will be valid unless in writing and signed by Rail Plus.
- No legal action may be brought to recover on this program within 60 days after a claim has been submitted as required herein, and no such legal action may be brought after one year from the time that a claim is required to be filed.
- Any provision of this program that is in conflict with applicable law is hereby amended to conform to minimum requirements of such law.
- Rail Protection Policies are non-refundable.

TO FILE A CLAIM

While in Europe/UK or Japan

- Report loss/theft of pass/ticket to local police within 24 hrs and obtain police report.
- Purchase a new rail pass or ticket for remaining days of travel from a Eurail aid office or at a station. A list of locations is sent to you with your pass.

Within 30 days of returning home send us:

- A written report which includes the Rail Plus booking reference number, pass/ticket holder's name, the date the pass was validated, how many days were unused, and a description of what happened to the pass.
- Your official police report and your receipts for your replacement ticket/passes.
- A copy of your airline ticket/ boarding passes.
- Original copy of replacement tickets/passes.
- Make a copy of all documents for your own records .
- Send all required documentation to **Customer Service**

Rail Plus Australasia Pty Ltd
Level 6, 51 Queen Street,
Melbourne VIC 3000
refunds@railplus.com.au

This program is administered by Rail Plus Australasia and can be cancelled at any time.
Passes/tickets issued prior to cancellation date

