

## FREQUENTLY ASKED QUESTIONS

### What is included in my Skyrail Experience?

- A journey of discovery into the oldest continually surviving tropical rainforest on earth.
- Guided Ranger tours, rainforest boardwalks and interpretive signage at Red Peak Station.
- The Rainforest Interpretation Centre, lookouts and historical displays at Barron Falls Station.
- Printed Trip Guides - available in 11 languages.
- Free Wi-Fi at Smithfield, Barron Falls and Kuranda Terminals and Stations.

### Where is Skyrail located?

Skyrail is situated in the World Heritage listed Barron Gorge National Park, 15 minutes north of Cairns city and 50 minutes south of Port Douglas.

### How long does a Skyrail Experience take?

Allow up to 1½ hours to complete a one way experience; this includes spending 20 minutes at each of our two stations. For a return experience allow 2½ hours plus time to spend in Kuranda.

### Do I need to book my Skyrail Experience prior to arrival at the terminal?

Yes, advance bookings are highly recommended.

### Can I make changes to my booking?

Changes can be made prior to receipt of your boarding ticket. Once your ticket has been printed you will be provided with an allocated boarding time which needs to be adhered to. Upgrades may be possible subject to availability.

### I have booked a one way experience. How do I get back?

You can book a return (two way) experience on Skyrail or one way with Skyrail and one way on the Kuranda Scenic Railway.

### How often do gondolas leave the stations?

Gondolas leave the stations continuously; bookings are taken in 15 minute intervals (please see following point for timings).

### What time can we travel?

The first gondola departs Skyrail's Smithfield Terminal at 9.00am and Kuranda Terminal at 9.15am. The last one way departure from either station is a 3.45pm. The last time to start a return Skyrail experience is at 2.45pm.

### How do I get to Skyrail?

Skyrail operates a coach transfer service from most accommodation houses in Cairns, Beaches (excluding Yorkeys Knob, Holloways and Machans Beaches) and Port Douglas areas. Bookings for this service are essential. If you have a vehicle you can drive yourself to Skyrail's Smithfield Terminal (free parking including RV), Kuranda terminal or the Freshwater Railway Station (for Skyrail and Kuranda Scenic Railway packages). Transfers are also available between Smithfield and Freshwater (inclusive in the self-drive package).

### Can I book the Kuranda Scenic Railway via Skyrail?

Skyrail is only able to sell tickets for one way rail travel from the Freshwater Railway Station NOT Cairns Central Train Station. Freshwater Railway Station is approximately 7km from Skyrail's Smithfield Terminal. Skyrail offers coach transfers between Freshwater and Smithfield (additional fees apply).

### How many people does a gondola carry?

Each standard gondola seats a maximum of 6 people. The Diamond View gondola upgrade seats a maximum of 5 people. Infants are included in these numbers. Non-shared use of gondolas is subject to availability.

### Can children travel unaccompanied?

No. Children must be accompanied by an adult.

### What can I take on the cableway?

Daypacks and fold up strollers. Luggage is not permitted on the cableway or coach transfers. Small coin operated lockers are available at Smithfield Terminal.

### Does the cableway accommodate wheelchairs?

Yes, Skyrail can accommodate most standard wheelchairs. Please note, wheelchairs cannot be carried on coach transfers. Please ask for more details at the time of booking.

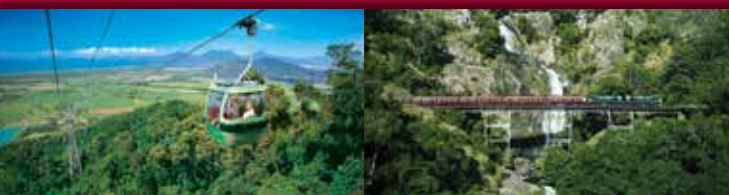
## SKYRAIL RAINFOREST CABLEWAY



**One Way Skyrail Experience:**  
**Return Skyrail Experience:**  
With Return Transfers: from Cairns & Beaches†  
With Return Transfers: from Port Douglas

ADULT	CHILD (4-14 years)	FAMILY (2 x AD, 2 x CH)
\$51.00	\$25.50	\$127.50
\$77.00	\$38.50	\$192.50
\$100.00	\$50.00	\$250.00
\$124.00	\$62.00	\$310.00

## SKYRAIL RAINFOREST CABLEWAY & KURANDA SCENIC RAILWAY



**One Way Skyrail Experience & One Way Kuranda Scenic Railway:**  
One Way Transfer: Smithfield/Freshwater\* (SELF DRIVE)  
One Way Transfer: from Cairns & Beaches†  
With Return Transfers: from Cairns & Beaches†  
With Return Transfers: from Port Douglas

ADULT	CHILD (4-14 years)	FAMILY (2 x AD, 2 x CH)
\$101.00	\$50.50	\$252.50
\$110.50	\$55.25	\$276.25
\$112.50	\$56.25	\$281.25
\$124.00	\$62.00	\$310.00
\$148.00	\$74.00	\$370.00

Combine your journey with Kuranda Scenic Railway. Built over 120 years ago, this historic train winds its way through the mountains between Cairns and Kuranda.

## SKYRAIL DIAMOND VIEW



A unique perspective of the tropical rainforest canopy\*.  
**Upgrade to Diamond View:**  
\$15.00 per adult one way | \$7.50 per child one way

## SKYRAIL CANOPY GLIDER



An exclusive tropical rainforest adventure\*.  
**Upgrade to Canopy Glider: \$100.00** per person one way  
*Minimum 2, maximum 4 people. Pre-booking essential.*

## KURANDA SCENIC RAILWAY GOLD CLASS



Enjoy a more luxurious and personalised experience.  
**Upgrade to Gold Class: \$49.00** per person one way  
9:55am and 3:30pm services only

## ADDITIONAL PACKAGE OPTIONS

### TJAPUKAI ABORIGINAL CULTURAL PARK



Include Tjapukai in your tour.  
Add: **Adult \$62.00** **Child \$42.00** **Family \$166.00**

### RAINFORESTATION NATURE PARK



Include Rainforestation in your tour.  
Add: **Adult \$61.00** **Child \$30.50** **Family \$152.50**

### KURANDA WILDLIFE EXPERIENCE



Include Kuranda Wildlife Experience in your tour.  
Add: **Adult \$49.50** **Child \$24.75** **Family \$123.75**



# Gateway to the World Heritage Rainforest

**IMPORTANT NOTES:** Prices: Prices valid from 01 April 2017 to 31 March 2018. All prices are in Australian Dollars and are inclusive of GST. Prices are subject to change without notice. Fares: Child 4-14 years inclusive (except Canopy Glider). Family: 2 Adults and 2 Children. Children must be accompanied by an adult while travelling on the cableway. \*Railway Packages: Skyrail is only able to sell tickets for travel from Freshwater Railway Station and NOT Cairns Central Train Station. †Beach Transfers: From most beaches, excluding Holloways, Machans and Yorkeys Knob. \*Diamond View: These gondolas carry a maximum of 5 people. Non-shared use of cabins is only available between stations when there are not any other passengers waiting for Diamond View cabins. \*Canopy Glider: Check in times are 9:15am (Smithfield terminal) and 1:45pm (Kuranda terminal). A minimum of 2 and maximum of 4 passengers may be booked for each Canopy Glider tour. Child & Family fares do not apply to Canopy Glider. All participants must be 10 years of age or over and children between the ages of 10 and 14 inclusive must be accompanied by an adult. Waist measurement must be between 65 and 130 centimetres. There are weight restrictions on the glider and weight must be provided at the time of booking. Customers must be agile and able to step up 50cm into a moving gondola. Luggage is limited to one small item and camera and limited to a total of 5kg and all items such as hat, phone, camera must be secured to clothing or body. Passengers will be required to sign an acknowledgement of risk and liability form. Cancellation fees apply (Reservations cancelled within 24 hours of travel are subject to 100% cancellation at Skyrail's discretion). The tour will take between 1½ and 2½ hours. Travel will be in a platform that is fully open to inclement weather conditions. Passengers must be in good health and not suffer from vertigo.

**CONDITIONS OF CARRIAGE:** Travel on Skyrail Rainforest Cableway 1) Skyrail is not a common carrier and accordingly reserves the right to refuse to carry any person or property where it considers that to allow carriage would compromise the safety of persons or the operation of the Skyrail, or may threaten the environment. 2) Skyrail prides itself on providing very good disability access. However, it may be unable to accommodate a very large or heavy wheel chair. More information about disability access is available on Skyrail's website or by telephone enquiry. 3) To ensure the safety of its customers and to preserve our world heritage environment, Skyrail reserves the right to inspect any bags or containers to ensure that the contents do not pose a safety risk or potential environmental hazard. Other packaged attractions and the transfer coach 4) Skyrail does not operate the other packaged attractions or the transfer coach. Travel and admissions to these attractions or the transfer coach is subject to the conditions imposed by the respective operators, and these may limit or exclude liability for personal injury or property damage. Skyrail cannot be, and therefore is not liable for other operators' acts or omissions, whether negligent or otherwise. Your obligations 5) You accept the inherent risks of which a prudent person is or should be aware when boarding, riding and disembarking from the Skyrail. You should act in a responsible manner while using the Skyrail. Adults/carers are responsible for persons under their supervision. 6) You must act with good judgment and consideration, both for yourself and others, and refrain from behaviour which could affect your safety or the safety of others. 7) You must obey all reasonable instructions and warnings given by Skyrail and our staff without objection. 8) You are responsible for your own personal property. 9) You warrant that you are in good health and free from any potentially adverse medical condition which may affect your fitness to travel on the Skyrail. If you are uncertain as to whether you can give this warranty, you should seek medical advice. Skyrail's obligations 10) Skyrail endeavours to limit any delay or disruption in service. However, where our service is delayed or disrupted for safety reasons or due to circumstances outside Skyrail's control (for example, due to inclement weather) Skyrail will not be liable for any loss, damage or inconvenience arising from or incidental to any such delay or disruption. 11) Skyrail takes all reasonable precautions to ensure your safety and the safety of others. However, Skyrail accepts liability for injury, loss or damage sustained by a passenger only to the extent that such injury, loss or damage is caused by its, or its employees' or agents', wrongful or negligent acts. Skyrail shall not be liable for any injury, damage, loss, additional expense or inconvenience caused by or damage arising from: (A) circumstances outside of Skyrail's control, (B) your own acts or omissions, (C) the acts or omissions of another customer, or (D) the acts or omissions of any third party. Your photograph 12) Skyrail photographs you while you are travelling on the Skyrail. Your photographs are available for you to purchase at the end of your experience. Alternatively, for some tour group packages, your photo is available to download for free on a webpage accessible by all members of your tour group, your tour operator and Skyrail. You expressly consent to your photograph and likeness being used and disclosed for this purpose without compensation. For more information about these procedures, or if you do not want your photograph to be taken, please speak to Skyrail's staff prior to boarding. Your privacy 13) For information about how Skyrail collects, manages, uses and discloses personal information, please refer to our Privacy Policy, available on our website. Skyrail Pty Ltd ABN 82 010 880 458.



2017 ENGLISH

## BOOKINGS HIGHLY RECOMMENDED

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## THE WORLD'S MOST BEAUTIFUL RAINFOREST EXPERIENCE

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*Explore this ancient living museum*



# DISCOVER ANCIENT TROPICAL *rainforest*

Journey into the oldest continually  
surviving tropical rainforest on earth.



*Millions of years in the making*

