



JB TRAIN TOURS (Since 1975)

UPMARKET TRAIN TOUR PACKAGES



Upmarket Train Tours
 Tel: +27 11 913 2442
 Fax: 086 694 2475
 E-mail: upmarket@jbtours.co.za
 Web: www.jbtours.co.za/upmarket

FAQ's (Frequently Asked Questions)

Premier Classe Train

Thanks for enquiring about the upmarket Premier Classe train. This train is filling a gap in the travel industry in South Africa and it will encourage people to travel again by train over long distances.

Shosholoza Meyl launched its luxurious **Premier Classe** train in 2001 and upgraded it in 2006 and 2007. Since then it has grown steadily in status and JB Train Tours is making use of it regularly. It is just about as luxurious as the **Blue Train**, but at an affordable price to you.

It is a casual trip, but stylish. The number of spaces on this luxury train is limited. Hence, we suggest you book well in advance.

When travelling on the **Premier Classe** train you are treated and pampered. All the fine cuisine meals are **included** in the tour price, as well as high tea, welcome drinks & snacks and bedding. All drinks and expenses of a personal nature are for your own account. This is travelling by train like in the 'olden days'!



The Premier Classe train currently runs on **four routes** through South Africa:

1. **Johannesburg to Cape Town and Cape Town to Johannesburg**
2. **Johannesburg to Durban and Durban to Johannesburg**
3. **Cape Town to Port Elizabeth and Port Elizabeth to Cape Town** (both legs via Oudtshoorn & George)
4. **Johannesburg to Hoedspruit and Hoedspruit to Johannesburg**



CPT



PE



DBN



JHB



HSPT

Head Office

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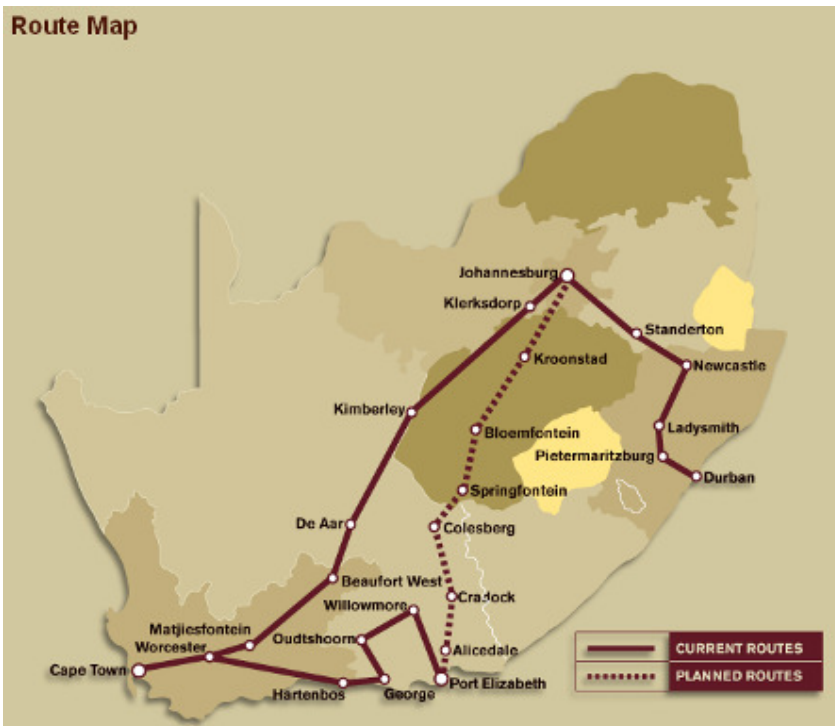
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Premier Classe train route map - South Africa

Quality of the train

Our company is of the opinion that the Premier Classe train is of outstanding quality and a 'Proudly South African' product.

Prices

- **Train-Ticket-only**

The ticket prices vary from route to route, as well as during different seasons. The price per person per trip is available in the relevant Information Document – see attached.

The price you pay for the ticket involves **NO administration fees**. You pay the same price to us compared to buying directly from Premier Classe **and** we are cutting out the hassle on your behalf

Included in the ticket price:

Single train trip, all your meals (fine cuisine), bedding, tea/coffee, facilities on board and security

Excluded from the ticket price:

Expenses of a personal nature, beverages, gratuities, transport at destination and Comprehensive Travel Insurance.

Head Office

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- **Scheduled Train Tour Packages**

We offer scheduled train tour packages where everything will be organised on behalf of you – please refer to our Year Programme or relevant Tour Information document for the dates & prices.

JB Train Tours also offers **budget** train tours – please refer to the Year Programme for more information.

- **Customised Group/Corporate Packages**

Many Corporate companies and groups have requested us in the past to organise a customised train tour package for their staff. Contact us to discuss your group requirements – we will gladly work around your budget.

Who may go on this tour?

In the past, many companies sent groups of employees, service providers or clientele along, though it is very popular with individuals and families as well.

Discount

Children (applicable to train-tickets-only)

Children **younger** than 10 years of age, travel at half price. Child must be accompanied by an adult

Pensioners (applicable to train-tickets-only)

Unfortunately no discount is applicable to pensioners on the Premier Classe train

Shorter trip (applicable to train-tickets-only)

The ticket price remains the same for any distance travelled on the train. E.g. no discount when joining en route. (However, the Cape Town to Oudtshoorn ticket price is less than the Cape Town – Port Elizabeth trip.)

Free Pass

The old Spoornet free pass can unfortunately not be used on the Premier Classe train

Accommodation on the train:

- 2 Beds (floor level) in a compartment
- 1 Bed (floor level) in a coupe
- 2 Beds (floor level) in a family compartment & two bunker beds for minor children

Lay out of a train set:

- Sleeper carriages
- Lounge car with bar facilities (non-smoking)
- Lounge car with bar facilities (smoking allowed)
- Dining car
- Kitchen car
- Generator van
- Conference Car/Disco Car (available on request – only on the JHB – CPT route)

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Lounge



Bar area



Dining room



2-bed compartment

Visit our **Photo Gallery** on the website: <http://www.jbtours.co.za/upmarket/gallery.html>. We have 360 degree photos available for you to view the inside of the train before even getting onto the train.

Lay out of a carriage:

- 5 x 2-bed compartments
- 2 x 1-bed coupe's
- 1 x Bathroom (shower only)
- 2 x Toilets

Facilities on the train:

- Compartments and coupe's to sleep – no en-suite facilities available
- Showers and toilets
- Bar & Tuck shop
- Dining – 5-Course meals
- TV Screen
- Conference Facilities/Disco (on request)
- Electrical plug per compartment/coupe
- Gowns, bedding and toiletries for use on the train
- The whole train is fully air-conditioned (Excluding CPT to PE route – currently)
- Spa (only JHB – CPT route)



Spa on train

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Premier Classe Station Lounges:

Cape Town and Johannesburg stations have specifically built Premier Classe lounges on the station where passengers are welcomed and coffee/tea and biscuits are served on arrival.

At Durban (Platform 14) and Port Elizabeth (Platform 4), the above will be served on the platform on arrival (until further notice).

Oudtshoorn & George currently has no facilities to serve passengers at the station. Passengers will be welcomed on board with some fine refreshments.



Station Lounge area

Reporting to the station before departure:

Passengers should report on the day of departure about an hour before the train departure time at the Premier Classe Lounge at the relevant station. Identify yourself at the welcome desk and avail your Confirmation Letter (received from JB Train Tours) if requested to do so.

Enjoy some tea/coffee and biscuits. The train manager will inform you when to board the train.

Directions to stations:

We will send you the train station address & map with your confirmation letter.

Luggage:

Two medium-sized suitcases or carry bags needed during the journey are classified as luggage of a personal nature. Luggage is restricted to 20kg per full paying passenger.

Your luggage will be labelled on arrival and taken to your compartment/coupe by the Premier Classe staff.

Dress Code:

Casual and semi-formal clothing are allowed on the train. No need to dress up for dinner.

Pets:

Pets are not allowed on board except for trained guide dogs.

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Security:

Security personnel on the train are there to ensure the safety of every passenger

Smoking on train:

Smoking is prohibited on the train (except for inside the smokers lounge)

Medical Assistance:

Should a passenger become ill on board, the Train Manager will arrange for assistance at the nearest station.

Insurance:

JB Train Tours shall not be held responsible for damage to, or loss or theft of personal luggage and belongings, nor can we be liable for personal injury, accident, illness or death. JB Train Tours will also not be responsible for instances where circumstances beyond its control lead to an interruption, earlier termination, or cancellation of any particular trip. Such circumstances shall include, but not be limited to instances of vis major/force majeure and/or casus fortuitus (acts of God such as floods and other natural disasters, fortuitous and unforeseen events, etc.). **We strongly urge you to adequately cover for any eventualities with your insurance agent. We recommend that you also purchase a "trip cancellation" protection insurance to cover yourself in the unlikely event of a late cancellation or loss.**

Bookings:

Please complete the Reservation Form (see relevant form below, either for "tickets-only" or "train tour packages") and fax it with the Bank proof of payment to us at 086 694 2475.

Unfortunately we do not have credit card facilities.

All bookings will be confirmed in writing within 2 working days (after bank clearance on payments has been received).

The Confirmation Letter that will be sent to you serve as your 'train ticket'. When reporting to the Lounge at the station, please avail it.

Car Transport:

It is possible to transport your vehicle with you on the train on certain routes. The price varies according to the size of the car and of the relevant season. See pricing on the relevant information document – see attached.



Car Transport Coaches

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Applicable to all vehicles:

- Car owner to take out insurance
- Contract signed as car is loaded
- Keys handed in once car booked in
- Car is off-loaded directly after arrival at destination
- Owner or authorised person to collect the car: Name, surname & ID to be written on contract
- ID to be shown on collection
- No tie-downs needed – safety mechanisms are in place
- The car carriage is enclosed – no wind or dust
- You are allowed to pack clothes, linen etc inside the car but no responsibility will be taken by JB Train Tours or Shosholozza Meyl
- Cars are loaded \pm 3 hours prior to departure – please refer to the relevant information document

Refunds and Cancellation conditions:

If the train is cancelled prior to departure, full refunds to be affected by Shosholozza Meyl via the agent.

Train tickets only:

- Once a ticket is purchased, a reservation may be changed for an earlier or later date (subject to availability) at an R100pp administration cost per one way, provided such change is made 60 days prior to the date of travel.
- Cancellations with less than 60 days notice attract a 100% cancellation fee.
- Cancellations with more than 60 days notice attract a 30% cancellation fee.
- In the unlikely event that your train journey is cancelled by Shosholozza Meyl through JB Train Tours due to unforeseen circumstances, such as inclement weather or a technical problem, the journey will be rescheduled to another convenient time (subject to availability). Should you be unable to reschedule, your train journey you will be refunded in full.
- In the event that a customer misses a scheduled train journey, without giving prior notice, the journey will have to be rescheduled to a future date and no refund will be payable.
- No refund will be payable to a customer whose train journey has been terminated due to his or her involvement in any illegal activity or failure to comply with any law or regulations.

Train tour packages:

- The deposit is non-refundable.
- Cancellations with less than 60 days notice attract a 100% cancellation fee.
- Cancellations with more than 60 days notice attract no cancellation fee except for the non-refundable deposit.



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(JM 15.01.10)



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RESERVATION FORM FOR TRAIN TICKETS ONLY

PLEASE WRITE WITH A BLACK PEN AND IN BOLD LETTERS

Please complete in full - One form per person

FAX TO: 086 694 2475

Attention: JB Train Tours

Agent: HO

RESERVATION ON PREMIER CLASSE TRAIN

Name & Surname (as ID/Passport) Mr/Mrs: _____ **ID/Passport No** _____

Tel No: _____ (Code) _____ (W) _____ (Code) _____ (H)

Cell No: _____ **Fax No:** _____ (Code) _____

E-mail address: _____ (NB!)

Postal address: _____ **Code:** _____

Travel details:

One way

Travel from: _____ (town) to _____ (town) on _____ (date)

Return (if applicable)

Travel from: _____ (town) to _____ (town) on _____ (date)

2-Bed compartment: _____ **OR 1-Bed coupe** _____ (Please tick your choice)

I'd like to share the compartment with: _____

I'd like to take my car with on the train.

Car Make: _____ **Car Model:** _____ **Car Registration no:** _____ **Car Height:** _____

Please arrange a shuttle service for me from _____ (address)

to _____ (station) at an additional cost – JB Train Tours to send me a quotation.

Attached the **bank deposit slip** of R _____ per person

Indemnity: I have read JB Train Tours Premier Classe **FAQ** Document. (See attached to this Document/ available on website/ on request). I understand and accept that the booking agent, JB Train Tours, will not be held liable for any losses of any kind, injuries, inconvenience, cancellations or delays that may occur. A reservation only becomes guaranteed once full payment and a correctly booking form has been received.

Signature: _____ **Date:** _____

Next of kin Name & Surname (for emergencies): _____

Tel No: _____ (Code) _____ **Cell No:** _____

Banking details:

Account Name: JB Tours

Bank: ABSA

Account No: 405 307 1777

Branch: 632005

Type of Account: Cheque

SWIFT code (for International bookings): ABSA JJ ZA

Please attach the bank deposit slip & write your Surname & Train Trip date as a reference. (JM 15.01.10)

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RESERVATION FORM FOR TRAIN TOUR PACKAGES

PLEASE WRITE WITH A BLACK PEN AND IN BOLD LETTERS

Please complete in full - One form per person

FAX TO: 086 694 2475

Attention: JB Train Tours

Agent: HO

RESERVATION ON PREMIER CLASSE TRAIN

Tour name: _____ **Tour code:** _____ **Tour date:** _____

Name & Surname (as ID/Passport) Mr/Mrs: _____ **ID/Passport No:** _____

Tel No: _____ (Code) _____ (W) _____ (Code) _____ (H)

Cell No: _____ **Fax No:** _____ (Code) _____

E-mail address: _____ (NB!)

Postal address: _____ **Code:** _____

2-Bed compartment: _____ **OR 1-Bed coupe** _____ (Please tick your choice)

I'd like to share the compartment with: _____

Please arrange a shuttle service for me from _____ (address) to _____ (station) at an additional cost – JB Train Tours to send me a quotation.

Attached the **bank deposit slip of R** _____ per person

Indemnity: I have read JB Train Tours Premier Classe **FAQ** Document. (See attached to this Document/available on website/on request). I understand and accept that the booking agent will not be held liable for any losses of any kind, injuries, inconvenience, cancellations or delays that may occur. My deposit is non-refundable and my balance will be paid two months prior to departure. A reservation only becomes guaranteed once the deposit proof of payment and a correctly booking form has been received.

Signature: _____ **Date:** _____

Next of kin Name: (for emergencies): _____

Tel No: _____ (Code) _____ **Cell No:** _____

Banking details:

Account Name: JB Tours
Branch: 632005

Bank: ABSA
Type of Account: Cheque

Account No: 405 307 1777

SWIFT code (for international bookings): ABSA JJ ZA

Please attach the bank deposit slip & write your Surname & Tour code as a reference.

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