

Dear Industry Partner,

RE: Skyrail Rates 01 April 2025 > 31 March 2026

Please find enclosed our consumer prices and your net rates, and associated terms and conditions for the 2025/26 period. Please note that in order to maintain your agent status and associated net rate; we require your adherence to the Terms and Conditions as detailed within this document.

Please note:

- **These rates are for international inbound bookings ONLY and cannot be used for other markets.**
- **These rates are for FIT bookings only.**
- **For group bookings, only the Skyrail components (one-way or return) can be booked.**

We trust that this material will assist you in your planning for the upcoming tourism year.

We look forward to working closely with you throughout the coming year to achieve positive and maximum business activity for our mutual benefit and growth. Should you have any queries in regard to any of the information contained within, please do not hesitate to contact our Sales and Marketing Department on telephone (07) 4038 5511 or email marketing@skyrail.com.au.

Skyrail Rainforest Cableway is Tropical North Queensland's iconic, must do attraction. We encourage you to contact us (marketing@skyrail.com.au) to discuss use of Skyrail images and descriptions for the promotion of your Skyrail inclusive Tropical North Queensland itineraries. **Note: All promotional items provided must be utilised strictly within brand guidelines determined by Skyrail Rainforest Cableway's Content Licence Agreement.**

Maintenance Closure Information:



At Skyrail, we pride ourselves on our high standards of safety and reliability. To maintain these high standards, it is necessary to undertake programmed preventative maintenance works from time to time. Sometimes, these works require the closure of the cableway for a period of time. Current planned maintenance closure dates can be found at www.skyrail.com.au/visitor-information/notices/

Operational Information:



Prior to making a reservation, we recommend reviewing the Skyrail website www.skyrail.com.au/visitor-information/notices/ for up-to-date information regarding Skyrail's operational status, schedule changes and opening days. Skyrail reserves the right to alter our operating days, times, and schedules without notice.

Once again, we thank you for your support, and look forward to working with you.

Kind regards,

Kevin Parise
Director of Sales



CONSUMER PRICES

VALID FROM 01 APRIL 2025 TO 31 MARCH 2026

	PRODUCT CODE	ADULT	CHILD	FAMILY
Skyrail Rainforest Cableway				
One Way Skyrail Experience (no transfers):	OWSKY	\$71.00	\$35.50	\$177.50
Return Skyrail Experience (no transfers):	RTNSKY	\$107.00	\$53.50	\$267.50
* Return Transfers: from Cairns	RTNSKY-TCNS	\$133.00	\$79.50	\$371.50
Skyrail inc. Scenic Railway				
One Way Skyrail Experience & One Way Kuranda Scenic Railway (no transfers):	SKYQR	\$127.50	\$63.75	\$318.75
* One Way Transfer: Smithfield/Freshwater (SELF DRIVE) #	SKYQR-SD	\$140.50	\$76.75	\$370.75
* One Way Transfer: from Cairns (to Skyrail) †	SKYQRPUCNS	\$140.50	\$76.75	\$370.75
Skyrail inc. Rainforestation				
Return Skyrail Experience & Entry to Rainforestation (no transfers):	RTNSKYRFS	\$193.75	\$105.75	\$493.25
* Return Transfers: from Cairns	RTNSKYRFSTCNS	\$219.75	\$131.75	\$597.25
One Way Skyrail Experience, One Way Kuranda Scenic Railway & Entry to Rainforestation (no transfers):	SKYQRRFS	\$214.25	\$116.00	\$544.50
* One Way Transfer: Smithfield/Freshwater (SELF DRIVE) #	SKYQRRFSSD	\$227.25	\$129.00	\$596.50
* One Way Transfer: from Cairns (to Skyrail) †	SKYQRRFSPUCNS	\$227.25	\$129.00	\$596.50
Skyrail inc. Wildlife Experience				
Return Skyrail Experience & Entry to Kuranda Wildlife Experience (no transfers):	RTNSKYKWE	\$169.00	\$87.00	\$425.00
* Return Transfers: from Cairns	RTNSKYKWETCNS	\$195.00	\$113.00	\$529.00
One Way Skyrail Experience, One Way Kuranda Scenic Railway & Entry to Kuranda Wildlife Experience (no transfers):	SKYQRKWE	\$189.50	\$97.25	\$476.25
* One Way Transfer: Smithfield/Freshwater (SELF DRIVE) #	SKYQRKWESD	\$202.50	\$110.25	\$528.25
* One Way Transfer: from Cairns (to Skyrail) †	SKYQRKWEPUCNS	\$202.50	\$110.25	\$528.25
Upgrade to Kuranda Scenic Railway's Gold Class (additional fee per person)	Gold Class	\$55.50	\$55.50	\$222.00
Upgrade to Skyrail Diamond View Gondola				
One Way Skyrail Experience: (Upgrade to Diamond View Gondola (additional fee)	Diamond View	\$34.00	\$34.00	N/A

All rates include GST, and are subject to availability and changes. | Skyrail Reserves the right to alter prices, schedules or other published details without notice.

Children 4-14 years inclusive. | Family: 2 Adults & 2 Children from the same family.

† Transfer operates as PICK-UP only from selected Cairns locations to Skyrail Smithfield Terminal.

#All self-drivers MUST drive to Skyrail Smithfield Terminal to check in and receive ticketing information.

Travel on Skyrail is subject to our Conditions of Carriage, please see www.skyrail.com.au/visitor-information/conditions/#carriage for details

CONFIDENTIAL NET RATES

VALID FROM 01 APRIL 2025 TO 31 MARCH 2026

	PRODUCT CODE	ADULT	CHILD	FAMILY
Skyrail Rainforest Cableway				
One Way Skyrail Experience (no transfers):	OWSKY	\$56.80	\$28.40	\$142.00
Return Skyrail Experience (no transfers):	RTNSKY	\$85.60	\$42.80	\$214.00
* Return Transfers: from Cairns	RTNSKY-TCNS	\$106.40	\$63.60	\$297.20
Skyrail inc. Scenic Railway				
One Way Skyrail Experience & One Way Kuranda Scenic Railway (no transfers):	SKYQR	\$102.00	\$51.00	\$255.00
* One Way Transfer: Smithfield/Freshwater (SELF DRIVE) #	SKYQR-SD	\$112.40	\$61.40	\$296.60
* One Way Transfer: from Cairns (to Skyrail) †	SKYQRPUCNS	\$112.40	\$61.40	\$296.60
Skyrail inc. Rainforestation				
Return Skyrail Experience & Entry to Rainforestation (no transfers):	RTNSKYRFS	\$155.00	\$84.60	\$394.60
* Return Transfers: from Cairns	RTNSKYRFSTCNS	\$175.80	\$105.40	\$477.80
One Way Skyrail Experience, One Way Kuranda Scenic Railway & Entry to Rainforestation (no transfers):	SKYQRRFS	\$171.40	\$92.80	\$435.60
* One Way Transfer: Smithfield/Freshwater (SELF DRIVE) #	SKYQRRFSSD	\$181.80	\$103.20	\$477.20
* One Way Transfer: from Cairns (to Skyrail) †	SKYQRRFSPUCNS	\$181.80	\$103.20	\$477.20
Skyrail inc. Wildlife Experience				
Return Skyrail Experience & Entry to Kuranda Wildlife Experience (no transfers):	RTNSKYKWE	\$135.20	\$69.60	\$340.00
* Return Transfers: from Cairns	RTNSKYKWETCNS	\$156.00	\$90.40	\$423.20
One Way Skyrail Experience, One Way Kuranda Scenic Railway & Entry to Kuranda Wildlife Experience (no transfers):	SKYQRKWE	\$151.60	\$77.80	\$381.00
* One Way Transfer: Smithfield/Freshwater (SELF DRIVE) #	SKYQRKWESD	\$162.00	\$88.20	\$422.60
* One Way Transfer: from Cairns (to Skyrail) †	SKYQRKWEPUCNS	\$162.00	\$88.20	\$422.60
Upgrade to Kuranda Scenic Railway's Gold Class (additional fee per person)	Gold Class	\$44.40	\$44.40	\$177.60
Upgrade to Skyrail Diamond View Gondola				
One Way Skyrail Experience: (Upgrade to Diamond View Gondola (additional fee)	Diamond View	\$27.20	\$27.20	N/A

All rates include GST, and are subject to availability and changes. | Skyrail Reserves the right to alter prices, schedules or other published details without notice.

Children 4-14 years inclusive. | Family: 2 Adults & 2 Children from the same family.

† Transfer operates as PICK-UP only from selected Cairns locations to Skyrail Smithfield Terminal.

#All self-drivers MUST drive to Skyrail Smithfield Terminal to check in and receive ticketing information.

Travel on Skyrail is subject to our Conditions of Carriage, please see www.skyrail.com.au/visitor-information/conditions/#carriage for details

Booking Terms and Conditions and Conditions of Carriage

**Skyrail reserves the right to alter prices, schedules or other published details without notice.
By making a reservation you are automatically accepting our Terms & Conditions**

Days of Operation: Skyrail is open every day* except for Christmas Day and during planned, preventative maintenance. **Please note that operating days may vary and are subject to change.* For more information, please visit Skyrail's Special Notices. [www.skyrail.com.au/notices] or contact Skyrail Sales & Marketing or Reservations.

Prices: All rates include GST and are subject to availability and changes. **Rates are valid from 01 April 2025 > 31 March 2026.**

Hours of Operation and Booking Times: Skyrail's hours of operation* are from 08.45am until 5.15pm, with the last departure scheduled for 3.45pm. **Please note that opening hours may vary and are subject to change.* Please contact our Reservations Department should you require a departure outside these times. This will be on a request basis only and may attract an additional charge. Bookings are taken at 15-minute intervals commencing on the hour and are subject to availability.

Reservations: PRE-BOOKINGS ARE ESSENTIAL and must be made via our Reservations Department via the following:

Phone: +61 7 4038 5555 (Press Option 2)

Email: reservations@skyrail.com.au

Booking Conditions: All guests must travel on Skyrail at their pre-allocated boarding time as indicated on their boarding ticket and guests should not arrive at Skyrail any earlier than 15 minutes prior to the allocated boarding time. Once bookings are processed and boarding tickets issued/travel commenced, changes or upgrades on the day of travel are not permitted.

Days of Travel: Travel on Skyrail and associated touring components must be completed on the same day. Components cannot be split for travel on separate days.

Travel Time: Standard Gondola: A one-way Skyrail experience (standard gondola) takes approximately 90 minutes (including stops at Red Peak and Barron Falls rainforest mid-stations). **Diamond View Gondola:** A one-way Skyrail experience (Diamond View gondola) takes approximately 120 minutes (including stops at the two rainforest mid-stations). Diamond View gondolas are provided for FIT guests (not groups) and can be booked as a **one-way experience**. Diamond View travel cannot be combined with certain other experiences (e.g. Interpretative Ranger Option) for more information, please contact our Reservations Team.

Gondola Capacity: Standard gondolas carry up to a maximum of 6 guests and Diamond View carry a maximum of 5 guests. Both options include children and infants. Non-shared use of gondola cabins is subject to operational conditions and availability and during peak periods, sharing of gondolas with other guests may be required.

Child Policy: Standard and Diamond View Gondola: Children are aged 4-14 years inclusive. All children must be accompanied by an adult when travelling on Skyrail. (i.e. standard gondola cabins: 1 adult for every 5 children and 1 adult for every 4 children in Diamond View).

Family Policy/Rates: Families are deemed as 2 adults and 2 children from the same immediate family. This special rate is applicable to FIT bookings only on Standard Gondolas (cannot be applied to group bookings) and must be indicated to our Reservations Team at the time of booking and on any voucher/information provided to your guests. If you wish to use this rate it must be brochure/published, and the family discount provided by Skyrail must be passed on to the consumer. You are not permitted to combine your unrelated, independent FIT adult and child guests to create faux family groups. Failure to comply with these conditions will result in family rates being withdrawn. *Please note that Family and Child Rates do not apply to Diamond View, prices are per person. Bus transfer rates are per person (child rates and family rates do not apply).*

Group Policy: A group is designated as being 15 or more paying passengers on the same booking. Payment for a group must be made as one sum and not on an individual basis. Final numbers for groups are required 24 hours prior to travel. If the group, due to cancellation, falls below the minimum number of 15 paying passengers, the group is no longer eligible for any applicable group rate. The booking will revert to a non-group booking at normal applicable FIT rates unless otherwise advised.

Cancellation Policy: For groups (15 pax+), a cancellation fee may be charged if passengers fail to travel and no notice of cancellation is provided to Skyrail, or seats are cancelled within 48 hours of travel and cannot be resold. Skyrail recognises that extenuating circumstances can exist, and as such the application of a fee will be assessed on a case-by-case basis. For FIT travellers, a cancellation fee of 100% may be charged for bookings or any tour components (including transfers) cancelled with 24 hours of travel.

Kuranda Scenic Railway: Gold Class (Cancellation): Seats cancelled within 24 hours of travel may attract a cancellation fee.

Tour Escorts: For every group of 15 paying passengers or more, Skyrail permits 1 bona fide Tour Guide, Escort, Leader or Language Guide to travel FOC. This is designated at the time of booking and the Tour Guide/Escort is required to produce appropriate identification upon collection of boarding tickets. FOC boarding tickets issued to the Tour Escort/Guide and are non-transferable.

For groups requesting additional guides/leaders/escorts in excess of the 1:15 FOC ratio, 1 additional guide/leader/escort will be charged at 50% (non-commissionable) rate of the standard one-way or return Skyrail fare (in line with the service booked for the group). All additional guides will be charged at normal adult rates.

For groups with less than 15 paying passengers, Skyrail permits 1 tour guide/leader/escort to be charged at 50% (non-commissionable) rate of the standard one-way or return Skyrail fare (in line with the service booked for the group). All additional guides will be charged at normal adult rates. Please see below table guideline to assist in determining guides permitted:

Group Size	FOC Guides Permitted	50% Guides Permitted	Additional Guides
1-14 paying passengers	Nil	1	Unlimited at Standard Rates
15-29 paying passengers	1	1	Unlimited at Standard Rates
30-44 paying passengers	2	1	Unlimited at Standard Rates
45-59 paying passengers	3	1	Unlimited at Standard Rates
60-74 paying passengers	4	1	Unlimited at Standard Rates
75-89 paying passengers	5	1	Unlimited at Standard Rates
For larger groups, please continue to apply the 1:15 paying passenger formula to determine to allowance for FOC guides. 50% Guides and Additional Guides remain unchanged regardless of group size.			

Tour guide/leader/escort FOC/discounted travel is in standard gondolas only and Kuranda Scenic Railway only and is not permitted on other products/services or transfers. Travel in Diamond View by Tour Guides is permitted; however, the Diamond View 'upgrade' portion will be charged at standard net rates in addition to the Skyrail fare.

Transfers: Transfers to and from Cairns pick up locations and between Skyrail and Freshwater Connection Railway Station are subject to availability. Skyrail does not operate the coach transfer service and is not liable for the coach operator's acts or omissions whether negligent or otherwise. Bus transfer rates are per person (child rates and family rates do not apply). **Please note that all transfer services, including pickup/drop off locations, days, and times of operation and subject to operational demand and cancellation or change.*

Payment: If credit facilities have not been established, payment is required prior to travel. If you do not have credit facilities approved in writing with Skyrail Pty Ltd, please contact Skyrail Reservations for details of payment methods available to you. Where credit facilities have been established, failure to comply with approved credit terms may result in credit approval and account status being suspended or withdrawn. Agents with credit should provide vouchers either in advance or to the guests to present, to facilitate invoicing. Payments made by Credit Card may attract a surcharge.

Guests with special needs: If you would like to book a guest onto Skyrail who has special needs, please contact and advise our Reservations Department of their requirements prior to travel.

Account Continuity: To maintain the integrity of our database, any accounts not used within a 12-month rate period will be temporarily suspended. If your account becomes suspended, please contact Skyrail's Marketing Department to reactivate your account. Rates will not be issued automatically if business is not generated within the rate year.

Content Licence Agreement: Use of Skyrail imagery, video, brand elements, logos or other associate promotional materials (**content**), provided to you either directly by Skyrail or electronically downloaded from Skyrail's public repository is subject to Skyrail's Content Licence Agreement. By using the Content, you accept the terms of Skyrail's Content Licence Agreement. Prior to the use of Skyrail's content, please contact us for a copy of this agreement.

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 wheelchair. 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 trip. Alternatively, for some tour group packages, your photo is available to download 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.

Maintenance: At Skyrail, we pride ourselves on our high standards of safety and reliability. To maintain these high standards, it is necessary to undertake programmed preventative maintenance works from time to time. Sometimes these works require the closure of the cableway for a short period of time. For more information please visit Skyrail's Special Notices [www.skyrail.com.au/visitor-information/notices/] or contact Skyrail Sales & Marketing or Reservations.

Privacy: Skyrail Rainforest Cableway is committed to ensuring the privacy of individual's information in accordance with applicable laws. Skyrail respects the need for confidentiality of information and provides a secure framework to protect personal details, held by Skyrail, from collection of information, use & disclosure, storage, security and accessibility. If you have any further questions relating to the Skyrail Privacy Statement, please do not hesitate to contact us:

Contact Skyrail's Privacy Officer:

(07) 4038 5599

privacyofficer@skyrail.com.au

www.skyrail.com.au/privacy

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