

2.15 Lost tickets

2.15.1 Reserved seat or berth: Refunds on or the re-issue of lost tickets may be allowed on rail tickets issued for travel on services for which a seat or sleeping berth has been reserved provided that the loss is reported to the Corporation up to and including the date and time shown on the lost ticket and provided also that the information supplied by the applicant in respect of the original booking can be confirmed to the satisfaction of the Corporation. Commission as prescribed in clause 2.14 will be deducted by the Corporation from the value of the lost ticket if a refund is made but no charge will be made where a ticket is re-issued to replace a lost ticket.

2.15.2 Late reporting of loss: Refunds on or the re-issue of lost tickets shall not be allowed where the loss is reported after the date and time of travel shown on the original ticket.

2.15.3 Lost tickets issued from bulk travel account: The foregoing conditions will also apply to lost tickets originally issued from a bulk travel account, with the value of the lost ticket, less commission, being credited to the relevant bulk travel account.

2.15.4 Lost season tickets: Should a season ticket be lost, immediate notice must be given to the Corporation. The holder of the original ticket shall not be entitled to a duplicate ticket, but a duplicate ticket may, at the discretion of the Corporation, be issued on payment of ten percent of the value of the unexpired period for which the ticket is available subject to a minimum charge of \$3.10. For the purpose of this clause, the value of the unexpired period for which a monthly season ticket is available shall be calculated at one-thirtieth of the monthly fare for each day in the unexpired portion of the calendar month covered by the ticket.

2.16 Documents

All documents relating to the conveyance of passengers shall be issued subject to the provisions of the New Zealand Railways Corporation Act 1981. All references to the Government Railways Act 1949 and the provisions thereof in such documents after the 1st day of April 1982 shall be deemed to be a reference to the New Zealand Railways Corporation Act 1981 and to the appropriate provisions thereof.

3. RAIL PASSENGER SERVICES : CONDITIONS**3.1 Reserved seats on trains**

3.1.1 Free reservations: On long distance passenger services, seat and sleeping berth accommodation may be booked free of charge.

3.1.2 Block bookings: The reservation of a whole or half carriage may be made by special arrangement.

3.1.3 Where to reserve: Seats and sleeping berths may be reserved at a Corporation booking office or at an authorised booking agency.

3.1.4 Time of application: Applications for the reservation of seats and sleeping berths will be received at the booking office at the station from which the train commences its journey not later than one hour before the timetabled time of departure of the train and at other booking offices not later than two and a half hours before the timetabled time of departure of the train from the original starting station.

3.1.5 Services on which reservation required: Passengers may not join the *Silver Fern*, *Northerner* or *Southerner* services without a seat or sleeping berth reservation. When accommodation is available, seat or sleeping berth allocations may be obtained up to the time of departure from each stopping station.

3.1.6 Sleeping berths: Sleeping carriages will, as far as possible, be reserved for the use of passengers holding sleeping berth tickets. The Corporation reserves the right to require passengers holding sleeping berth tickets to ride in the sleeping carriages throughout the journey. The Corporation also reserves the right to accommodate any passengers not holding sleeping berth tickets in the sleeping carriages until it is necessary to make up berths for the night, when passengers who have not been allotted sleeping accommodation must move to another part of the train.

3.1.7 Occupancy of berths: Except as provided below, not more than one person shall be permitted to occupy any one berth. In no case will more than two children be permitted to occupy the same berth. The following charges will apply when sleeping berths are occupied as shown:

Parent or guardian occupying one berth with a child under four years of age	One adult sleeper fare
A child under four years of age the sole occupant of one berth	One child sleeper fare
Two children, one under four years of age, and one 15 years of age or over sharing one berth	} One adult sleeper fare
Two children, each over four years and under 15 years of age sharing one berth	
Two children, one under four years, and one under 15 years of age sharing one berth	} One child sleeper fare
Two children each under four years of age sharing one berth	
One adult requiring exclusive use of a two berth cabin	Two adult sleeper fares