

# TRAVELLING WITH CHILDREN





Remember how exciting a train trip can be?

**V/Line trains and coaches are a great way to take the stress and hassle out of travel for you and your family.**

The experience can also be a fun one for your children.

By planning ahead, you can sit back, relax and discover Victoria in safety and comfort. Our friendly station staff and onboard conductors are always there to help too.

This brochure provides some practical advice about travelling with children on V/Line to help make your journey safe, comfortable and fun for everyone.

# BEFORE your journey

## When to travel

The best time to travel with young children on V/Line services is during off peak times. When travelling **to Melbourne**, this means arriving in Melbourne after 9am. When you travel **from Melbourne**, you can travel at anytime, except between 4pm and 6pm when people are going home from work.

## Buying your tickets

Using our Family Traveller ticket, up to two children (4-16 years) can travel free with each accompanying adult during off peak times. Children under 4 travel free at all times.

### You can buy your tickets before you travel at:

- a staffed V/Line station
- a premium Metro station
- an accredited V/Line ticket agent

If you're travelling from an unstaffed station, you can use cash to purchase your tickets from the conductor.

To find your nearest staffed V/Line station or ticket agent, to purchase tickets online, and for up-to-date fare and ticketing information, visit [vline.com.au](http://vline.com.au) or call 136 196.

## Making a reservation

You need to make a reservation on all V/Line long distance trains (Bairnsdale, Albury, Swan Hill, Echuca, Shepparton and Warrnambool) and on some coach services.

Reservations are not required for our short distance train services (Marshall, Geelong, Ballarat, Bendigo, Seymour and Traralgon).

## Accessing our stations

Most V/Line stations are easily accessible for you and your pram or stroller.

At stations where footbridges provide access between platforms, we recommend people with prams use the alternative pathway at level crossings to change platforms safely.

Visit [vline.com.au](http://vline.com.au) or phone 136 196 for information on all our stations.



# DURING your journey

## **On-board**

All V/Line trains and coaches are air conditioned and have on-board toilets. Smoking is not permitted on any of our services.

You can purchase snacks, tea, coffee and soft drinks on long distance trains to and from Bairnsdale, Albury, Swan Hill, Shepparton and Warrnambool.

You're welcome to pack a selection of your child's (and your own!) favourite snacks and drinks (non-alcoholic!). For safety reasons, hot food and drinks cannot be taken onto coaches.

Neither trains nor coaches have facilities on board to heat food or bottles.

## **Break up the journey**

If you're travelling on day return tickets and you're concerned about how your children will cope with a long journey, remember you can always stop-off at other towns along the way at no extra cost. Make sure you check the timetable for following trains or coaches.

## **Travelling safely**

Children may get restless during your journey, but it's not a good idea for them to crawl or walk around while the train or coach is moving. For their safety, and for the comfort of other passengers, keep children seated or on your lap.

Never leave small children unattended on the platform or on the train.

V/Line staff are available to provide assistance where necessary, but a child's safety is the sole responsibility of their parent or guardian.

# AFTER your journey

## Arriving at your destination

Trains stop at each station for a relatively short time. Be prepared to disembark safely by allowing plenty of time to gather your belongings and retrieve your pram or stroller from the storage area.

It may be helpful to wake sleeping children at the stop before your destination and start to move to the door while the train is still in motion. If you need assistance to exit the train, ask the conductor when your tickets are checked.

## Opening doors as you exit the train



**VLocity trains** – push the yellow button, when it illuminates green. The doors will then automatically slide open and automatically close on departure.



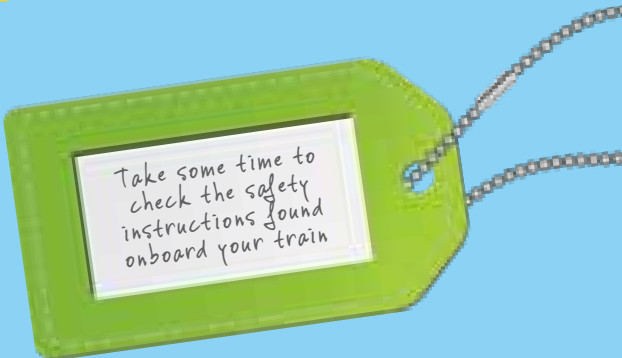
**Sprinter trains** – the doors slide open automatically and close automatically on departure.



**N-Set (loco-hauled) trains** – most N-Set trains have now been fitted with electronic doors. You need to pull the door towards you from inside the carriage. Please allow room for the door to swing toward you. The door will automatically close when the train departs.



**H-Set (loco-hauled) trains** – you need to manually slide open the door. The doors will close automatically on departure.



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# PRAM OR ST

**Prams and strollers can be carried free of charge on all V/Line services. Here are some tips to help you travel comfortably, safely and with a minimum of fuss:**

- Allow plenty of time before your service departs – never run to meet your train or coach
- On the platform, make sure you and your pram are behind the yellow line. At coach stops, stand back from the edge of the footpath
- Always keep pram brakes on until the train or coach has stopped and you are ready to board
- Don't overload carry bags or organisers strapped to your pram or stroller
- Travel in one of the front train carriages so the driver can clearly see you when you enter and leave the train
- If you are travelling with other young children, help them to board the train first, before boarding with your pram
- When boarding the train, push the pram or stroller into the carriage ahead of you
- Some platforms are not level with train floors and you may need to lift the pram into the carriage. If you need assistance, ask a conductor
- A stroller will fit comfortably between the aisles on trains, but prams are wider and need to be folded and stored
- Conductors may ask you to store your pram in designated luggage areas to allow access for other passengers
- If you can't stow your pram, make sure it isn't obstructing a doorway. Keep the brakes on at all times
- On long-distance services, prams can be stowed in the train's luggage van, if space is available
- Arrive at the station at least 30 minutes before departure to check in any luggage, along with your pram
- When travelling by coach, the driver will store your pram and retrieve it for you at your destination
- When leaving the train, help young children to disembark first. Then pull the pram out backwards after you.

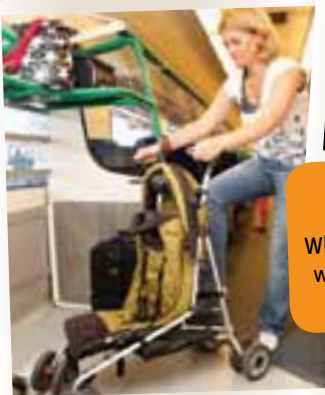
# ROLLER



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When leaving the train, help young children to disembark first. Then pull the pram out backwards after you.







# TRAVELLERS AID

Travellers Aid at Southern Cross Station offers a welcoming environment for people travelling with children.

Located next to the coach terminal, just north of the Bourke Street footbridge, Travellers Aid provides clean and accessible rest rooms, showers (with towel hire) and stroller hire.

The friendly and supportive staff can also provide information on transport and accommodation in Melbourne.

Travellers Aid is open daily from 7am to 11pm.

# making the

# JOURNEY FUN

The beauty of train and coach travel is that you can relax and enjoy some fun time with your children on the way to your destination.

Bring along some of their favourite toys, books and hand-held games, and think about some games to play to while away the time.

Following your journey on maps can be great fun and educational too. V/Line network maps are available for download at [vline.com.au](http://vline.com.au).



Don't forget to pack  
some snacks and a  
water bottle.



## V/Line

Information, timetable and reservations  
136 196 (6am – 12 midnight 7 days a week)

## Customer feedback

1800 800 120 (6am – 12 midnight 7 days a week)

## Website

[vline.com.au](http://vline.com.au)

## Travellers Aid

Assistance at Southern Cross Station  
9670 2072 (7am – 11pm daily)



**Group Bookings**  
We offer discounts to groups travelling on V/Line coaches and trains, subject to availability. Visit [vline.com.au](http://vline.com.au) for more information.

**V/Line**