



This factsheet provides a summary of **the NSW TrainLink Unaccompanied Minor Policy**, please ensure you read the full policy. [Regional Travel | transportnsw.info](#)

Age Limit

- NSW Trains and Coaches do not carry unaccompanied children under 12 yrs old.
- An adult, or guardian aged 16 yrs old or older must travel with children under the age of 12 yrs old.

How to book an Unaccompanied Child Seat

- A parent or guardian must be 18 or older to book an unaccompanied minor seat for your child.
- Unaccompanied child seats are not available on overnight service, sleeper cabins, or day sitter cabins.
- Overnight services include TrainLink Train or Coach scheduled services starting or in transit from 10:45pm to 5am

Only **children aged 12 to 15 yrs old traveling without a parent or guardian**, will be able to travel on an Unaccompanied Minor ticket.

Bookings can be made:



Online using NSW Trainlink Bookings: [Regional Travel | transportnsw.info](#)



By calling **13 22 32** for the NSW Trainlink Call Centre



IN PERSON at accredited NSW Trainlink Sales Outlets

Prepare for a safe trip by:

- Arriving on time and keeping up to date on the NSW Trainlink service schedule.
- Preparing food and drink for your child to enjoy on their trip, as we are unable to guarantee that our meals are completely allergen free.
- Remaining at the station to supervise the child until the train service has departed.
- Sharing your contact details with NSW Trains, upon booking, to keep you updated on the child's trip.

On their trip

- NSW Trainlink staff will direct the child to their allocated Unaccompanied Minor Seats to assist onboard service staff to monitor the child during the service.
- Onboard service staff have many duties and cannot provide continuous care of your child.

Parents/guardians have primary responsibility for transporting their children across NSW Trainlink services.

NSW TrainLink staff may undertake regular, but not continuous supervision of unaccompanied minors boarding and traveling upon the service.

After the Journey

- Parent/guardians are encouraged to monitor Transport apps for updates on the train arrival times: [Transport apps | transportnsw.info](https://transportnsw.info)
- Please ensure an adult or guardian over 18 is available to pick up your child at the end of the journey.
- NSW Trains will not delay services for the child to be picked up from their destination station.
- NSW Trains reserves the right to contact the police, if a parent or guardian cannot be contacted, or if the child's safety is compromised.

Frequently Asked Questions

Why has the Unaccompanied Minor Policy been introduced?

The Unaccompanied Minor Policy has been introduced to help keep younger passengers safe when they travel without a parent or guardian, by setting clear rules about who can travel alone, which services they can use and what support NSW TrainLink provides during the journey. It also gives parents, guardians and staff a clear, consistent process to follow, so everyone understands their responsibilities before, during and after the trip.

What ages qualify for Unaccompanied Minor travel?

Children aged 12–15 years inclusive can travel as Unaccompanied Minors on eligible NSW TrainLink services, subject to meeting all booking and travel requirements. Children under 12 must travel with a parent, guardian or another responsible adult, and are not permitted to use the Unaccompanied Minor service. Passengers aged 16 years and over travel on adult fares.

Which services can Unaccompanied Minors travel on? (Are overnight services included?)

Unaccompanied Minors may only travel on designated day services that are part of the Unaccompanied Minor ticketed service. Any service operating between 22:45 and 05:00 (local time) cannot be booked as an Unaccompanied Minor ticket, and sleeper cabins and day-sitter cabins are not available to Unaccompanied Minors at any time of day. A list of early morning departure services excluded from the overnight service definition for Unaccompanied Minor bookings is published in the NSW TrainLink website and may be updated from time to time.

How do I book an Unaccompanied Minor ticket and what information do I need to provide?

Bookings for Unaccompanied Minors are recommended to be made in advance through NSW TrainLink booking channels (such as the NSW TrainLink Regional Customer Service Centre, booking offices and approved agents). Bookings may also be made at the time of boarding; however, Unaccompanied Minor seats are limited and may not be available on the day of travel. When booking, parents or guardians will be asked to provide details including the child's name and age, the name and contact details of the person dropping the child off and the person meeting them at the destination, and any special requirements (for example accessibility needs).

What happens on the day of travel (check-in, boarding and arrival procedures)?

On the day of travel, the parent or guardian must accompany the child to the departure location in time for check-in and remain until the service departs. NSW TrainLink staff will check the child in, confirm details against the booking and escort the child to their allocated Unaccompanied Minor seat. At the destination, NSW TrainLink staff will release the child only to the nominated receiving adult, as recorded in the booking.

What supervision does NSW TrainLink provide during the journey, and what remains the parent/guardian's responsibility?

NSW TrainLink provides regular, but not continuous, supervision of Unaccompanied Minors while they are on board and at key points in their journey. Staff do not provide one-to-one or constant supervision. Parents and guardians remain responsible for preparing the child for travel, ensuring they are fit and able to travel, packing food and drink provisions are recommended, and being available at both the departure and arrival locations to hand over and receive the child as agreed.

What should I do if the service is delayed, cancelled or replaced (e.g. coach replacement)?

If there is a disruption that affects an Unaccompanied Minor's journey, NSW TrainLink will work to provide suitable alternative arrangements and keep parents or guardians informed using the contact details in the booking. Depending on the situation, this may include placing the child on a later service, arranging a replacement coach or, where appropriate, returning the child to the departure location for collection. In major disruptions, NSW TrainLink may also arrange replacement transport or, in some circumstances, overnight accommodation in line with the Unaccompanied Minor Procedure and in consultation with the parent or guardian.

Can NSW TrainLink refuse travel for an Unaccompanied Minor and in what situations?

NSW TrainLink may refuse to carry an Unaccompanied Minor if they do not meet the policy requirements, for example if they are under the minimum age, booking on an excluded service, or if required booking information has not been provided. Travel may also be refused if staff believe the child's safety or welfare could be at risk, or if suitable arrangements cannot be confirmed for drop-off and collection at the departure and arrival locations.