

# Adjusting the Belgrave-Gembrook Return Allocation

## Overview

Use this procedure to change the capacity for the **Belgrave - Gembrook Return** allocation — the full return journey product, typically set to 56 seats.

### Reading the train capacity output

1100B-G 1 11:00 Bel-Lak-Gem 15:05 Gem-Lak-Bel				176	147	29	56/56	6	84%
11:00	Belgrave - Lakeside			176	137	39		2	
12:35	Lakeside - Gembrook			176	144	32		14	
15:05	Gembrook - Lakeside			176	147	29			
16:00	Lakeside - Belgrave			176	142	34		2	

#### 176 - Max train capacity

Total capacity of the WHOLE train.  
Covers both product groups:

- Bel-Lak-Gem products (120)
- Bel-Gem Return product (56)

120 + 56 = 176

Top green row = the manifest / service summary line.

#### 56/56 - Bel-Gem allocation group

Reserves a minimum capacity for the Belgrave to Gembrook Return product, so those seats are always held regardless of Bel-Lak-Gem demand.

#### 29 - Seats still available

Manifest max pax drives this number.

#### Need more Bel-Lak-Gem capacity?

Increase the manifest max pax.

#### Need more Bel-Gem Return capacity?

Adjust the allocation group - see the BookStack guide (link in email).

## How Capacity is Structured

Each leg on a Belgrave-Gembrook service has a total capacity of **176 passengers**, made up of two components:

Component	Capacity	Notes
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Bel - Lak & Lak - Gmb Return / single-journey passengers	120	Availability works is calculated as this.  Max Pax of Manifest minus Gembrook Allocation Group (below)  Standard is 176 - 56 (120).
Belgrave - Gembrook (Return)	56	<u>Minimum seats held via Allocation Group (inside Manifest),</u>  <u>Maximum bookings available limited by product.</u>
<b>Total per leg</b>	<b>176</b>	

## To edit the maximum available of ticket for Belgrave - Gembrook Return product.

1. Go to **Sightseeing > Availability**
2. Find you're the **Belgrave - Gembrook Return** product
3. Right Click > **Stop Sell/Max Pax**
4. Change **Product Max Pax** to new amount.

1100B-G 1505G-B - 11:00 Bel-Lak-Gem 15:05 Gem-Lak-...	124/52	7/169	0/	41/	0/	0/	8/168
- 1100-B-G-1505-G-B - 11:00 Belgrave to Gembrook - ...	4/52	11:00 Belgrave to Gembrook - 15:05 Gembrook to Belgrave					
- 1100-B-L - 11:00 Belgrave to Lakeside	120/0						
- 1100-B-L-1600-L-B - 11:00 Belgrave to Lakeside - 16:...	0/0						
- 1235-L-G - 12:35 Lakeside to Gembrook	4/114						
- 1235-L-G-1505-G-L - 12:35 Lakeside to Gembrook 15:...	2/48						
- 1505-G-L - 15:05 Gembrook to Lakeside	0/118						
- 1600-L-B - 16:00 Lakeside to Belgrave	0/120						
<b>Details</b>							
From Date	21/11/2026						
To Date	21/11/2026						
Max Pax	56						
Yield Minimum							
Status	No change						
	<input type="checkbox"/> Allow Groups Only						
<b>Manifests</b>							
<b>Status</b>	<b>Avail</b>	<b>Manifest</b>					
	52	11:00 Bel-Lak-Gem 15:05 Gem-Lak-Bel					
<b>OK</b> <b>Close</b>							
		0/250	0/248	0/250	0/250		

5. If you also need to increase the max capacity of the train (e.g. an extra carriage has been added), go to **Sightseeing > Manifest** and change the **Manifest max pax** to the appropriate number.

1100B-G 1	11:00 Bel-Lak-Gem 15:05 Gem-Lak-Bel	176	147	29	56/56	16	84%
11:00	Belgrave - Lakeside	176	137	39		2	
12:35	Lakeside - Gembrook	176	144	32		14	
15:05	Gembrook - Lakeside						
16:00	Lakeside - Belgrave						
1230B-L 1	12:30 Bel-Lak 15:20 Lak-Bel						
12:30	Belgrave - Lakeside						
15:20	Lakeside - Belgrave						
1415B-L 1	14:15 Bel-Lak 16:40 Lak-Bel						
14:15	Belgrave - Lakeside						
16:40	Lakeside - Belgrave						
	<b>Code</b>	<b>Product</b>					
	1100-B-G-1505-G-B	11:00 Belgrave to Gembrook					
	1100-B-L	11:00 Belgrave to Lakeside					
	1100-B-L-1600-L-B	11:00 Belgrave to Lakeside - 16:00 Lakeside to Belgrave					
	1235-L-G	12:35 Lakeside to Gembrook					
	1235-L-G-1505-G-L	12:35 Lakeside to Gembrook 15:05 Gembrook to Lakeside					
	1505-G-L	15:05 Gembrook to Lakeside					
	1600-L-B	16:00 Lakeside to Belgrave					
MF							
<b>Step 1</b>							
Only the items selected will be modified across the specified Date Range.							
From 24/07/2026 to 24/07/2026 <b>1 Departure</b>							
Or... <a href="#">Select Recurring Days...</a>							
I want to... <input type="checkbox"/> Change the Status to... Confirmed <input type="checkbox"/> Change status for all Products linked to this Manifest <input type="checkbox"/> Set max Pax to... 176							
<input type="checkbox"/> Stop Sell specific Products <input type="checkbox"/> Set the Max on specific SRVs <input type="checkbox"/> Set the Max on specific Options <input type="checkbox"/> Set the Max on specific Fare Classes <input type="checkbox"/> Release specific Products <input type="checkbox"/> Set Allocation on Allocation Groups							
Notes <input type="checkbox"/> Show on Bookings							
<b>&lt;&lt; Back</b> <b>Finish</b> <b>Cancel</b>							

# To edit the HELD amount of pax for the Belgrave - Gembrook product.

1. Complete the above guide as well to increase the product availability first. Then:
2. In **Sightseeing > Manifests**, locate the relevant manifest.
3. **Right-click** on the manifest > **Stop Sell/Max Pax > This Manifest**

Code	Product	Max	Pax
1100-B-G-1505-G-B	11:00 Belgrave to Gembrook	56	56
1100-B-L	11:00 Belgrave to Lakeside	176	41
1100-B-L-1600-L-B	11:00 Belgrave to Lakeside	50	50
1235-L-G-1505-G-L	12:35 Lakeside to Gembrook	50	50

4. In the dialog:
  - Set the **From** and **To** date range, or use *Select Recurring Days...* as needed.
  - Tick **Set Allocation on Allocation Groups** - this is critical and must not be skipped.

1100B-G 1505G-B - 11:00 Bel-Lak-Gem 15:05 Gem-Lak-Bel

Only the items selected will be modified across the specified Date Range.

**Step 1**

From  to  **1 Departure**

Or... [Select Recurring Days...](#)

I want to...

Change the Status to...

Change status for all Products linked to this Manifest

Set max Pax to...

Stop Sell specific Products  Release specific Products

Set the Max on specific SRVs  Set Allocation on Allocation Groups

Set the Max on specific Options

Set the Max on specific Fare Classes

Notes  Show on Bookings

<< Back Next >> Cancel

- Click **Finish**. The Allocation Groups screen will appear.
- On the Allocation Groups screen, find **Belgrave to Gembrook Return** and set its **Allocation** to the HELD amount of seats for this type of product.

Belgrave - Gembrook Allocation (Return)

Please enter an Allocation for the Allocation Groups.

Allocation	Allocation Group
56	Belgrave to Gembrook Return
	Gembrook to Belgrave

<< Back Finish Cancel

- Click **Finish** to save.
- Change
- Does the entire train capacity need to be increased because of this?  
If yes, please also adjust the manifest accordingly — see the *Adjusting the Main Manifest Capacity* guide.  
An example of this would be an **extra** carriage being added to the carriage set specifically for Bel-Gmb.

# Important Notes

- The "**Set Allocation on Allocation Groups**" checkbox must always be ticked when changing this leg. Skipping it will cause a mismatch between the max Pax limit and the reserved seat allocation, which may result in overbooking.
- Only update the **Belgrave to Gembrook Return** allocation group. Leave *Gembrook to Belgrave* blank unless specifically instructed otherwise.
- This leg's capacity does **not** change automatically when you adjust the main manifest — both procedures must be performed independently if both values need updating.

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