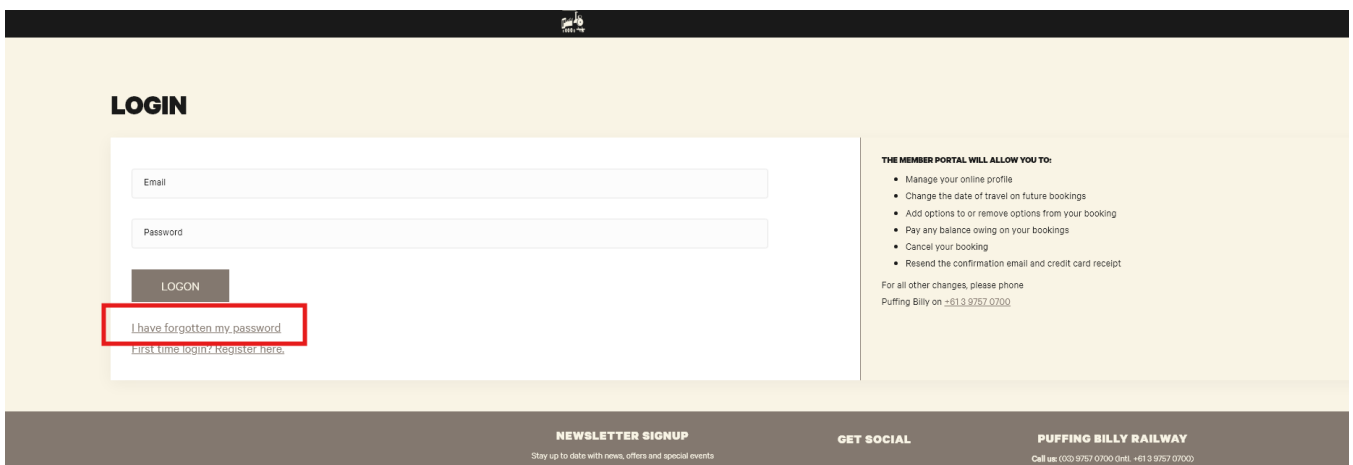


How: An Annual Pass Member can make an excursion booking themselves

1. Go to the annual pass portal here:

<https://apps.customlinc.com.au/puffingbillyrailways/MemberPortal/Logon/>

2. Use your created credentials to log in. If you are unsure of your password use the *I have forgotten my password* option.



LOGIN

Email

Password

LOGON

[I have forgotten my password](#)
[First time login? Register here.](#)

THE MEMBER PORTAL WILL ALLOW YOU TO:

- Manage your online profile
- Change the date of travel on future bookings
- Add options to or remove options from your booking
- Pay any balance owing on your bookings
- Cancel your booking
- Resend the confirmation email and credit card receipt

For all other changes, please phone
Puffing Billy on +61 3 9757 0700

NEWSLETTER SIGNUP
Stay up to date with news, offers and special events

GET SOCIAL

PUFFING BILLY RAILWAY
Call us: (03) 9757 0700 (ext. +613 9757 0700)

3. If the user has not created their account you can reissue the confirmation email which has the registration details on it.

You can find a guide [here](#).

4. Once logged in they should see the Dashboard, from here they need to select **New Booking**



DYLAN ADULT

Dylan Adult Puffing Billy Railway Membership # 15081577 Expiry 12 Nov 2025	Dylan Child Annual Pass Membership # 15081578 Expiry 30 Jul 2025	Dylan Child Under 4 Annual Pass Membership # 15081579 Expiry 30 Jul 2025
Dylan Conc Puffing Billy Railway Membership # 15123635 Expiry 14 Nov 2024	Dylan Child Annual Pass Membership # 15123636 Expiry 12 Nov 2025	Dylan Child Under 4 Annual Pass Membership # 15123637 Expiry 12 Nov 2025

UPCOMING TRAVEL

	Reference	Status	Date	Product	Party	Qty	Amount
<input type="checkbox"/>	1601789 / 918882	CANCELLED	10 Jan 2025	12:35pm Lakeside departure / 3:05pm Gembrook Return	ADULT DYLAN	0	\$0.00
<input type="checkbox"/>	1603023 / 920098	CANCELLED	07 Mar 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	0	\$0.00
<input type="checkbox"/>	1602015 / 919089	CANCELLED	31 Jul 2025	Annual Pass Renewal	ADULT DYLAN	0	\$0.00
<input type="checkbox"/>	1602019 / 919093	CANCELLED	31 Jul 2025	Annual Pass Renewal	ADULT DYLAN	0	\$0.00

5. They can choose the date they wish to book. Similar to the public website.



Please select the date of travel above. The table will only show available services following the selected date.

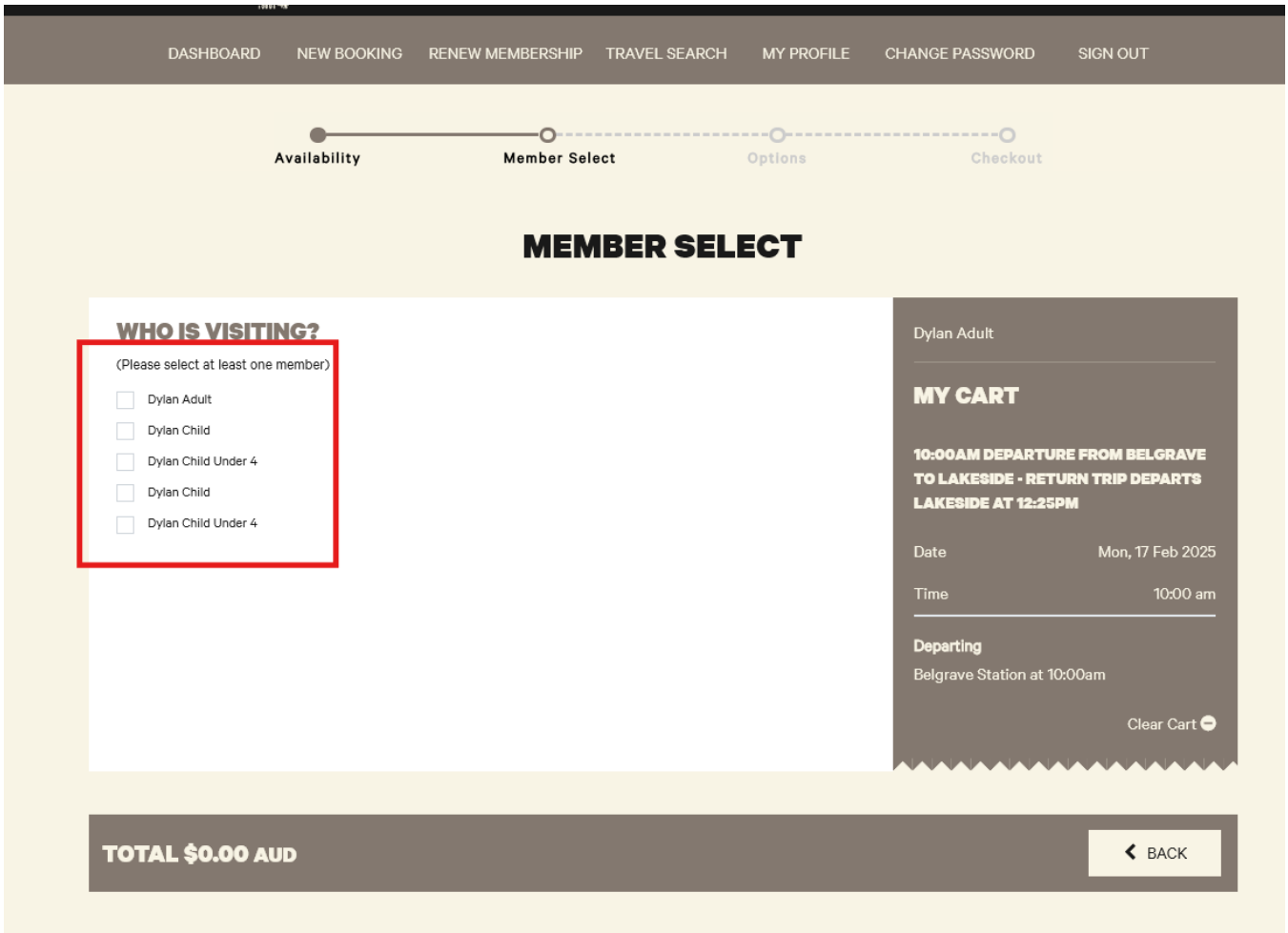
17/02/2025

	Mon 17th Feb	Tue 18th Feb	Wed 19th Feb	Thu 20th Feb	Fri 21st Feb
10:00am Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 12:25pm	Book Now	Limited Seats 11 Available	Book Now	Book Now	Book Now
11:10 Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:00pm	Not Available	Not Available	Not Available	Not Available	Book Now
11:10 Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 2:15pm	Book Now	Book Now	Book Now	Book Now	Not Available
12:35pm Departure from Lakeside to Gembrook - Return Trip departs Gembrook at 3:05pm	Not Available	Not Available	Not Available	Not Available	Book Now
2:15pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:35pm	Not Available	Not Available	Not Available	Not Available	Book Now
2:15pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 4:15pm	Book Now	Book Now	Book Now	Book Now	Not Available
12:30pm Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 3:20pm	Not Available	Not Available	Not Available	Not Available	Book Now

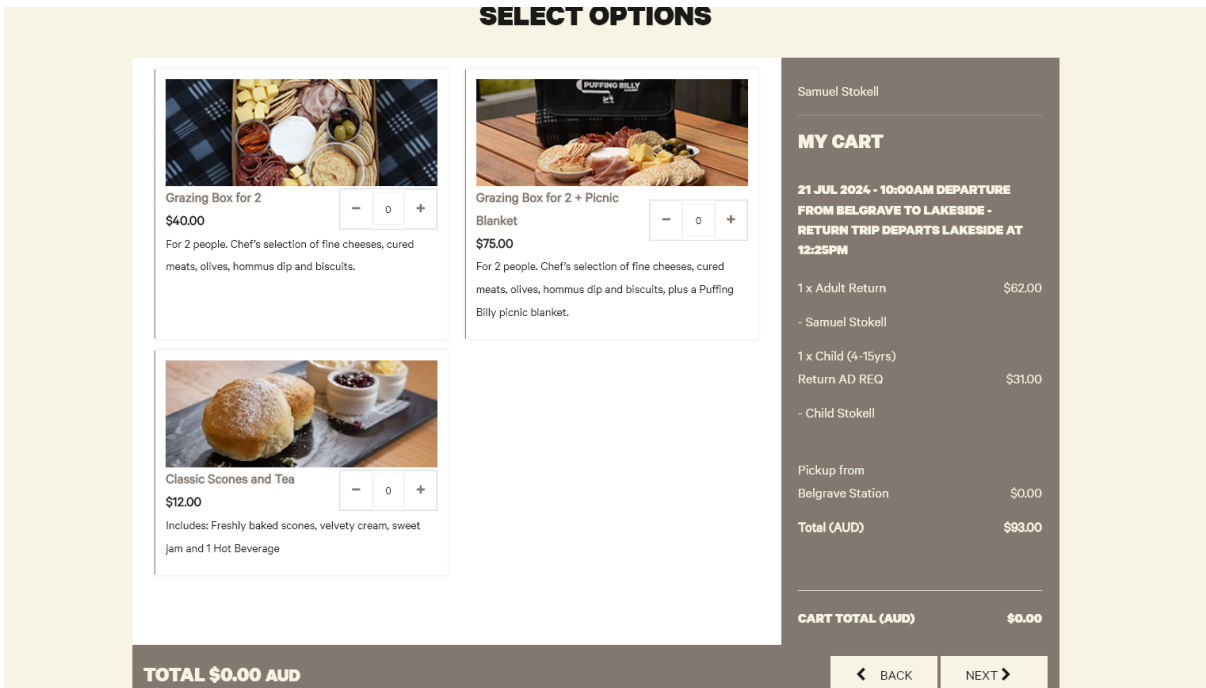
TOTAL \$0.00 AUD

6. Next they need to select who will be travelling, this will be the first and the last name of the member.

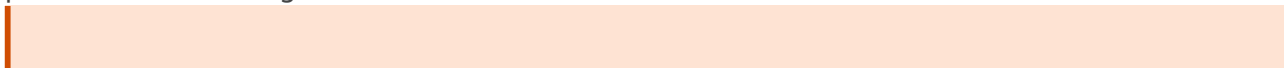
A Child, or Child under 4 member cannot travel without an Adult/Concession also selected.



7. They can select if they'd like to purchase any available options.



8. The terms and conditions need to be accepted, there should also be an Annual Pass promo code showing as used.



If the code is removed it cannot be readded manually. The user will need to clear their cart (see image) and restart the booking process again.

BILLING CONTACT

I have read and accept the [Terms and Conditions](#). I have also read and agree to the Puffing Billy Railway Board's [Privacy Policy](#) and agree to be emailed about my booking.

I have a promo code ∨ ∧

Enter a Promo Code

SUBMIT

Annual Pass

Remove

PAYMENT METHOD

No payment required

Samuel Stokell

MY CART

**21 JUL 2024 - 10:00AM DEPARTURE
FROM BELGRAVE TO LAKESIDE -
RETURN TRIP DEPARTS LAKESIDE AT
12:25PM**

1 x Adult Return \$62.00

- Samuel Stokell

1 x Child (4-15yrs)

Return AD REQ \$31.00

- Child Stokell

Pickup from

Belgrave Station \$0.00

DISCOUNTS

Annual Pass \$93.00

Total (AUD) \$0.00

EDIT 

CART TOTAL (AUD)

\$0.00

Clear Cart 

9. They will then be met with a booking successful page.

DASHBOARD NEW BOOKING RENEW MEMBERSHIP TRAVEL SEARCH MY PROFILE CHANGE PASSWORD SIGN OUT

BOOKING SUCCESSFUL!

REFERENCE #1604968

10:00AM DEPARTURE FROM BELGRAVE TO LAKESIDE - RETURN TRIP DEPARTS LAKESIDE AT 12:25PM

Date: 17/02/2025

Tickets:

1 x Adult Return	\$62.00
1 x Child (4-15yrs) Return AD REQ	\$31.00

Discounts:

1 x Annual Pass	\$93.00
-----------------	---------

Subtotal (AUD): \$0.00

Payment Summary:

Total Price (AUD)	\$0.00
--------------------------	---------------

Thank you for your purchase! If you have any questions relating to your booking, please contact us here or phone +61 3 9757 0700.

PRINT CONFIRMATION

10. They can confirm the booking in the portal under **Dashboard**.

DASHBOARD NEW BOOKING PAST TRAVEL MY PROFILE TOP UP BALANCE CHANGE PASSWORD LOGOFF

SAMUEL STOKELL

Card Number: 15028542	Card Number: 15028543
Name: Samuel Stokell	Name: Child Stokell
Type: Annual Pass	Type: Annual Pass
Expiry Date: 15 Apr 2025	Expiry Date: 15 Apr 2025

UPCOMING TRAVEL

Reference	Date	Product	Party	PAX	Amount
888886	04 Jul 2024	LAKESIDE-LAKE	STOKELL SAMUEL	0	\$0.00
878887	21 Jul 2024	LAKESIDE-LAKE	STOKELL SAMUEL	1	\$62.00
868887	07 Aug 2024	LAKESIDE-LAKE	STOKELL SAMUEL	1	\$31.00

11. Finally they will receive our standard booking confirmation email

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.


10:00am Belgrave departure / 12:25pm Lakeside Return

Thank you for booking with Puffing Billy Railway, Australia's favourite steam train.
Please find following details of your booking.

Details:

Reference: **1604968**
Date of Reservation: 24 Nov 2024
Name: ADULT DYLAN
Contact Details: dylan.healey@pbr.org.au

Booking Details:

	Net (AUD)
Mon 17 Feb 2025	\$93.00
 10:00am Departure from Belgrave to Lakeside - Return Trip departs Lakeside at 12:25pm (0010:00BEL-LAKR2)	
1 Adult Return	(1 x \$62.00)
1 Child (4-15yrs) Return AD REQ	(1 x \$31.00)
Promotion - Annual Pass x1 (\$-93.00)	

Booking Ref: 922045
/Dylan Adult/Dylan Child

ARRIVING ON TIME

CHECK-IN: Check-in commences 60 minutes prior to the train's scheduled departure.

For any pre-booked Grazing Boxes or Classic Scones and Tea or High Tea for two, please collect from the Railway Cafe and present your ticket. For dining at the Lakeside Visitor Centre Railway Café, please view the [menu here](#).

Payments Summary:

Net	\$93.00
Less Discount - Annual Pass	-\$93.00
Sub Total	
Total Net	
No Payment Required	

Booking No. 1604968

WHAT YOU NEED TO KNOW BEFORE YOU VISIT

This is your booking confirmation for Puffing Billy Railway and must be presented at the Station Ticket Window for collection of tickets. Tickets must be collected in person on the day of travel. Upon arrival, please present this booking confirmation, printed or via a digital device, with the Booking Reference Number clearly visible.

Arrive at the station **60 minutes prior** to your train departure for check-in, to collect your carriage allocation, and to board the train ahead of its scheduled departure. Please ensure you sit in the same carriage on the return journey.

Should you have passengers with special needs (e.g. - wheelchair access), you must contact our Customer Service Centre on (03) 9757 0700 or info@pbr.org.au so that we can determine if your needs can be accommodated.

Please note, it is your responsibility to arrive on time. The train cannot be held and will depart at the scheduled time.

Revision #9

Created 2024-05-12 17:41:36 UTC by Dylan Healey

Updated 2024-11-24 13:16:30 UTC by Dylan Healey