

Metrocard conditions of use

August 2014 until further notice

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1. Introduction

- 1.1** The Metrocard user is deemed to have accepted these conditions of use when using Metrocard on Adelaide Metro public transport services.
- 1.2** The Metrocard user must comply with:
- these conditions of use
 - the *Passenger Transport Act 1994* and amendments.
 - the current gazetted *Passenger Transport Regulations 2009 –Determination of Fares and Charges for Regular Passenger Services within Metropolitan Adelaide* and Adelaide Metro Metrocard reference material.
- 1.3** The Metrocard may be used for travel on Adelaide Metro services, provided that:
- the service is equipped with a Metrocard validator
 - the Metrocard has a sufficient balance for the journey
 - the Metrocard has not been cancelled.
- 1.4** The Metrocard must be touched to a Metrocard validator at the start of travel on an Adelaide Metro service to successfully commence the journey.
- 1.5** Adelaide Metro will deduct a fare from the Metrocard every time the card is touched on at the start of a journey on an Adelaide Metro service. Metrocards can be used to transfer within the two hour period after the ticket is first validated, excluding Seniors Cards validated during the free travel period as well as 2-section Metrocards.
- 1.6** The South Australian Government Privacy Policy is in place to control and safeguard access to, and use of, any personal information associated with Metrocards.
- 1.7** Adelaide Metro may change these conditions of use and related material at its discretion. Updated conditions of use and related materials will be published on the Adelaide Metro website adelaidemetro.com.au and are also available by calling the Adelaide Metro InfoLine on 1300 311 108. Adelaide Metro will use its best efforts to advertise changes to these conditions of use before they commence.
- 1.8** You can use your Metrocard on all Adelaide Metro bus, train and tram services. For further details visit adelaidemetro.com.au or call 1300 311 108.

2. Purchase a Metrocard

2.1 Locations

- Adelaide Metro InfoCentres
- Metrocard Agents
- Bus depots with customer service offices
- Offboard vending machines

2.2. Fees

There is a non-refundable cost to purchase a Metrocard:

- Regular: \$5.00
- 2-Section: \$5.00
- Concession: \$3.50
- Student: \$3.50
- Seniors: Free (refer to section 10 on Seniors Metrocard).

2.3 Ownership

The purchaser of a Metrocard becomes the owner.

The Metrocard must be produced for inspection upon request by a prescribed officer.

2.4 Expiry and Warranty

No expiry date.

Adelaide Metro provides a 3 year warranty from the date of purchase on all Metrocards.

Metrocards need to be kept safe and not punctured, bent or exposed to extreme heat or radiation.

3. Metrocard Protection

3.1 Protect a Metrocard

A protected Metrocard is one attached to a customer's personal details.

Protecting a Metrocard offers the following benefits:

- Balance transfer to a new Metrocard if lost, stolen or damaged (a new card fee applies)
- Option to set up auto recharge (refer to section 5 on auto recharge)
- Access to a Metrocard website account

3.2 Customer details to protect a Metrocard

The following customer details are required to protect a Metrocard:

- Full name or organisation name
- Date of birth
- A contact number
- Email address (optional; but required for online access)
- Customer address

3.3 Unprotected Metrocard

An unprotected Metrocard is anonymous. You do not need to supply any personal details to obtain and use an unprotected Metrocard.

A Metrocard can be protected at any time (excludes preloaded Visitor Pass).

3.4 Locations to protect a Metrocard

Protection can occur at:

- Adelaide Metro website (Please allow 24 hours after purchase to protect)
- Adelaide Metro InfoLine (Please allow 24 hours after purchase to protect)
- Adelaide Metro InfoCentres

3.5 Who can protect a Metrocard

Metrocards may be protected by someone other than the purchaser.

3.6 Maximum amount of Metrocards protected per customer

You can protect up to a maximum of eight Metrocards.

3.7 Change of Metrocard protection details

You can update your personal details through a Metrocard website account. Also via the Adelaide Metro InfoCentre and by calling the InfoLine after passing a brief identity check.

3. Metrocard Protection

3.8 Third Part Access

By adding a PIN, you can allow limited third party access to your Metrocard account.

Prior to providing a third party access to your account customer service staff will perform a third party ID check.

Once the third party ID check is successfully completed, the third party can:

- Access account information including transaction history
- Perform Metrocard transactions excluding requests to cancel Metrocards

The third party cannot modify your account details as this could prevent you from accessing your account in future.

4. Recharge a Metrocard

4.1 Metrocard Recharge defined

A recharge is the process of adding a dollar value onto a Metrocard. Metrocards can be recharged in \$5.00 increments.

4.2 Recharge methods

There are two types of methods for adding value to a Metrocard:

1) Immediate Recharge

Where the card is in direct contact with a recharge machine and the value is directly added to the Metrocard and immediately available for use.

2) Overnight Recharge

The amount to be credited is updated by the Metrocard Central Computer System overnight. This type of recharge, completed before the 9pm deadline, will be available on the Metrocard upon first validation the next day.

4.3 Immediate recharge locations

- Adelaide Metro InfoCentres
- Metrocard Agents
- Onboard vending machines (trains and trams)
- Off-board vending machines at selected locations
- Bus depots with a customer service office

4.4 Overnight Recharge locations

- Adelaide Metro InfoLine (protected Metrocards only)
- Adelaide Metro website (protected Metrocards only)*

4.5 Recharge amounts

There are a preset range of recharge amounts from which you can choose depending on the recharge location.

4.6 Recharge minimum amount

The minimum recharge value is \$5.

4.7 Maximum Metrocard amount

The maximum value that can be stored on a Metrocard is \$200.

4. Recharge a Metrocard

(continued)

4.8 Recharge payment methods

Adelaide Metro InfoCentres

- Coins and notes
- Cheques (schools and organisations)
- EFTPOS (Visa and MasterCard)
- Centrelink Basics card

Metrocard Agents

- Any payment method accepted by a Metrocard Agent (additional fees may be charged for EFTPOS transactions)

Onboard vending machines (trains & trams)

- Coins (except 5 cent pieces)
- EFTPOS (Visa and MasterCard)

Off-board vending machines

- Coins and notes (except 5 cent pieces and \$50 and \$100 notes) (Adelaide Railway Station only)
- EFTPOS (Visa and MasterCard)

Bus depots with a customer service office

- Coins and notes
- Cheques (schools and organisations)

Adelaide Metro InfoLine

- Visa and MasterCard

Metrocard website

- Visa and MasterCard

4.9 Low balance threshold warning

When touching on with a Metrocard, the green light will flash to provide a warning that the value on the card has reached a low threshold.

The low threshold is twice the fare amount taken at time of travel. For example; if travelling at peak time and the regular fare is \$3.29 per trip, the low threshold amount is \$6.58 (\$3.29 x 2).

5. Auto Recharge a Metrocard

5.1 Auto recharge a Metrocard defined

When the Metrocard balance drops below the preset threshold (see below), it can be set to automatically recharge.

The preset thresholds are:

- Regular: \$5
- 2-Section: \$3
- Concession: \$3
- Student: \$3
- Senior: \$3

Auto recharge is only available for protected Metrocards (refer to section 3 on protecting a Metrocard).

5.2 Setting up auto recharge

Auto recharge does not automatically apply to a new Metrocard. To set up an auto recharge, you must provide Visa or MasterCard credit card details, which will be stored securely by Bizgate. Bizgate is a South Australian Government internet payment facility that is operated on behalf of South Australian Government Agencies.

You can set up Metrocard auto recharge via:

- Adelaide Metro website (overnight delay)
- Adelaide Metro InfoCentres (Immediate)
- Adelaide Metro InfoLine (overnight delay)

When you first set up auto recharge you will be charged the selected value which will be added to your Metrocard, regardless of your current balance (overnight delay for Infoline and website transactions).

5.3 Auto recharge amount

The auto recharge amount options are:
\$15, \$20, \$30, \$40, \$60, \$90, \$120.

5.4 Auto recharge indication

On validating both the green and yellow lights will flash on the validator once an auto recharge is activated. The balance will be displayed and will include the auto recharge amount and the fare deducted for that journey.

The debit from your credit card usually occurs within 24 to 48 hours. It is your responsibility to ensure sufficient funds are available in the credit card account.

5. Auto Recharge a Metrocard (continued)

5.5 Declined auto recharge payments

If sufficient funds are not available in the credit card account to cover the auto recharge, you will be contacted to pay the outstanding balance.

If the outstanding balance remains unpaid the auto recharge agreement will be removed and the metrocard will be cancelled. Customers are advised to create a new auto recharge agreement in the event their credit card details change.

5.6 Deactivate auto recharge

Protected Metrocard users can deactivate auto recharge via:

- Adelaide Metro website
- Adelaide Metro InfoCentres (immediate removal)

5.7 Auto recharge expiry

If an auto recharge has not occurred in a 12 month period, the auto recharge facility will expire and need to be re-enabled by the customer.

5.8 Updating auto recharge details

To update your credit card details or change the auto recharge amount you will need to create a new auto recharge agreement via:

- Adelaide Metro website (overnight delay)
- Adelaide Metro InfoCentres (Immediate)

6. Metrocard Transaction Records

6.1 Metrocard transaction records defined

Records of Metrocard usage history, including recharges and validation details are stored on the Metrocard Central Computer System.

6.2 View Metrocard balance

Metrocard balance can be displayed on the following equipment:

- onboard validators
- onboard and offboard vending machines
- Adelaide Railway Station barrier gates
- Adelaide Metro InfoCentres
- Metrocard Agents.

The information available will be the last processed transaction on the Metrocard.

However, the information available will be up to a 48 hour delay at the below locations:

- Adelaide Metro website (protected Metrocards only)
- Adelaide Metro InfoLine (protected Metrocards only)

6.3 View transaction history

Protected Metrocard users can view their transaction History via:

- Adelaide Metro website (up to a 48 hour delay, last 10 transactions)

7. Metrocard Website Account

7.1 Access to Metrocard website

All Metrocard users with a valid email address have the option to set up a Metrocard website account.

7.2 Metrocard website features

A Metrocard website account enables users to:

- Set up auto recharge
- Add one-off recharge
- Protect up to 8 Metrocards
- Manage account details
- Access to Metrocard transaction history (up to 48 hour delay, last 10 transactions only)
- View Metrocard balance.

7.3 Transaction history delay

Transactions including usage records and recharges may take between 24 and 48 hours to appear in transaction history.

8. Refunds and Replacements

8.1 Metrocard refunds

Metrocards and recharges are non-refundable.

8.2 Metrocard fare category change

Only protected Metrocards can change from one card type to another. When doing so, a new Metrocard will be required.

You will need to visit an Adelaide Metro InfoCentre to use the remaining balance of your existing Metrocard towards the purchase of a new card..

There are no refunds on the fee paid for the previous Metrocard. The same card can be retained if changed between regular and 2-section.

8.3 Metrocard category change to Seniors Metrocard status

When changing to Senior's Card status, the customer will be issued with a new Seniors Metrocard by the Senior Card Unit.

By attending an Adelaide Metro InfoCentre, the remaining balance of the previous Metrocard can be used towards purchasing recharge on the new seniors Metrocard.

There is no refund on the fee paid for the previous Metrocard (refer to section 10 on Seniors Metrocard).

8.4 Metrocard failure - insufficient balance

A Metrocard cannot be validated if there is insufficient balance for the trip.

Customers are required to purchase a valid ticket if their Metrocard fails to validate.

8.5 Balance protection

If lost, stolen or damaged, your protected Metrocard can be cancelled and your balance transferred to a new Metrocard (fee will apply).

The balance transferred to the replacement card will be as per the Metrocard Central Computer System at the time of reporting the lost/stolen Metrocard. Any account variance may be recoverable from the customer.

8. Refunds and Replacements

(continued)

8.6 Unprotected Metrocard - misuse damage

8.6.1 Replacement	If an unprotected Metrocard is damaged due to misuse, you will need to purchase a new card.
8.6.2 Remaining balance	Metrocard balance on an unprotected Metrocard is not transferable.

8.7 Protected Metrocard - misuse damage

8.7.1 Replacement	<p>If a protected Metrocard has been damaged due to misuse, then you will need to purchase a new Metrocard.</p> <p>Replacement will only be available at:</p> <ul style="list-style-type: none"> • Adelaide Metro InfoCentres • Seniors Metrocard – Seniors Card Unit
8.7.2 Remaining balance	The balance transferred to the replacement card will be as per the Metrocard Central Computer System's last known balance. Any account variance may be recoverable from the customer.

8.8 Metrocard failure - defective Metrocard

8.8.1 Replacement	<p>You will be required to purchase a ticket if your Metrocard fails to validate.</p> <p>If a Metrocard is defective in the first 3 years from purchase and it is determined that the defect is not due to misuse, the defective Metrocard will be replaced free of charge and its balance transferred to a new Metrocard.</p> <p>After the 3 year warranty period, a new Metrocard fee will apply.</p> <p>The defective Metrocard must be surrendered at replacement.</p>
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8. Refunds and Replacements

(continued)

8.8.2 Transfer of balance

Customers can visit an Adelaide Metro InfoCentre to have the balance of a defective Metrocard transferred to a new Metrocard (new card fee may apply). The defective Metrocard will be cancelled at the time of reporting and the remaining funds will be transferred hours to the new Metrocard.

The Balance transferred to the replacement card will be as per the Metrocard Central Computer System at the time of replacement. Any account variance may be recoverable from the customer.

Customer can request to have a replacement ticket provided, however will need to surrender the purchased metroticket.

9. Cancel a Metrocard

9.1 Cancel a protected Metrocard

This function stops the usage of your Metrocard upon first validation the next day.

Customers can only have a protected Metrocard cancelled by:

- Visiting an Adelaide Metro InfoCentre
- By contacting the Adelaide Metro InfoLine
- Seniors Metrocard holders are to contact Seniors Card Unit

Cancelling a Metrocard cannot be reversed.

9.2 Cancel an unprotected Metrocard

An unprotected Metrocard cannot be cancelled as ownership cannot be verified.

10. Seniors Cards

10.1 Seniors Metrocard defined

Seniors Cards now have Metrocard functionality. The card is issued by Office for the Ageing, Seniors Card Unit to people meeting certain criteria.

Seniors Card with Metrocard functionality allows:

- Free travel during the seniors free period and
- Concession fare travel outside of the senior free period. The senior free period is 9.01am to 3pm, after 7pm and before 7am on weekdays and all day on weekends and public holidays

For more information about the Seniors Card:

visit: sa.gov.au/seniorscard

For more information about Adelaide Metro public transport services:

visit: adelaidemetro.com.au

10.2 Location to purchase

Seniors Cards are mailed to recipients by the Seniors Card Unit upon application approval.

10.3 Seniors Metrocard replacement

Defective, damaged, lost or stolen Seniors Cards will be managed by the Seniors Card Unit.

10.4 Senior Metrocard protection

All Seniors Cards issued will be automatically protected.

Seniors can opt to remain anonymous on application or by contacting the Seniors Card Unit.

10.5 Interstate reciprocity

Interstate Seniors Card holders visiting South Australia can access free interstate travel when using Adelaide Metro public transport by visiting an Adelaide Metro InfoCentre. When presenting their interstate Seniors Cards they will be issued with a temporary metroticket valid for Seniors free travel periods up to 14 days.

10.6 Seniors Metrocard website account

Seniors can log on to their Metrocard website account using the personal account details found on the letter received with the Seniors Card. Seniors Card transaction history will not contain records of Senior free period travel items.

11. 28-Day Pass Product

11.1 28-Day pass product defined

The 28-Day pass product provides unlimited travel on all Adelaide Metro services, valid after purchase from date of first validation until 4am on the 29th consecutive day. The day the first validation is made will be considered as day 1 of 28 days. Any other fares used prior to the first validation are non-refundable.

The product can be loaded on to a new or existing Metrocard.

11.2 Types

The 28-Day pass product is available for regular, concession and student Metrocards.

11.3 Purchase locations

The 28-Day pass product can be purchased from:

- On-board vending machines
- Off-board vending machines
- Adelaide Metro InfoCentres
- Metrocard Agents
- Bus Depots with customer service officers

11.4 Expiry indication

When boarding a service the validator will display the expiry date of a 28-Day pass. Customers can also check the expiry date at:

- Adelaide Metro InfoCentres
- Metrocard Agents
- Adelaide Metro InfoLine
- Ticket vending machine
- Adelaide Metro website

11.5 Purchase amount and deduction rules

Customers can purchase a maximum of two 28-Day pass products on the one Metrocard.

The second 28-Day pass will commence from first validation after the current pass expires.

The 28-Day pass product is used for validations before the stored value (\$).

12. Visitor Pass Product

12.1 Visitor Pass product defined

The Visitor Pass product provides unlimited travel on all Adelaide Metro services, valid after purchase from date of first validation until 4am on the 4th consecutive day. The day the first validation is made will be considered as day 1 of 3 days. Any other fares used prior to the first validation are non-refundable.

At the end of the 3 days, the Visitor Pass can be used as a Regular metrocard.

12.2 Fare Types

Currently there is only one type of Visitor Pass and is intended for use by Regular fare users.

12.3 Purchase locations

The Visitor Pass product can be purchased from:

- Adelaide Metro InfoCentres
- Participating outlets

12.4 Expiry indication

When boarding a service the validator will display the expiry date of a Visitor Pass. Customers can also check the expiry date at:

- Adelaide Metro InfoCentres
- Metrocard Agents
- Adelaide Metro website

12.5 Purchase amount and deduction rules

The Visitor Pass product can be used as a Regular metrocard after the 3 day period has expired.

13. Bike Cage Product

13.1 Bike cage product defined

Bicycle storage is available in secure bike cages situated near public transport stations across Adelaide. The Metrocard system has a bike cage fare product that, when enabled on a protected Metrocard, can be used to access the bike cages.

When the bike cage fare product is enabled on a Metrocard, you will have access to a bike cage at any location.

For a listing of bike storage facilities available for public transport customers visit the Adelaide Metro InfoCentres or contact the Adelaide Metro InfoLine.

13.2 Purchase

You will need to be a user of public transport to have the bike cage fare product enabled on your Metrocard.

Adelaide Metro may disable the bike cage fare product if not used in conjunction with public transport.

Your Metrocard is required to be protected in order to add a bike cage fare product. There is an annual fee of \$10. This amount is non-refundable. You can purchase the bike cage fare product from either of the Adelaide Metro InfoCentres. A form of photo ID is required to be produced at the time of purchase.

13.3 Valid period and renewal

The bike cage product is valid for 12 months beginning from the date that the bike cage fare product is enabled. You can check the length of time remaining on your bike cage product and renew the product by calling the Adelaide Metro InfoLine or visiting either InfoCentres.

13.4 Storage conditions

Only bicycles and bicycle accessories (e.g. helmet) may be stored in a bike cage. Bicycles are stored at owner's risk. Lock your bicycle using a U-lock or chain. Adelaide Metro is not responsible for bicycles or other personal property stored in bike cages.

13.5 Transfer of product to a new Metrocard

The bike cage fare product can be transferred to a new Metrocard if disabled on the previous Metrocard.

13.6 Abandoned bikes

Bicycles that are left for more than two weeks are considered abandoned and will be removed by Adelaide Metro.

Abandoned bicycles are retained for an additional two weeks and then disposed according to the Lost Property Policy.

13. Bike Cage Product

(continued)

13.7 Misuse

If you are found to violate these conditions of use (including storing non-bicycle items or allowing non-users access), the bike cage fare product may be disabled.

13.8 Incidents/ emergencies

In the event of a **power failure**, the bike cage gate defaults to unlock.

Incidents of **theft or vandalism** should be reported to both Adelaide Metro and the Police.

Report Metrocard bike cage **cleaning or maintenance** issues to Adelaide Metro.

14. TTP Commuter Car Park

14.1 TTP Commuter Car Park defined

TTP Commuter Car Park has been equipped with Metrocard facilities to enable customers to pay for parking with their Metrocard.

Customers can touch their Metrocard to the validator touch pad on exit from the car park and the relevant \$ fee will be deducted.

Discount parking fees are given to customers using the car park in conjunction with public transport within the last 2 hours.

14.2 Discount validity and rates

Customers who have validated their Metrocard onboard Adelaide Metro public transport within the last 2 hours before exiting the car park will be charged a discounted rate. Metrocards will need to have sufficient dollar balance stored (28-Day product is not sufficient).

If sufficient dollar balance is not available, exit from the car park will be denied.

If the time period between validation and exiting the car park exceeds the 2 hours customers will be charged the casual parking rate.

If a customer does not have a Metrocard they must purchase a casual parking rate, magnetic ticket from the car park vending machine (CPVM).

14.3 Car Park Vending Machine (CPVM) defined

CPVM is located at TTP Commuter Car Park for customers to recharge Metrocards and purchase exit magnetic ticket/s.

The CPVM accepts coins (except 5 cent pieces) and EFTPOS.

14.4 Misuse

If you are found to violate these conditions of use the Metrocard car park access may be disabled on your Metrocard.

14.5 Car parking conditions

Parking is at owner's risk. Adelaide Metro is not responsible for vehicles parked in the car park.

Extended parking is not allowed. Regular checks of the car park will be done to monitor car parking periods.

14.6 Incidents

Incidents of **theft or vandalism** should be reported to both Adelaide Metro and the Police.

15. Privacy

15.1 Right to remain anonymous

It is not obligatory for public transport users to provide personal information in order to use Metrocards or public transport services.

Public transport users can choose to use anonymous 'unprotected' Metrocards or buy anonymous metrotickets.

15.2 Freedom of information

Customers have access to their information under the *Freedom of Information Act 1991*.

