

*metro*CARD

Conditions of Use

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Government
of South Australia



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1. Introduction and Acceptance

- 1.1. *metroCARD* is defined in the Conditions of Use as a smartcard ticketing system for Adelaide Metro Public Transport Services. The term *metroCARD* includes any products produced by or used on the *metroCARD* system.
- 1.2. By using *metroCARD* on Adelaide Metro public transport and services you agree to accept to be bound by these Conditions of Use.
- 1.3. If you purchase or acquire a *metroCARD* for use by a person who lacks by reason of youth, the understanding necessary for these *metroCARD* conditions of use to be binding to them (Child), you are responsible for the use of the *metroCARD* by that child.
- 1.4. The *metroCARD* user must comply with:
 - these Conditions of Use
 - the *Passenger Transport Act 1994*
 - 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
- 1.5. The *metroCARD* may be used for travel on Adelaide Metro services, provided that:
 - the *metroCARD* has a sufficient balance for the journey
 - the *metroCARD* has not been cancelled or damaged
- 1.6. The *metroCARD* must be validated by tapping it to a *metroCARD* validator at the start of travel on an Adelaide Metro service to successfully commence the journey.
- 1.7. Adelaide Metro will deduct a fare from the *metroCARD* when it is tapped and validated at the start of each journey on an Adelaide Metro service. The *metroCARD* can be used to transfer within the two hour period after the *metroCARD* is first validated at no extra charge. This excludes Seniors Cards validated during the free travel period and then outside of the free period.
- 1.8. Adelaide Metro may from time to time 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.

2. Purchase a *metroCARD*

2.1. Locations

A *metroCARD* can be purchased at the following Authorised Retail Outlets:

- Adelaide Metro InfoCentre
- *metroCARD* Agents
- Bus depots with customer service offices
- Selected off board vending machines

A minimum of \$5.00 in recharge must be added to the *metroCARD*(s) at the time of purchasing the *metroCARD*(s).

2.2. Ownership

metroCARD(s) are and remain the property of Adelaide Metro. Adelaide Metro reserves the right to take possession of a *metroCARD*. Adelaide Metro reserves the right to deactivate, suspend or permanently cancel *metroCARD*(s) or any *metroCARD* product(s) and also not to transfer any balance at our discretion without notice at any time.

metroCARD(s) must only be purchased from an Authorised Retail Outlet. Adelaide Metro will not honour any *metroCARD*(s) or *metroCARD*(s) products that have been purchased through unauthorised means. Adelaide Metro is not responsible for any loss, costs or damages resulting from or related to the purchase of *metroCARD*(s) or *metroCARD* products from an unauthorised retailer.

2.3. Expiry

The *metroCARD* itself has no expiry date. However, the history and other functions may be subject to expiry.

metroCARD(s) must be kept in good condition and not mistreated or exposed to extreme heat or radiation.

3. *metroCARD* Registration

3.1. Register a *metroCARD*

A registered *metroCARD* is one attached to a *metroCARD* customer account. Registering a *metroCARD* offers the following benefits:

- Balance transfer to a new *metroCARD* if lost, stolen or damaged
- Option to set up Auto recharge (refer to section 5 on Auto recharge a *metroCARD*)
- Cancel a *metroCARD*
- Access to the *metroCARD* website
- Bike cage access

3.2. Customer details required to register a *metroCARD*

The following customer details are required to register a *metroCARD*:

- Full name or organisation name
- Date of birth
- PIN (internal use only)
- A contact number
- Email address (optional; required for online access and Auto recharge)
- Customer address

3.3. Unregistered *metroCARD*

An unregistered *metroCARD* is anonymous. You do not need to supply personal details to purchase and use an unregistered *metroCARD*. Unregistered *metroCARD*(s) cannot have access to all *metroCARD* products and the balance will be forfeited if lost, stolen or discarded.

3.4. Locations to register a *metroCARD*

Registration of a *metroCARD* can occur via:

- Adelaide Metro website (please allow 24 hours after purchase to register)
- Adelaide Metro InfoLine (please allow 24 hours after purchase to register)
- Adelaide Metro InfoCentre

A *metroCARD* can be registered at any time, unless stated above in this section or it is already registered.

3.5. Who can register a *metroCARD*

Adelaide Metro deems the account holder to be the person who the account is registered to (Registered Account Holder).

metroCARD(s) may be registered by someone other than the user. The Registered Account Holder must be able to pass an identity check before some specific actions on the account can be undertaken. The *metroCARD* must be registered to the person that will be managing the account.

If you have registered the *metroCARD* to another person or agency, Adelaide Metro deems that person or agency to have consented to and to have understood these Conditions of Use.

The Registered Account Holder can activate a third party access (See section 3.8).

If Auto recharge is enabled then the email address and phone number recorded must be those of the credit card holder.

3.6. Maximum Registration

You can register a maximum of eight (8) *metroCARD(s)* per *metroCARD* account.

3.7. Third Party 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 an identity check.

Once the third party access is set up and an identity check is successfully completed, the third party can:

- Access account information including transaction history
- Perform *metroCARD* transactions excluding requests to cancel *metroCARD(s)* and remove *metroCARD(s)* from accounts
- Transfer balance from a cancelled *metroCARD* to another *metroCARD*

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

3.8. Change of Account Details

You can update your personal details other than the name of the registered account holder on the *metroCARD* website. You cannot use a third party access PIN to log on to the website.

The Registered Account Holder is required to contact the Adelaide Metro InfoCentre or InfoLine and pass an identity check in order to change the account details.

3.9. Removing *metroCARD*(s)

metroCARD(s) can be removed from the registered account after passing an identity check with the Registered Account Holder, this excludes third party access. The Registered Account Holder is required to contact the Adelaide Metro InfoCentre or InfoLine and pass an identity check in order to request for a *metroCARD* to be removed.

metroCARD(s) which have Auto recharge will require the Auto recharge to be fully deactivated prior to removal of the *metroCARD*(s) from the account.

4. Recharge a *metroCARD*

4.1. *metroCARD* recharge defined

A recharge is the process of adding dollar value onto a *metroCARD*. Standard recharges can only be purchased in \$5.00 increments.

Other products available such as the 28-Day Pass etc offer different purchase rates.

4.2. Recharge methods

There are two methods to recharge a *metroCARD*:

1. Immediate transaction
Where the *metroCARD* is in direct contact with a recharge machine, the value is directly added to the *metroCARD* and immediately available for use.

2. Remote transaction

Where the *metroCARD* is not in direct contact with a recharge machine (InfoLine and *metroCARD* Online Account), the value is added to the *metroCARD* when the *metroCARD* is validated on board an Adelaide Metro service or at a barrier gate. The recharge should be available to validate and receive within an hour of the purchase.

Remote recharges purchased via the *metroCARD* Online Account, or InfoLine are subject to a 90 day expiry. The *metroCARD* must be validated within 90 days to receive the recharge. Adelaide Metro reserves the right not to honour expired recharges if satisfactory proof of purchase cannot be provided.

A remote transaction also relates to other types of transactions which can be done without the *metroCARD* being in direct contact with a card reader i.e. deactivating Auto recharge.

In some instances remote recharges and transactions may take at least one hour to be available on a *metroCARD*.

4.3. Recharge amounts

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

4.4. Recharge minimum and maximum amount

The minimum recharge value is \$5.

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

4.5. Recharge payment methods

Adelaide Metro InfoCentre

- EFTPOS
- MasterCard, Visa and Union pay
- Centrelink Basics card

metroCARD Agents

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

On-board vending machines (trains & trams)

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

Off-board vending machines

- Coins and notes on some vending machines (except 5 cent pieces and \$50 and \$100 notes, cash notes can only to be used on card selling vending machines)
- EFTPOS
- MasterCard, Visa and Union pay

Bus depots with a customer service office

Please [contact the depot](#) for information on available payment methods.

Adelaide Metro InfoLine

- Visa and MasterCard

metroCARD website

- Visa and MasterCard

Purchases must be paid by a single payment method.

4.6. Low balance warning

When validating a *metroCARD*, the green light will flash to indicate that the balance on the card is low. The balance will also be displayed on the screen of the validator to show you the current balance.

The low balance amount is twice the fare taken at time of travel. For example, if the fare is \$2.00, the low balance amount is \$4.00 (\$2.00 x 2).

5. Auto recharge a *metroCARD*

5.1. Auto recharge a *metroCARD* defined

A *metroCARD* can be enabled to automatically recharge at the time of validation. The Auto recharge can trigger at any time the balance reaches under the threshold amount listed below.

The pre-set thresholds are:

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

Auto recharge is only available for registered *metroCARD*(s).

6. Auto recharge set up

Auto recharge is not automatically set up on a new *metroCARD*. To set up an Auto recharge, you must provide credit card details (Visa or MasterCard), which will be stored securely by the Commonwealth Bank BPOINT payment service. You can only set up Auto recharge with one credit card per account.

Prepaid credit cards and cards that do not allow reoccurring payments are not accepted on Auto recharge.

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.

Auto recharge cannot be set up on a *metroCARD* linked to an account with an outstanding debt or on a cancelled *metroCARD*. (See 6.2 Declined Auto recharge payments)

6.1. Auto recharge indication

On validation both the green and yellow lights flash on the validator to indicate that an Auto recharge has occurred. The updated balance will then be displayed minus the fare for that journey.

The payment is usually processed within 24 hours. It is the account holder's responsibility to ensure that the recorded payment details for Auto recharge are up to date (including expiry date) and there are sufficient funds available.

6.2. Declined Auto recharge payments

If the payment fails for whatever reason, you will be contacted using the contact details recorded in the *metroCARD* account (email is the preferred method of contact).

The debt(s) can only be paid by calling the InfoLine on 1300 311 108 or by attending the InfoCentre (Visa and MasterCard only). If your credit card details have changed, payment of the outstanding debt will not update the credit card details which are used for future Auto recharge transactions. Once the outstanding debt has been paid you will be required to change the credit card details. (See 6.4 Updating Auto recharge payments).

Failure to pay the outstanding amount may result in the Auto recharge agreement and/or *metroCARD* being cancelled. If the *metroCARD* has been cancelled a new *metroCARD* card fee will apply. Adelaide Metro may still require the debt to be paid in these instances.

metroCARD cancellation cannot be reversed, however, once the debt is paid the remaining balance can be transferred to a new *metroCARD*.

It is the Registered Account Holder's responsibility to update account details when they have changed, and to notify Adelaide Metro as soon as possible if their details change or the *metroCARD* is lost or stolen. Failure to do so may result in the Registered Account Holder or credit card holder being liable for any Auto recharge debt(s) incurred.

By using Auto recharge you agree to:

- accept liability for all transactions made by the use of the *metroCARD* by any person, whether or not with your knowledge or consent until such time as Auto recharge is deactivated; and
- accept liability for any fees incurred from your financial institution in the event that there is insufficient credit in the nominated credit card account at the time an Auto recharge transaction is triggered.

Any outstanding debt(s) must be paid prior to purchasing a new Auto recharge.

Adelaide Metro reserves the right to not offer services or assistance until debt(s) have been paid.

6.3. Deactivate Auto recharge

Registered *metroCARD* users can deactivate Auto recharge via:

- Adelaide Metro website (remote transaction)
- Adelaide Metro InfoLine (remote transaction)
- Adelaide Metro InfoCentre (immediate transaction)

Once the Auto recharge is fully cancelled, the cancellation cannot be reversed by Adelaide Metro. A new Auto recharge will be required to be set up.

The credit card holder(s) can request Adelaide Metro to deactivate Auto recharge at any time by notifying Adelaide Metro by calling the Adelaide Metro InfoLine on 1300 311 108 or visiting the Adelaide Metro InfoCentre.

Auto recharge can also be deactivated via your metroCARD Online Account.

6.4. Updating Auto recharge details

To update your credit card details or change the Auto recharge amount you will need to purchase a new Auto recharge via:

- Adelaide Metro website (remote transaction)
- Adelaide Metro InfoLine (remote transaction)
- Adelaide Metro InfoCentre (Immediate transaction)

You will be charged for a new Auto recharge when you update your credit card however this will be added to your *metroCARD* as a recharge as well as updating your credit card details.

You are only required to change the credit card details for one *metroCARD* on the account with Auto recharge and this will update the credit card details for all *metroCARD*(s) currently using Auto recharge.

7. *metroCARD* Transaction Records

7.1. *metroCARD* transaction records

Records of *metroCARD* usage history, including recharges and validation details are securely stored by Adelaide Metro however transactions and records are not stored indefinitely and in some instances may be unrecoverable.

7.2. Access to *metroCARD* history

The Registered Account Holder may gain access to their *metroCARD* history if it is available via the *metroCARD* website or requested from Adelaide Metro after an identity check.

8. *metroCARD* Website Account

8.1. Access to *metroCARD* website

All *metroCARD* users with a valid email address have the option to set up a *metroCARD* website account. There is a limit of one email address per account and that particular email address can only be used once.

8.2. *metroCARD* website features

A *metroCARD* website account enables users to:

- Set up/deactivate Auto recharge
- Recharge *metroCARD*(s)
- Register up to eight (8) *metroCARD*(s)
- Manage account details (Name of account cannot be updated)
- Access *metroCARD* transaction history (up to 48 hour delay and limited history provided)
- View *metroCARD* balance

8.3. Information delay

Transactions are not instantly reflected in the online transaction history and balance. This includes transactions or records such as deactivating or setting up Auto recharge.

It may take between 24 and 48 hours for transactions details or records to appear in the online history and for the balance to be updated.

9. Refunds and Replacements

9.1. *metroCARD* refunds

metroCARD and *metroCARD* products are non-refundable unless you are a Seniors *metroCARD* holder or you are applying for a refund on behalf of a deceased estate.

9.2. *metroCARD* fare category change

metroCARD(s) can change from one fare category to another i.e. Student to Concession. If changing a fare category, a new *metroCARD* may be required as determined by Adelaide Metro Staff. A new *metroCARD* card fee applies.

You will need to visit the Adelaide Metro InfoCentre to use the remaining balance of your existing *metroCARD* towards the purchase of a new recharge to the closest \$5.00 increment if applicable and a new card. Any cost difference may be recoverable or redeemable from or to the customer to be paid with Visa, MasterCard, UnionPay and EFTPOS only.

9.3. *metroCARD* 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 the Adelaide Metro InfoCentre, the remaining balance of the previous *metroCARD* can be transferred to your new Seniors *metroCARD*. There is no refund on the fee paid for the previous *metroCARD* (refer to section 11 on Seniors *metroCARD*). Any cost difference may be recoverable or redeemable from or to the customer to be paid with Visa, MasterCard, UnionPay and EFTPOS only.

9.4. *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 which is non-refundable if their *metroCARD* fails to validate due to low balance, cancellation or mistreatment.

9.5. Balance protection for registered *metroCARD*(s)

If lost, stolen or damaged, your registered *metroCARD* can be cancelled and your balance transferred to a new *metroCARD* at the InfoCentre. A new *metroCARD* card fee applies to be paid with Visa, MasterCard, UnionPay and EFTPOS only.

metroCARD(s) cannot have balance transferred indefinitely. The balance transfer must be done within a timely manner and no longer than 12 months (excluding 14 or 28-Day Pass) after the *metroCARD* is lost, stolen or damaged.

For a lost, stolen or damaged *metroCARD* with an active 14 or 28-Day Pass the end of validity date will be unchanged, this includes at the time of the *metroCARD* being reported to Adelaide Metro as lost, stolen or

damaged and then cancelled. Once cancelled the balance transfer must be done prior to the expiry of the 14 or 28-Day Pass. Any cost difference may be recoverable or redeemable from or to the customer to be paid with Visa, MasterCard, UnionPay and EFTPOS only. If the *metroCARD* has not been cancelled and the damage to the *metroCARD* is not due to a product fault, the balance of any unused days on a 14-Day or 28-Day Pass will be forfeit.

Adelaide Metro is not responsible for any loss suffered if the *metroCARD* balance is not transferred within this timeframe. An identity check with the Registered Account Holder will be required prior to transferring the balance on the *metroCARD*.

The balance transferred to the replacement card will be the last known balance recorded on the central computer system (which will not include same day transactions).

If you have already purchased a new *metroCARD* the funds can be transferred to your existing *metroCARD*. The new or existing *metroCARD* you wish to transfer the funds to must be presented at the InfoCentre at the time of the transfer. Any cost difference may be recoverable or redeemable from or to the customer to be paid with Visa, MasterCard, UnionPay and EFTPOS only.

9.6. Unregistered *metroCARD* - misuse damage

9.6.1. Replacement

If an unregistered *metroCARD* is damaged due to misuse, you will need to purchase a new card.

9.6.2. Remaining balance

metroCARD balance on an unregistered *metroCARD* is only transferable when the *metroCARD* is presented at the InfoCentre.

9.7. Registered *metroCARD* – misuse damage

9.7.1. Replacement balance

If a registered *metroCARD* has been damaged due to misuse, you will need to purchase a new *metroCARD*.

Replacements with balance transfer will only be available at:

- Adelaide Metro InfoCentre for *metroCARD*(s)
- Seniors Card Unit for Seniors *metroCARD*(s) only

9.8. *metroCARD* Failure – Defective *metroCARD*

9.8.1. Defective *metroCARD*

You will be required to purchase a MetroTicket if your *metroCARD* fails to validate successfully. However, Adelaide Metro may choose to reimburse any MetroTicket purchased if the *metroCARD* is deemed to have a product fault. Proof of MetroTicket purchase will be required.

The defective *metroCARD* must be surrendered at time of replacement.

9.8.2. Transfer of balance

Customers can visit the Adelaide Metro InfoCentre to have the balance of a defective *metroCARD* transferred to a new *metroCARD*. The defective *metroCARD* will be cancelled at the time of reporting and the remaining funds will be transferred onto the new *metroCARD*. A new *metroCARD* card fee may apply to be paid with Visa, MasterCard, UnionPay and EFTPOS only.

metroCARDs cannot have their balance transferred indefinitely. The balance transfer must be done within a timely manner and no longer than 12 months after the *metroCARD* becomes defective. Adelaide Metro is not responsible for any loss suffered if the *metroCARD* balance is not transferred within this timeframe.

The balance transferred to the replacement card will be the last known balance recorded on the central computer system (which may not include same day transactions). Any cost difference may be recoverable or redeemable from the customer to be paid with Visa, MasterCard, UnionPay and EFTPOS only.

9.9. Refund for Deceased Estates

Refunds on behalf of a deceased estate may only be considered if the following conditions are met:

- The “metroCARD refund for Deceased Estate” application form has been signed and completed correctly and the metroCARD for which a refund is sought is physically returned;
- The Claim is accompanied with a Death Certificate and a Grant of Probate or Letter of Administration;
- The Claimant is a representative of the deceased person and has authority to act on behalf of the deceased’s estate; and
- The provided supporting documentation matches the name of the Registered Account Holder of the metroCARD.

The refund options available to for the refund claimant:

- Electronic Funds transfer to Australian Bank Account for amounts over \$5.00.
- Transfer onto another metroCARD(s) (available for all amounts)

Adelaide Metro reserves the right to determine the method by which a refund is made.

Adelaide Metro reserves the right to deactivate, suspend or permanently cancel *metroCARD*(s) or any *metroCARD* product(s). Adelaide Metro is not responsible for any loss suffered or damages arising from false or inaccurate information provided by the Claimant.

10. Cancel a *metroCARD*

10.1. Cancel a *metroCARD*

It is the Registered Account Holder’s responsibility to contact Adelaide Metro to advise of a lost or stolen *metroCARD* as soon as it is known. Failure to do so may result in funds, history or other information being unrecoverable. Adelaide Metro is not responsible for any loss suffered if the *metroCARD* is not reported to us as lost or stolen. An identity check with the Registered Account Holder will be required prior to cancelling the *metroCARD* (this does not include third party access).

The end of validity date for a *metroCARD* with an active 14 or 28-Day Pass will be unchanged at the time of cancelling.

If you have Auto recharge and you do not cancel the Auto recharge(s) or the *metroCARD*(s) and a debt is incurred the Registered Account Holder will be liable for the debt(s).

Customers can cancel a registered *metroCARD* by:

- Visiting the Adelaide Metro InfoCentre
- Contacting the Adelaide Metro InfoLine
- Contacting the Seniors Card Unit (Seniors *metroCARD* holders)

This function should stop the usage of your *metroCARD* from first validation the next day. Any usage of the *metroCARD* before full cancellation is unrecoverable.

Cancelling a *metroCARD* cannot be reversed and the *metroCARD* cannot be used once it is cancelled.

10.2. Cancel an unregistered *metroCARD*

An unregistered *metroCARD* cannot be cancelled as ownership of funds and details on the *metroCARD* cannot be verified.

11. Seniors *metroCARD*(s)

11.1. Seniors *metroCARD* defined

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

Seniors Card with *metroCARD* functionality allows:

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

For more information about the Seniors Card visit sa.gov.au/seniorscard

11.2. Acquiring a Seniors card

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

11.3. Seniors card replacement

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

11.4. Seniors *metroCARD* refunds

Seniors *metroCARD* holders are to refer to the Seniors Card Unit.

11.5. Senior *metroCARD* registration

Seniors *metroCARD*(s) can be registered or anonymous. This is managed by the Seniors Card Unit.

12. *metroCARD* Special Pass

12.1. *metroCARD* Special Pass defined

Eligible customers may be entitled to a *metroCARD* Special Pass for use on Adelaide Metro services.

12.2. Use of *metroCARD* Special Pass

A *metroCARD* Special Pass must only be used by the person to who the *metroCARD* Special Pass has been issued. You must not permit any other person to use your *metroCARD* Special Pass.

You must carry evidence of eligibility at all times when using a *metroCARD* Special Pass.

13. 14 or 28-Day Pass product

13.1. 14 or 28-Day Pass product defined

The 14 or 28-Day Pass product provides unlimited travel on Adelaide Metro services. There are two types of passes, one is for 14 consecutive days and the other for 28 consecutive days. Both passes are valid from date of first validation until 4:00 am on the 15th or 29th consecutive day depending on which pass is purchased. The day the first validation is made will be considered as day one of 14 or 28 days depending on which

pass is purchased. The first day of use starts after 4:00 am on the chosen day. Validation prior to this time, will count as usage for the previous day.

Any other fares used prior to the first validation are non-refundable.

The product can be loaded on to a new or existing *metroCARD*. *metroCARD*(s) with a 14 or 28-Day Pass product must also have a stored dollar value if customers would like to recharge online or use the Tea Tree Plaza Park 'n' Ride facilities.

13.2. Expiry indication

When boarding a service the validator will display the expiry date of a 14 or 28-Day Pass. Customers can also check the expiry date at:

- Adelaide Metro InfoCentre
- *metroCARD* Agents
- Adelaide Metro InfoLine
- Ticket vending machines

13.3. Purchase amount and deduction rules

Customers can purchase a maximum of two 14 or 28-Day Pass products on the one *metroCARD*.

The second 14 or 28-Day Pass will commence from first validation after the first pass expires.

The 14 or 28-Day Pass product is used for validations before any other balance (\$).

13.4. Transfer of 14 or 28-Day Pass

The balance of unused days which also includes any expired days/passes are non-refundable and non-transferable. Adelaide Metro is not responsible for any issue including loss suffered as a result of unused days or expired days/passes.

14. Visitor Pass product

14.1. Visitor Pass product defined

The Visitor Pass product provides unlimited travel on all Adelaide Metro services, valid from date of first validation until 4:00 am on the fourth

consecutive day. The day the first validation is made will be considered as day one of three days.

At the end of the three days the Visitor Pass can be used as a Regular fare *metroCARD* and a recharge will be required to be added.

14.2. 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 InfoCentre
- *metroCARD* Agents
- Vending machines
- Adelaide Metro InfoLine

15. Cruise Ship product

15.1. Cruise Ship Product Defined

The fare product on a Cruise Ship *metroCARD* provides one day of travel on all Adelaide Metro services, valid for use from the day of first validation until 4:00 am the following day. At the end of the day, the Cruise Ship *metroCARD* can be used as a Regular *metroCARD* and a recharge will be required to be added.

Two children under the age of 15 can travel free when accompanied by an adult using a Cruise Ship *metroCARD*.

15.2. Proof of entitlement

Customers must be able to produce their Cruise Ship Pass (pass containing passenger and cruise ship name, boarding date and ID number) when purchasing or travelling using their Cruise Ship *metroCARD*.

16. Bike cage product

16.1. Bike cage product defined

Bicycle storage is available in secure bike cages situated near public transport locations across Adelaide. The *metroCARD* system has a bike

cage fare product that, when enabled on a registered *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 website, Adelaide Metro InfoCentre or contact the Adelaide Metro InfoLine.

16.2. Acquiring bike cage product

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

Adelaide Metro may cancel the *metroCARD* if not used in conjunction with public transport. If this occurs, the *metroCARD* cancellation cannot be reversed, however, the balance of the *metroCARD* can be transferred to a new *metroCARD*. A new *metroCARD* card fee applies. Adelaide Metro reserves the right to refuse usage of the bike cage if Adelaide Metro have cancelled the *metroCARD* due to misuse.

Your *metroCARD* is required to be registered in order to add a bike cage fare product. You can acquire the bike cage fare product from the Adelaide Metro InfoCentre or the Adelaide Metro InfoLine.

16.3. Storage conditions

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

16.4. Transfer of product to a new *metroCARD*

The bike cage fare product may be transferred to a new *metroCARD* if disabled on the previous *metroCARD* due to the *metroCARD* being lost, stolen or damaged. A new *metroCARD* card fee applies.

It is the Registered Account Holder's responsibility to advise Adelaide Metro of a lost or stolen *metroCARD* as soon as it is known.

16.5. Abandoned bikes

Bicycles that are left for more than two weeks are considered abandoned and will be removed by Adelaide Metro. It is at the owner's own risk if the bike is left in the bike cage for longer than this period.

Adelaide Metro does not recommend leaving any items in the bike cage overnight.

Abandoned bicycles will be removed and disposed of.

16.6. Misuse

If bike cage users are found to violate these conditions of use (including storing non-bicycle items or allowing access to others), the *metroCARD* will be cancelled. A new *metroCARD* card fee applies. Adelaide Metro reserves the right to refuse usage of the bike cage due to misuse.

16.7. 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 South Australian Police (SAPOL).

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

17. Tea Tree Plaza Park 'n' Ride Product

17.1. Tea Tree Plaza Park 'n' Ride defined

Tea Tree Plaza Park 'n' Ride 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 upon exiting the car park and the relevant fee will be deducted.

Discounted parking fees are given to customers using the car park in conjunction with public transport and *metroCARD* only. If your *metroCARD* is not validated successfully on board within two hours prior to exiting the car park the full exit fee will apply. This fee is non-refundable.

The car park does not allow customers to enter and exit within any timeframe without being charged when a *metroCARD* is validated. Each time a *metroCARD* is used to exit, it will charge a fee. If you require assistance contact Wilson Parking who operate the car park via the intercom. Failure to do so will incur the full non-refundable fee when validating your *metroCARD*.

17.2. Discount validity and rates

Customers who have validated their *metroCARD* on board Adelaide Metro public transport within the two hours before exiting the car park will be charged a discounted rate. *metroCARD*(s) will need to have sufficient dollar balance stored (i.e. 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 two hours customers will be charged the full casual parking rate.

If a customer does not have a *metroCARD* they must purchase a magnetic ticket from the car park vending machine (CPVM) and they will be charged the full casual parking rate.

17.3. Car Park Vending Machine (CPVM) defined

CPVM is located at the Tea Tree Plaza Park 'n' Ride for customers to recharge *metroCARD*(s) and purchase magnetic exit ticket/s.

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

17.4. Misuse

If car park users are found to violate these Conditions of Use the *metroCARD* used to access the car park may be cancelled. A new *metroCARD* card fee applies. Adelaide Metro reserves the right to refuse

usage of the car park if Adelaide Metro have cancelled the *metroCARD* due to misuse.

17.5. Car parking conditions

Parking is at owner's risk. Adelaide Metro is not responsible for vehicles and contents within the vehicle when parked in the car park.

17.6. Incidents

Incidents of theft or vandalism should be reported to both Adelaide Metro and the South Australian Police (SAPOL).

18. Privacy

18.1. Right to remain anonymous

It is not obligatory for public transport users to provide personal information in order to use *metroCARD(s)* or public transport services.

Public transport users can choose to use anonymous 'unregistered' *metroCARD(s)* or buy anonymous MetroTickets.

Some features will require the *metroCARD* to be registered.

18.2. Freedom of Information

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

18.3. Use of *metroCARD(s)*

Customers must not knowingly use a *metroCARD* which has been lost, stolen, found or obtained by any other means unknown to the Registered Account Holder.

In these instances, Adelaide Metro determines that funds are unrecoverable or non-transferable.

Adelaide Metro reserves the right to deactivate, suspend or permanently cancel *metroCARD*(s) or any *metroCARD* product(s) and also not to transfer any balance in instances where ownership cannot be verified.

18.4. Privacy Principles

The Department complies with South Australian Government's Information Privacy Principles in regard to information collected by the *metroCARD* system.

Please note that the *metroCARD* system does not collect nor store credit card information. Online credit card transactions are performed by the Commonwealth Bank of Australia (CBA) using the CBA's BPOINT payment gateway.

18.5. Confidentiality

You must keep all usernames, passwords, personal identification information or any information that may be used to pass an identity check confidential and not disclose this information to any person.

Adelaide Metro is not responsible for any issue including loss suffered which occurs as a result of you disclosing this information. You must also keep the *metroCARD* number printed on your *metroCARD* safe and secure. If your *metroCARD* is unregistered and another person obtains your *metroCARD* number, this may allow them to view your recent travel history or register your *metroCARD*. Adelaide Metro is not responsible for any issue including loss suffered which occurs as a result of you disclosing this information.