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SPECIAL

Transport Act 1983

METROPOLITAN TICKET CONDITIONS

The Director of Public Transport, pursuant to Section 221(1A) of the **Transport Act 1983**, hereby:

- (a) approves the Metropolitan Ticket Conditions (Mandated Tickets) and the Metropolitan Ticket Conditions (Non-Mandated Tickets); and
- (b) publishes those conditions on behalf of, and at the request of, NX Australia (Swanston Trams) Pty Ltd (ACN 087 494 997), NX Australia (Bayside Trains) Pty Ltd (ACN 087 425 287), Melbourne Transport Enterprises Pty Ltd (ACN 087 516 210) and MetroLink Victoria Pty Ltd (ACN 085 719 053).

Dated 25 June 2002

JOHN TAYLOR
Director of Public Transport

METROPOLITAN TICKET CONDITIONS
(Mandated Tickets)

1. Conditions of carriage

1.1 These conditions

- (a) These Conditions are published pursuant to the **Transport Act 1983**.
- (b) These Conditions take effect from 30 June 2002.
- (c) These Conditions apply to *metropolitan tickets*.

1.2 These Conditions prevail for metropolitan tickets

- (a) With respect to *metropolitan tickets*, to the extent of any inconsistency, these Conditions prevail over the Met Fares and Ticketing Manual published, as at the date of these Conditions, by the *Revenue Clearing House* and the V/Line Passenger Fares and Conditions published, as at the date of these Conditions, by V/Line Passenger Corporation.
- (b) A reference on a *metropolitan ticket* to "PTC Conditions of Use", "Conditions of Use", "Ticket Conditions" or "Metropolitan Ticket Conditions" is a reference to these Conditions.

1.3 Obtaining a copy of these Conditions

An *operator* must make a copy of these Conditions available for inspection at its principal office and must on request by a *passenger* provide the *passenger* with a copy of these Conditions. The *operator* may impose a reasonable charge for its costs of complying with the *passenger's* request.

2. Travel on metropolitan tickets

2.1 Contract between passenger and operators

A *metropolitan ticket* issued by or on behalf of one or more *operators* is evidence of a contract between the *passenger* to whom that ticket is issued and each *operator* whose *passenger services* the *passenger* is entitled to use.

2.2 Validity of ticket

A *metropolitan ticket* entitles a *passenger* to make a journey on a *passenger service* or enter a *designated area* if:

- (a) it is valid for all *zones, sections*, stations and stops of that journey or entry;
- (b) any applicable *expiry time* in respect of that ticket has not been reached;
- (c) in the case of a concession ticket, it is accompanied by evidence of a current *concession entitlement*;
- (d) it has been correctly validated for that journey or entry;
- (e) any fare charged by the issuer of the ticket has been paid; and
- (f) it otherwise complies with all conditions detailed in Schedule 1 for that ticket type.

2.3 Conditions attaching to particular metropolitan tickets

Particular conditions relating to availability, validity and *expiry times* for each *metropolitan ticket* type are specified in Schedule 1.

2.4 Zones

- (a) The Melbourne metropolitan area is divided into three *zones*.
- (b) Where a station or stop is on the boundary of two *zones*, the fare is dependent on the direction of travel. Where the *zone* boundaries overlap, every station or stop within the overlap is considered to be astride the boundaries and the ticket required is dependent on the direction of travel. For example, where a stop or station is on the boundary of *zone 1* and *zone 2*, a *zone 1* ticket is required for travel to or from that place to a *zone 1* station or stop whereas a *zone 2* ticket is required for travel to or from that place to a *zone 2* station or stop.

2.5 Travel after expiry time

A *passenger* may complete, after the *expiry time* for a *metropolitan ticket*:

- (a) a journey commenced before that *expiry time*; or
- (b) a journey taken on a *passenger service* which has a scheduled departure time prior to that *expiry time*; or
- (c) if the last *passenger service* (on the route on which the journey is to be taken) within that expiry time is cancelled, a journey on the next *passenger service* on that route.

2.6 Extension of Journey

- (a) Where a *passenger* wishes to travel on train *passenger services* to a destination beyond that for which the *metropolitan ticket* held is valid, the journey may be extended by obtaining and validating the appropriate 2 Hour ticket before the journey is commenced.
- (b) Only the following *metropolitan tickets* may be extended in the manner described in paragraph (a):
 - 2 Hour tickets;
 - Daily tickets;
 - Weekly tickets;
 - Monthly tickets; and
 - Yearly tickets.

2.7 Requirement to pay full fare

- (a) The holder of a *periodical ticket* may be required to pay the ordinary full fare payable for a journey or for entry to a *designated area* if the holder cannot produce that *periodical ticket* on request.
- (b) The holder of a concession *metropolitan ticket* may be required to pay the ordinary full fare payable for a journey or for entry to a *designated area* if the holder cannot produce evidence of a current *concession entitlement* on request.

3. Conditions attaching to Metcard tickets

3.1 Encoded information prevails

To the extent of any inconsistency between the information electronically encoded on a *Metcard* ticket and any information printed on that ticket, the electronically encoded information prevails.

3.2 Requirement to validate Metcards

The holder of a *Metcard* ticket is required to re-validate that ticket each time he or she boards a vehicle or enters a *designated area* in which an operational ticket validator is located.

4. Concession Entitlements

4.1 Children under 4 years

Children under four (4) years of age accompanied by a parent or guardian shall be carried free on all *passenger services*.

4.2 Children under 15 years

All children aged four (4) years and over and under fifteen (15) years of age shall be charged a concession fare for travel on all *passenger services*.

4.3 Other concession entitlements

Any *passenger* who fulfils the criteria for any *concession entitlement* detailed in Schedule 2 and, except in the case of a child under fifteen (15) years of age, possesses evidence of that *concession entitlement*, shall be charged a concession fare for travel on *passenger services*.

5. Liability of operators

The following conditions apply:

- (a) An **operator** whose **passenger services** are entitled to be used by a **passenger** is not responsible to that **passenger** for any loss, damage or delay caused by any failure by another **operator** in the provision of **passenger services**.
- (b) An **operator** shall not, in respect of any **passenger**, be liable for any loss, damage or delay caused by or arising from an act of God or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.
- (c) An **operator** may use any **mode** of transport to carry **passengers** and may substitute the **mode** of transport used at any time, including during a journey.
- (d) An **operator** is not liable to a **passenger**:
 - (i) for any consequences arising from any variation in the time of arrival or departure from any station or stop of any vehicle; or
 - (ii) for any loss or damage as a result of a cancellation or any variation of the time of arrival or departure from any station or stop of any vehicle.
- (e) An **operator** may cancel wholly or in part the scheduled services shown in the **operator's** timetables or may vary the point at which **passenger services** will pick up and set down **passengers**.
- (f) An **operator** does not guarantee the time of arrival or departure of its **passenger services** at the times published in its timetable.
- (g) A **metropolitan ticket** issued by or on behalf of an **operator** is subject to any alteration which the **operator** may make to the service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time of the service or any reduction in the service.
- (h) An **operator** is not required to refund money or to make any other allowance to:
 - (i) a **passenger** who has lost or mislaid his or her **metropolitan ticket**;
 - (ii) a **passenger** holding a **metropolitan ticket** due to any reduction in the cost of that ticket.
- (i) a **metropolitan ticket** issued by or on behalf of an **operator** or the **Revenue Clearing House** remains the property of the **Revenue Clearing House** at all times.

6. Lost tickets and damaged tickets

6.1 Lost tickets

If a **periodical ticket** is lost, the **passenger** to whom it was issued may obtain a substitute ticket on providing satisfactory evidence as to whom the ticket was issued and the circumstances under which the ticket was lost. Where a substitute ticket is issued, the **passenger** to whom it is issued shall pay the fee required by the issuer of the substitute ticket.

6.2 Damaged tickets

If a **periodical ticket** is damaged accidentally, a substitute ticket may be issued on providing satisfactory evidence as to whom the ticket was issued and the circumstances under which the ticket was damaged. Where the ticket number, type and expiry date cannot be visually or electronically verified, a substitute ticket may not be issued. Where a substitute ticket is issued, the **passenger** to whom it is issued shall pay the fee required by the issuer of the substitute ticket.

7. Overlap between metropolitan and country services

- (a) Except as provided in clause 7(b), the holders of metropolitan tickets are not permitted to travel on passenger services operated by V/Line Passenger.
- (b) Travel between Melbourne and the following stations is available in economy class carriages of *V/Line Passenger* train *passenger services* using *metropolitan tickets*:
 - (i) Stations between Broadmeadows and Craigieburn (including Craigieburn but excluding Broadmeadows);
 - (ii) Stations between and including Ardeer and Melton; and
 - (iii) Stations between and including Diggers Rest and Sunbury

8. Accompanied items

- (a) Bicycles may be carried on train *passenger services*:
 - (i) during *off-peak* times and on journeys commenced during *off-peak* times, free;
 - (ii) during *peak* times or for journeys commenced during *peak* times, upon payment of the appropriate concession fare.
- (b) Surfboards may be carried on train *passenger services* upon payment of the appropriate concession fare.
- (c) Prams, pushers, baby carriages, shopping jeeps, golf buggies and similar items may be carried on train, tram or bus *passenger services* at any time without charge, provided that the comfort of other *passengers* is not affected.
- (d) Pets may be carried during *off-peak* times on tram, train or bus *passenger services* upon the payment of an appropriate concession fare for each pet. However, a number of small pets carried in the one container shall be charged one fare only. Pets are carried on *passenger services* subject to the following conditions:
 - (i) On trams and buses, pets must be carried in a box or other suitable container to ensure that other *passengers* are not inconvenienced.
 - (ii) On trains, pets must be carried either in a suitable pet container or restrained on a lead and, in the case of large dogs, must be muzzled.
 - (iii) Pets may not be allowed on seats or to cause any undue restrictions in movement by other *passengers* in the vehicle or carriage.
 - (iv) *Passengers* accompanying pets must clean up any mess made by the animal on a *passenger service* or in a *designated area* and must ensure that the animal does not interfere with other *passengers*.
- (e) Notwithstanding any provision to the contrary in clause 8(d), seeing eye dogs and hearing guidedogs may be carried free of charge at all times on all train, tram or bus *passenger services*.
- (f) *Passengers* may take hand luggage and small articles on *passenger services* without charge. Any article which is offensive or which may cause discomfort or inconvenience to other *passengers* is not permitted.

9. Definitions

9.1 In these Conditions:

BOM means a booking office machine for vending Metcards installed at metropolitan train station booking offices.

bus operator means:

- (a) a person who is licensed under the **Transport Act 1983** or who has entered into a bus service contract with the **Secretary** or **Director** under which that person is required to honour *metropolitan tickets* on its services; or

- (b) a person who operates bus services under a subcontract with a person described in paragraph (a) above.

concession entitlement means an entitlement to purchase concession fares the conditions of which are specified in Schedule 2.

country service means a train or bus service which starts or ends outside the area covered by *zone 1*, *zone 2* and *zone 3*.

designated area means an area within the premises of an **operator** designated by that **operator** by means of signs in or near the area as an area for being in which a ticket is required.

Director means the Director of Public Transport under the **Transport Act 1983**.

encoded means a ticket issued through a **BOM** or **TVM** the travel details (including information such as the ticket type and the *zones* for which the ticket may be used) for which are electronically encoded by the issuing **BOM** or **TVM** at the time of purchase.

end of services for a day means approximately 2:00am on the following day.

expiry time means, in respect of a **metropolitan ticket**, the time described in Schedule 1 as the expiry time in respect of that ticket type.

Metcard means:

- a) an **encoded** or **pre-encoded** ticket with a magnetic stripe for storing travel details and expiry information for the ticket, which is validated electronically by inserting the ticket into a validator or electronic barrier, or at point of sale if purchased from a **TVM** located on a tram; or
- b) a rechargeable touchcard ticket with an electronic chip for storing the details of the ticket and expiry information, which is validated electronically by touching the touchcard against the target area on a validator or barrier.

metropolitan ticket means a **paper** or **Metcard** ticket the particular conditions for which are detailed in Schedule 1.

mode means a tram, train or bus service.

off-peak means any time which is not a **peak** time.

operator means

- (a) NX Australia (Swanston Trams) Pty Ltd (ACN 087 494 997), NX Australia (Bayside Trains) Pty Ltd (ACN 087 425 287), Melbourne Transport Enterprises Pty Ltd (ACN 087 516 210) and MetroLink Victoria Pty Ltd (ACN 085 719 053), each a passenger transport company under the **Transport Act 1983**;
- (b) **V/Line Passenger**;
- (c) a person who has entered into a contract with the **Secretary** or **Director** for the provision by that person of a service carrying passengers by railway or tramway within *zone 1*, *zone 2* or *zone 3*; or
- (d) a **bus operator**.

paper ticket means a paper ticket which is validated by punching a hole in the appropriate part of the ticket to indicate the date on which and, if applicable, the time at which the ticket was first validated.

passenger means person who holds a valid **metropolitan ticket**.

passenger service means a tram, light rail, train or bus service (excluding chartered or special vehicles) conducted by an **operator** within *zone 1*, *zone 2* or *zone 3*.

peak means between 7.00am and 9.30am and between 4.00pm and 6.00pm Monday to Friday, unless a public holiday.

periodical ticket means a ticket which is valid for travel for a continuous period of one week or more.

pre-encoded means a ticket purchased from a retail agent or point of sale other than a **BOM** or **TVM**, the travel details (including information such as the ticket type and the zones for which the ticket may be used) for which are electronically pre-encoded when issued.

PTC means the Public Transport Corporation, a statutory corporation established under the **Transport Act 1983**. The PTC is to be abolished under the **Transport (Further Amendment) Act 2001**

Revenue Clearing House means Revenue Clearing House Pty Ltd (ACN 082 923 126) of 607 Bourke Street, Melbourne

Secretary means the Secretary of the Department of Infrastructure of Victoria from time to time or his or her delegate.

section means a distance of approximately 1.6 to 3 kilometres on a tram or bus route and consists of several tram or bus stops. Details of the **sections** applicable to particular routes are contained in the Tram and Bus Sections Book produced as at the date of these Conditions by or on behalf of the **Director**.

Student Pass means a Metropolitan Student Pass (Yearly), a Metropolitan Student Pass (Half Yearly), a Bacchus Marsh Student Pass (Yearly), a Bacchus Marsh Student Pass (Half Yearly), a Gisbourne Student Pass (Yearly) or a Gisborne Student Pass (Half Yearly), the specific conditions for which are contained in Schedule 1.

TVM means a ticket vending machine installed on board a tram or at a train station. A reference to a Metcard Vending Machine or MVM is also a reference to a TVM.

V/Line Passenger means NX Australia (V/Line Passenger) Pty Ltd (ACN 087 425 269,) a passenger transport company under the **Transport Act 1983** or any person who has entered into a contract with the **Secretary** or **Director** for the provision of services carrying passengers by train and who operates predominantly country services under that contract.

zone means any of **zone 1**, **zone 2** or **zone 3**.

zone 1 means the area routes, stops and stations delineated as **zone 1** in the Public Transport Map of Melbourne published as at the date of these Conditions by or on behalf of the **Director**.

zone 2 means the area routes, stops and stations delineated as zone 2 in the Public Transport Map of Melbourne published as at the date of these Conditions by or on behalf of the **Director**.

zone 3 means the area routes, stops and stations delineated as zone 3 in the Public Transport Map of Melbourne published as at the date of these Conditions by or on behalf of the **Director**.

10. Interpretation

10.1 In these conditions, unless the context otherwise requires:

- (a) headings are for convenience only and do not affect the interpretation of these Conditions;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (e) a reference to a clause, schedule, annexure or part is to a clause, schedule, annexure or part of these Conditions;
- (f) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;

- (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (h) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
- (i) a reference to an *operator* includes an *operator's* officers, employees, contractors, agents or other representatives;
- (j) when italicised, other parts of speech and grammatical forms of a word or phrase defined in these Conditions have a corresponding meaning.

11. Scratch Tickets

Scratch Tickets are not accepted for travel as at the effective date of these Conditions. No refund or replacement shall be payable in respect of scratch tickets as at the effective date of these Conditions.

SCHEDULE 1
Conditions applicable to specific tickets

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
2 Hour (Full fare and concession)	Zone 1, 2, 3, 1+2, 2+3, 1+2+3	Two hours from the next full hour after the first validation or, if first validated at or after 6.00pm, at the end of services for the day of first validation. For example, a ticket first validated at 3:15pm is valid until 6:00pm. For Metcards the expiry time is the time electronically encoded on the ticket	All modes	Available for continuous use on all passenger services within the zone/s indicated on the ticket from the time of the initial validation until the expiry time . If a passenger has commenced a journey prior to the expiry time of the ticket and the ticket expires during the journey, the passenger may complete the journey on that mode only.
2 Hour x 10 (Full fare and concession)	Zone 1, 2, 3, 1+2, 2+3, 1+2+3	For each 2 hour journey, two hours from the next full hour after the first validation in respect of that journey or, if first validated at or after 6.00pm, at the end of services for the day of first validation in respect of that journey. The expiry time in respect of each 2 hour journey is the time electronically encoded on the ticket.	All modes	Available for ten (10) 2 hour journeys within the zone/s indicated on the ticket from the time of the initial validation for each 2 hour journey until the expiry time in respect of that 2 hour journey. If a passenger has commenced a journey prior to the expiry time of the ticket and the ticket expires during the journey, the passenger may complete the journey on that mode only.

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Daily (Full fare and concession)	Zone 1, 2, 3, 1+2, 2+3, 1+2+3	The end of services for the day on which the ticket is first validated. For paper tickets the expiry time is the end of services for the day the date of which is punched on the ticket. For Metcards the expiry time is the end of services for the day the date for which is electronically encoded on the ticket.	All modes	Available for unlimited travel on all passenger services in the zone/s indicated on the ticket on the day of first validation until the expiry time .
Weekly (Full fare and concession)	Zone 1, 2, 3, 1+2, 2+3, 1+2+3	The end of services for the day which is seven days from and including the date of first validation. For example, a ticket first validated on the first day of a month would expire at the end of services for the seventh day of that month. For Metcards the expiry time is the end of services for the day the date of which is electronically encoded on the ticket.	All modes	Available for unlimited travel on all passenger services in the zone/s specified on the ticket for seven consecutive days from and including the date of first until validation the expiry time . On Saturdays and Sundays, weekly ticket holders are entitled to unlimited travel on all passenger services within all zones , irrespective of the zone/s specified on the ticket.

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Weekly (Full fare and concession) (Continued)				Weekly tickets first validated at or after 3.00pm will be considered to have commenced availability from the next day, but may be used from the time of first validation. The <i>expiry time</i> of such tickets will be the <i>end of services</i> for the day which is seven days from and including the day after the first validation.
Monthly (Full fare and concession)	Zone 1, 2, 3, 1+2, 2+3, 1+2+3	The <i>end of services</i> for the day which is one calendar month from and including the day of first validation. For example, a monthly ticket first validated on the third day of one month would be valid up to and including the <i>end of services</i> for the second day of the following month. For <i>Metcards</i> the <i>expiry time</i> is the <i>end of services</i> for the day the date of which is electronically encoded on the ticket.	All <i>modes</i>	Available for one consecutive month's unlimited travel on all <i>passenger services</i> in the <i>zone/s</i> specified on the tickets from the date of the initial validation until the <i>expiry time</i> . On Saturdays and Sundays, monthly ticket holders are entitled to unlimited travel on all <i>passenger services</i> within all <i>zones</i> , irrespective of the <i>zone/s</i> indicated on the ticket.

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Monthly (Full fare and concession) (Continued)				Monthly tickets first validated at or after 3.00pm shall be considered to have commenced availability from the next day, but may be used from the time of the first validation. The expiry time of such tickets will be the end of services for the day which is one calendar month from and including the day after first validation.
Metropolitan Student Pass (Yearly) Metropolitan Student Pass (Half Yearly) (Concession) (Continued on page 13)	Pass for Zone 1 Residents: Zone 1+2+3 Pass for Zone 2 or Zone 3 Residents: Zone 1+2+3	The end of services for the day the date of which is printed on the ticket as the expiry date.	All modes	Available only to holders of Primary/Secondary Student Concession Cards (see Schedule 2), which must be presented when purchasing a Metropolitan Student Pass (the Pass) and must be carried at all times with the Pass . The Pass is not valid unless both the Concession Card number and the signatures on each of the Pass and Concession Card match. Passes containing the words “for Zone 1 Resident” are available to students who live or reside in Zone 1 . Passes containing the words “for Zone 2 or 3 Residents” are available to students who live or reside in Zone 2 or Zone 3 .

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
				Half Yearly or Yearly <i>Passes</i> are available. Each is valid from the date of issue until the <i>expiry time</i> , including weekends and school holiday periods, and is available for unlimited travel on all <i>passenger services</i> in all <i>zones</i> .
Bacchus Marsh Student Pass (Yearly) Bacchus Marsh Student Pass (Half Yearly) (Concession)	<i>Zone</i> 1+2+3 and Bacchus Marsh area	The <i>end of services</i> for the day the date of which is printed on the ticket as the expiry date	All <i>modes</i>	Available only to students who live or reside in Bacchus Marsh and who hold Primary/Secondary Student Concession Cards (see Schedule 2), which must be presented when purchasing a Bacchus Marsh Student Pass (the <i>Pass</i>) and must be carried at all times with the <i>Pass</i> . The <i>Pass</i> is not valid unless both the Concession Card number and the signatures on each of the <i>Pass</i> and Concession Card match. Half Yearly or Yearly <i>Passes</i> are available. Each is valid from the date of sale until the <i>expiry time</i> , including weekends and school holiday periods, and is available for unlimited travel on all <i>passenger services</i> in all <i>zones</i> , and on all bus services in the Bacchus Marsh area operated by Bacchus Marsh Bus Services.

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
<p>Gisborne Student Pass Yearly)</p> <p>Gisborne Student Pass (Half Yearly)</p> <p>(Concession)</p>	Zone 1+2+3 and Gisborne area	The end of services for the day the date of which is printed on the ticket as the expiry date	All modes	<p>Available only to students who live or reside in Gisborne and who hold Primary/Secondary Student Concession Cards (see Schedule 2), which must be presented when purchasing a Gisborne Student Pass (the Pass) and must be carried at all times with the Pass. The Pass is not valid unless both the Concession Card number and the signatures on each of the Pass and Concession Card match.</p> <p>Half Yearly or Yearly Passes are available. Each is valid from the date of sale until the expiry time, including weekends and school holiday periods, and is available for unlimited travel on all passenger services in all zones, and on all bus services in the Gisborne area operated by Sunbury Bus Services.</p>
Yearly (Full fare)	Zone 1, 2, 3, 1+2, 2+3, 1+2+3	The end of services for the day which is exactly one year from the date of first validation. For example, a yearly ticket first validated on 14 June 1998 expires at the end of services for 14 June 1999.	All modes	Available for continuous use on all passenger services within the zone/s indicated on the ticket from the time of first validation until time of first validation until the expiry time .

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Yearly (Full fare) (Continued)		For <i>Metcards</i> the <i>expiry time</i> is the <i>end of services</i> for the day the date of which is electronically encoded on the ticket.		On Saturdays and Sundays yearly ticket holders are entitled to unlimited travel on all <i>passenger services</i> within all <i>zones</i> , irrespective of the <i>zone/s</i> indicated on the ticket. <i>Passengers</i> purchasing yearly tickets may be issued with an interim ticket until the yearly ticket is available for collection. Interim tickets are available for travel within all <i>zones</i> irrespective of the <i>zone/s</i> for which the permanent yearly ticket will be valid, and must be returned to the station when the yearly ticket is available for collection.
60-Plus (Concession)	All <i>Zones</i>	The <i>end of services</i> for the day on which the ticket is first validated. For <i>Metcards</i> the <i>expiry time</i> is the <i>end of services</i> for the date electronically encoded on the ticket at first validation.	All modes	Available for continuous use on all <i>passenger services</i> in all zones on the day of first validation until the <i>expiry time</i> . Only available to <i>passengers</i> who are Victorian residents eligible for the Senior Citizen Card (see Schedule 2).

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Rail Plus Two (Full fare and concession)	Zone 1 only Available for travel for up to 2 stations.	As soon as a single continuous journey for no more than two stations has been completed or, if that journey has not been completed within the day of first validation, at the end of services for the day of first validation.	Train only	Available for one single continuous journey from the station where the ticket was validated to a station not more than two stations along that line. Melbourne Stations (Flinders Street, Spencer Street, Museum, Flagstaff, Parliament, Richmond and Jolimont stations) shall be regarded as one station for Rail Plus Two tickets issued for travel to or from Melbourne Stations . Rail Plus Two tickets may not be used for travel through or via Melbourne Stations . Where a temporary breakdown occurs and passenger services are likely to be delayed for thirty minutes or more, passengers holding Rail Plus Two tickets to or from stations on the route on which the breakdown occurred may be permitted to travel from an adjacent station on another route in order to reach their destinations.

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
<p>Short Trip (single journey)</p> <p>(Full fare and concession)</p>	<p>Zone 1 only.</p> <p>Available for travel for up to two sections.</p>	<p>As soon as a single continuous journey for no more than two sections has been completed or, if that journey has not been completed within the day of first validation, at the end of services for the day of first validation.</p>	<p>Tram or bus only</p>	<p>Available for one continuous journey from the stop where the ticket was validated to the end of the section within which that stop falls plus one more section along the same route. For example, a ticket validated in section 3 on a tram travelling towards section 4 allows a passenger to travel to the end of section 4.</p> <p>Where a temporary breakdown occurs and passenger services are likely to be delayed for thirty minutes or more, passengers holding Short Trip tickets to or from stops on the route on which the breakdown occurred may be permitted to travel from an adjacent stop on another route in order to reach their destinations.</p>
<p>Short Trip 10 (Full fare and concession)</p>	<p>Zone 1 only.</p> <p>Available for travel for up to two sections.</p>	<p>For each short trip journey, as soon as a single continuous journey for no more than two sections has been completed or, if that journey has not been completed within the day of validation, at the end of services for the day of validation in respect of that journey.</p>	<p>Tram or bus only</p>	<p>Available for multiple (10) short trips within zone 1. Each validation allows one continuous journey from the stop where the ticket was validated to the end of the section within which that stop falls plus one more section along the same route.</p>

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Short Trip 10 (Full fare and concession) (Continued)				Where a temporary breakdown occurs and <i>passenger services</i> are likely to be delayed for thirty minutes or more, <i>passengers</i> holding Short Trip tickets to or from stops on the route on which the breakdown occurred may be permitted to travel from an adjacent stop on another route in order to reach their destinations.
2 Hour Gisborne plus Zone 2 (Full fare and concession)	Zone 2 and Gisborne area	Two hours from the next full hour after the first validation or, if first validated at or after 6.00pm, at the end of services for the day of first validation. For example, a ticket first validated at 3:15pm is valid until 6:00pm.	All <i>modes</i>	Available for continuous use on all <i>passenger services</i> within the zone/s indicated on the ticket and all bus services in the Gisborne area operated by Sunbury Bus Services from the time of the initial validation until the expiry time . If a <i>passenger</i> has commenced a journey prior to the expiry time of the ticket and the ticket expires during the journey, the <i>passenger</i> may complete the journey on that <i>mode</i> only.
Daily Gisborne plus Zone 2 (Full fare and concession)	Zone 2 and Gisborne area	The end of services for the day on which the ticket is first validated.	All <i>modes</i>	Available for unlimited travel on all <i>passenger services</i> in the zone/s indicated on the ticket and all bus services in the Gisborne area operated by Sunbury Bus Services on the day of first validation until the expiry time .

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
2 Hour Gisborne plus Zone 1+2 (Full fare and concession)	Zone 1+2 and Gisborne area	Two hours from the next full hour after the first validation or, if first validated at or after 6.00pm, at the end of services for the day of first validation. For example, a ticket first validated at 3:15pm is valid until 6:00pm.	All modes	Available for continuous use on all passenger services within the zone/s indicated on the ticket and all bus services in the Gisborne area operated by Sunbury Bus Services from the time of the initial validation until the expiry time . If a passenger has commenced a journey prior to the expiry time of the ticket and the ticket expires during the journey, the passenger may complete the journey on that mode only.
Daily Gisborne plus Zone 1+2 (Full fare and concession)	Zone 1+2 and Gisborne area	The end of services for the day on which the ticket is first validated.	All modes	Available for unlimited travel on all passenger services in the zone/s indicated on the ticket and all bus services in the Gisborne area operated by Sunbury Bus Services on the day of first validation until the expiry time .

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
2 Hour Bacchus Marsh plus Zone 2 (Full fare and concession)	Zone 2 and Bacchus Marsh area	Two hours from the next full hour after the first validation or, if first validated at or after 6.00pm, at the end of services for the day of first validation. For example, a ticket first validated at 3:15pm is valid until 6:00pm.	All modes	Available for continuous use on all passenger services within the zone/s indicated on the ticket and all bus services in the Bacchus Marsh area operated by Bacchus Marsh Bus Services from the time of the initial validation until the expiry time . If a passenger has commenced a journey prior to the expiry time of the ticket and the ticket expires during the journey, the passenger may complete the journey on that mode only.
Daily Bacchus Marsh plus Zone 2 (Full fare and concession)	Zone 2 and Bacchus Marsh area	The end of services for the day on which the ticket is first validated.	All modes	Available for unlimited travel on all passenger services in the zone/s indicated on the ticket and all bus services in the Bacchus Marsh area operated by Bacchus Marsh Bus Services on the day of first validation until the expiry time .

SCHEDULE 2
Concession Entitlements

Entitlement	Issued By	Eligibility	Available for purchase of concession fares for the following tickets	Other Conditions
Seniors Card and Interim Seniors Card	Victorian Department of Human Services	Permanent residents of Victoria aged 60 years or over and not in full time employment (normally working 35 hours per week or more)	All <i>metropolitan tickets</i> including 60 Plus tickets but excluding <i>Student Passes</i>	
Pensioner Concession Card	Commonwealth Departments of Family and Community Services and Veteran Affairs	Pensioners	All <i>metropolitan tickets</i> except 60 Plus tickets and <i>Student Passes</i>	Holder of Card is the only person entitled to concession fares on <i>passenger services</i> . Any dependants named on the Card must pay the applicable fare.
Health Care Card	Commonwealth Department of Family and Community Services (<i>DFCS</i>)	Victorian residents receiving certain benefits, as determined by the <i>DFCS</i> from time to time.	All <i>metropolitan tickets</i> except 60 Plus tickets and <i>Student Passes</i> .	<ul style="list-style-type: none"> • A Health Care Card holder is only eligible to purchase concession tickets if the Health Care Card is endorsed by the <i>DFCS</i> with a “Card Expiry Date”. • Concession Weekly and Monthly tickets may be issued to eligible Health Care Card holders provided the Card is valid until the expiry date of the ticket.

Entitlement	Issued By	Eligibility	Available for purchase of concession fares for the following tickets	Other Conditions
Health Care Card (Continued)				<ul style="list-style-type: none"> The holder of a Card is the only person entitled to concession fares on <i>passenger services</i>. Any dependants named on the Card must pay the applicable fare.
Primary/ Secondary Student Concession Card	<i>An operator or the Revenue Clearing House</i>	<ul style="list-style-type: none"> Full time students attending a primary or secondary school in Victoria, as determined by the Victorian Department of Education up to and including Year 12 Must also be a citizen or permanent resident of Australia, an overseas exchange student or a student with refugee status to be eligible. 	All <i>metropolitan tickets</i> , including <i>Student Passes</i> , but excluding 60 Plus tickets.	

Entitlement	Issued By	Eligibility	Available for purchase of concession fares for the following tickets	Other Conditions
Statewide Tertiary Student Concession Card (Yearly) (Half Yearly)	An <i>operator</i> or the <i>Revenue Clearing House</i>	<ul style="list-style-type: none"> Full time students attending institutions and Austudy approved courses determined by the Commonwealth Department of Education, Training and Youth Affairs or who otherwise satisfy criteria set from time to time by the <i>Director</i>. Must also be a citizen or permanent resident of Australia, an overseas exchange student or a student with refugee status to be eligible. 	All <i>metropolitan tickets</i> except 60 Plus tickets and <i>Student Passes</i> .	<ul style="list-style-type: none"> Card must not be issued if the student is enrolled in a course of less than 10 weeks. Students enrolled in a course of between 10 and 20 weeks' duration (inclusive) may only obtain a Half Yearly Tertiary Student Concession Card.

METROPOLITAN TICKET CONDITIONS
(Non-Mandated Tickets)

1. Conditions of carriage

1.1 These conditions

- (a) These Conditions are published pursuant to the **Transport Act 1983**.
- (b) These Conditions take effect from 30 June 2002.
- (c) These Conditions apply to *metropolitan tickets*.

1.2 These Conditions prevail for metropolitan tickets

- (a) With respect to *metropolitan tickets*, to the extent of any inconsistency, these Conditions prevail over the Met Fares and Ticketing Manual published, as at the date of these Conditions, by the *Revenue Clearing House* and the V/Line Passenger Fares and Conditions published, as at the date of these Conditions, by V/Line Passenger Corporation.
- (b) A reference on a *metropolitan ticket* to "PTC Conditions of Use", "Conditions of Use", "Ticket Conditions" or "Metropolitan Ticket Conditions" is a reference to these Conditions.

1.3 Obtaining a copy of these Conditions

An *operator* must make a copy of these Conditions available for inspection at its principal office and must on request by a *passenger* provide the *passenger* with a copy of these Conditions. The *operator* may impose a reasonable charge for its costs of complying with the *passenger's* request.

2. Travel on metropolitan tickets

2.1 Contract between passenger and operators

A *metropolitan ticket* issued by or on behalf of one or more *operators* is evidence of a contract between the *passenger* to whom that ticket is issued and each *operator* whose *passenger services* the *passenger* is entitled to use.

2.2 Validity of ticket

A *metropolitan ticket* entitles a *passenger* to make a journey on a *passenger service* or enter a *designated area* if:

- (a) it is valid for all *zones, sections*, stations and stops of that journey or entry;
- (b) any applicable *expiry time* in respect of that ticket has not been reached;
- (c) in the case of a concession ticket, it is accompanied by evidence of a current *concession entitlement*;
- (d) it has been correctly validated for that journey or entry;
- (e) any fare charged by the issuer of the ticket has been paid; and
- (f) it otherwise complies with all conditions detailed in Schedule 1 for that ticket type.

2.3 Conditions attaching to particular metropolitan tickets

Particular conditions relating to availability, validity and *expiry times* for each *metropolitan ticket* type are specified in Schedule 1.

2.4 Zones

- (a) The Melbourne metropolitan area is divided into three *zones*.
- (b) Where a station or stop is on the boundary of two *zones*, the fare is dependent on the direction of travel. Where the *zone* boundaries overlap, every station or stop within the overlap is considered to be astride the boundaries and the ticket required is dependent on the direction of travel. For example, where a stop or station is on the boundary of *zone 1* and *zone 2*, a *zone 1* ticket is required for travel to or from that place to a *zone 1* station or stop whereas a *zone 2* ticket is required for travel to or from that place to a *zone 2* station or stop.

2.5 Travel after expiry time

A *passenger* may complete, after the *expiry time* for a *metropolitan ticket*:

- (a) a journey commenced before that *expiry time*; or
- (b) a journey taken on a *passenger service* which has a scheduled departure time prior to that *expiry time*; or
- (c) if the last *passenger service* (on the route on which the journey is to be taken) within that *expiry time* is cancelled, a journey on the next *passenger service* on that route.

2.6 Extension of Journey

- (a) Where a *passenger* wishes to travel on train *passenger services* to a destination beyond that for which the *metropolitan ticket* held is valid, the journey may be extended by obtaining and validating the appropriate 2 Hour ticket before the journey is commenced.
- (b) Only the following *metropolitan tickets* may be extended in the manner described in paragraph (a):
 - 2 Hour tickets;
 - Daily tickets;
 - Weekly tickets;
 - Monthly tickets; and
 - Yearly tickets.

2.7 Requirement to pay full fare

- (a) The holder of a *periodical ticket* may be required to pay the ordinary full fare payable for a journey or for entry to a *designated area* if the holder cannot produce that *periodical ticket* on request.
- (b) The holder of a concession *metropolitan ticket* may be required to pay the ordinary full fare payable for a journey or for entry to a *designated area* if the holder cannot produce evidence of a current *concession entitlement* on request.

3. Conditions attaching to Metcard tickets

3.1 Encoded information prevails

To the extent of any inconsistency between the information electronically encoded on a *Metcard* ticket and any information printed on that ticket, the electronically encoded information prevails.

3.2 Requirement to validate Metcards

The holder of a *Metcard* ticket is required to re-validate that ticket each time he or she boards a vehicle or enters a *designated area* in which an operational ticket validator is located.

4. Concession Entitlements

4.1 Children under 4 years

Children under four (4) years of age accompanied by a parent or guardian shall be carried free on all *passenger services*.

4.2 Children under 15 years

All children aged four (4) years and over and under fifteen (15) years of age shall be charged a concession fare for travel on all *passenger services*.

4.3 Other concession entitlements

Any *passenger* who fulfils the criteria for any *concession entitlement* detailed in Schedule 2 and, except in the case of a child under fifteen (15) years of age, possesses evidence of that *concession entitlement*, shall be charged a concession fare for travel on *passenger services*.

5. Liability of operators

The following conditions apply:

- (a) An **operator** whose **passenger services** are entitled to be used by a **passenger** is not responsible to that **passenger** for any loss, damage or delay caused by any failure by another **operator** in the provision of **passenger services**.
- (b) An **operator** shall not, in respect of any **passenger**, be liable for any loss, damage or delay caused by or arising from an act of God or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.
- (c) An **operator** may use any **mode** of transport to carry **passengers** and may substitute the mode of transport used at any time, including during a journey.
- (d) An **operator** is not liable to a **passenger**:
 - (i) for any consequences arising from any variation in the time of arrival or departure from any station or stop of any vehicle; or
 - (ii) for any loss or damage as a result of a cancellation or any variation of the time of arrival or departure from any station or stop of any vehicle.
- (e) An **operator** may cancel wholly or in part the scheduled services shown in the **operator's** timetables or may vary the point at which **passenger services** will pick up and set down **passengers**.
- (f) An **operator** does not guarantee the time of arrival or departure of its **passenger services** at the times published in its timetable.
- (g) A **metropolitan ticket** issued by or on behalf of an **operator** is subject to any alteration which the **operator** may make to the service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time of the service or any reduction in the service.
- (h) An **operator** is not required to refund money or to make any other allowance to:
 - (i) a **passenger** who has lost or mislaid his or her **metropolitan ticket**;
 - (ii) a **passenger** holding a **metropolitan ticket** due to any reduction in the cost of that ticket.
- (i) a **metropolitan ticket** issued by or on behalf of an **operator** or the **Revenue Clearing House** remains the property of the **Revenue Clearing House** at all times.

6. Lost tickets and damaged tickets

6.1 Lost tickets

If a **periodical ticket** is lost, the **passenger** to whom it was issued may obtain a substitute ticket on providing satisfactory evidence as to whom the ticket was issued and the circumstances under which the ticket was lost. Where a substitute ticket is issued, the **passenger** to whom it is issued shall pay the fee required by the issuer of the substitute ticket.

6.2 Damaged tickets

If a **periodical ticket** is damaged accidentally, a substitute ticket may be issued on providing satisfactory evidence as to whom the ticket was issued and the circumstances under which the ticket was damaged. Where the ticket number, type and expiry date cannot be visually or electronically verified, a substitute ticket may not be issued. Where a substitute ticket is issued, the **passenger** to whom it is issued shall pay the fee required by the issuer of the substitute ticket.

7. Overlap between metropolitan and country services

- (a) Except as provided in clause 7(b), the holders of *metropolitan tickets* are not permitted to travel on *passenger services* operated by *V/Line Passenger*.
- (b) Travel between Melbourne and the following stations is available in economy class carriages of *V/Line Passenger* train *passenger services* using *metropolitan tickets*:
 - (i) Stations between Broadmeadows and Craigieburn (including Craigieburn but excluding Broadmeadows);
 - (ii) Stations between and including Ardeer and Melton; and
 - (iii) Stations between and including Diggers Rest and Sunbury

8. Accompanied items

- (a) Bicycles may be carried on train *passenger services*:
 - (i) during *off-peak* times and on journeys commenced during *off-peak* times, free;
 - (ii) during *peak* times or for journeys commenced during *peak* times, upon payment of the appropriate concession fare.
- (b) Surfboards may be carried on train *passenger services* upon payment of the appropriate concession fare.
- (c) Prams, pushers, baby carriages, shopping jeeps, golf buggies and similar items may be carried on train, tram or bus *passenger services* at any time without charge, provided that the comfort of other *passengers* is not affected.
- (d) Pets may be carried during *off-peak* times on tram, train or bus *passenger services* upon the payment of an appropriate concession fare for each pet. However, a number of small pets carried in the one container shall be charged one fare only. Pets are carried on *passenger services* subject to the following conditions:
 - (i) On trams and buses, pets must be carried in a box or other suitable container to ensure that other *passengers* are not inconvenienced.
 - (ii) On trains, pets must be carried either in a suitable pet container or restrained on a lead and, in the case of large dogs, must be muzzled.
 - (iii) Pets may not be allowed on seats or to cause any undue restrictions in movement by other *passengers* in the vehicle or carriage.
 - (iv) *Passengers* accompanying pets must clean up any mess made by the animal on a *passenger service* or in a *designated area* and must ensure that the animal does not interfere with other *passengers*.
- (e) Notwithstanding any provision to the contrary in clause 8(d), seeing eye dogs and hearing guidedogs may be carried free of charge at all times on all train, tram or bus *passenger services*.
- (f) *Passengers* may take hand luggage and small articles on *passenger services* without charge. Any article which is offensive or which may cause discomfort or inconvenience to other *passengers* is not permitted.

9. Definitions

9.1 In these Conditions:

BOM means a booking office machine for vending *Metcards* installed at metropolitan train station booking offices.

bus operator means:

- (a) a person who is licensed under the **Transport Act 1983** or who has entered into a bus service contract with the *Secretary* or *Director* under which that person is required to honour *metropolitan tickets* on its services; or

- (b) a person who operates bus services under a subcontract with a person described in paragraph (a) above.

concession entitlement means an entitlement to purchase concession fares the conditions of which are specified in Schedule 2.

country service means a train or bus service which starts or ends outside the area covered by *zone 1*, *zone 2* and *zone 3*.

designated area means an area within the premises of an **operator** designated by that **operator** by means of signs in or near the area as an area for being in which a ticket is required.

Director means the Director of Public Transport under the **Transport Act 1983**.

encoded means a ticket issued through a **BOM** or **TVM** the travel details (including information such as the ticket type and the *zones* for which the ticket may be used) for which are electronically encoded by the issuing **BOM** or **TVM** at the time of purchase.

end of services for a day means approximately 2:00am on the following day.

expiry time means, in respect of a **metropolitan ticket**, the time described in Schedule 1 as the expiry time in respect of that ticket type.

Metcard means:

- a) an **encoded** or **pre-encoded** ticket with a magnetic stripe for storing travel details and expiry information for the ticket, which is validated electronically by inserting the ticket into a validator or electronic barrier, or at point of sale if purchased from a **TVM** located on a tram; or
- b) a rechargeable touchcard ticket with an electronic chip for storing the details of the ticket and expiry information, which is validated electronically by touching the touchcard against the target area on a validator or barrier.

metropolitan ticket means a **paper** or **Metcard** ticket the particular conditions for which are detailed in Schedule 1.

mode means a tram, train or bus service.

off-peak means any time which is not a **peak** time.

operator means

- (a) NX Australia (Swanston Trams) Pty Ltd (ACN 087 494 997), NX Australia (Bayside Trains) Pty Ltd (ACN 087 425 287), Melbourne Transport Enterprises Pty Ltd (ACN 087 516 210) and MetroLink Victoria Pty Ltd (ACN 085 719 053), each a passenger transport company under the Transport Act 1983;
- (b) **V/Line Passenger**;
- (c) a person who has entered into a contract with the **Secretary** or **Director** for the provision by that person of a service carrying passengers by railway or tramway within *zone 1*, *zone 2* or *zone 3*; or
- (d) **a bus operator**.

paper ticket means a paper ticket which is validated by punching a hole in the appropriate part of the ticket to indicate the date on which and, if applicable, the time at which the ticket was first validated.

passenger means person who holds a valid **metropolitan ticket**.

passenger service means a tram, light rail, train or bus service (excluding chartered or special vehicles) conducted by an **operator** within *zone 1*, *zone 2* or *zone 3*.

peak means between 7.00am and 9.30am and between 4.00pm and 6.00pm Monday to Friday, unless a public holiday.

periodical ticket means a ticket which is valid for travel for a continuous period of one week or more.

pre-encoded means a ticket purchased from a retail agent or point of sale other than a **BOM** or **TVM**, the travel details (including information such as the ticket type and the zones for which the ticket may be used) for which are electronically pre-encoded when issued.

PTC means the Public Transport Corporation, a statutory corporation established under the **Transport Act 1983**. The PTC is to be abolished under the **Transport (Further Amendment) Act 2001**.

Revenue Clearing House means Revenue Clearing House Pty Ltd (ACN 082 923 126) of 607 Bourke Street, Melbourne.

Secretary means the Secretary of the Department of Infrastructure of Victoria from time to time or his or her delegate.

section means a distance of approximately 1.6 to 3 kilometres on a tram or bus route and consists of several tram or bus stops. Details of the **sections** applicable to particular routes are contained in the Tram and Bus Sections Book produced as at the date of these Conditions by or on behalf of the **Director**.

Student Pass means a Metropolitan Student Pass (Yearly), a Metropolitan Student Pass (Half Yearly), a Bacchus Marsh Student Pass (Yearly), a Bacchus Marsh Student Pass (Half Yearly), a Gisborne Student Pass (Yearly) or a Gisborne Student Pass (Half Yearly), the specific conditions for which are contained in Schedule 1.

TVM means a ticket vending machine installed on board a tram or at a train station. A reference to a Metcard Vending Machine or MVM is also a reference to a TVM.

V/Line Passenger means NX Australia (V/Line Passenger) Pty Ltd (ACN 087 425 269), a passenger transport company under the **Transport Act 1983** or any person who has entered into a contract with the **Secretary** or **Director** for the provision of services carrying passengers by train and who operates predominantly **country services** under that contract.

zone means any of **zone 1**, **zone 2** or **zone 3**.

zone 1 means the area routes, stops and stations delineated as **zone 1** in the Public Transport Map of Melbourne published as at the date of these Conditions by or on behalf of the **Director**.

zone 2 means the area routes, stops and stations delineated as **zone 2** in the Public Transport Map of Melbourne published as at the date of these Conditions by or on behalf of the **Director**.

zone 3 means the area routes, stops and stations delineated as **zone 3** in the Public Transport Map of Melbourne published as at the date of these Conditions by or on behalf of the **Director**.

10. Interpretation

10.1 In these conditions, unless the context otherwise requires:

- (a) headings are for convenience only and do not affect the interpretation of these Conditions;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (e) a reference to a clause, schedule, annexure or part is to a clause, schedule, annexure or part of these Conditions;
- (f) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or

replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;

- (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (h) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
- (i) a reference to an *operator* includes an *operator's* officers, employees, contractors, agents or other representatives;
- (j) when italicised, other parts of speech and grammatical forms of a word or phrase defined in these Conditions have a corresponding meaning.

11. Scratch Tickets

Scratch Tickets are not accepted for travel as at the effective date of these Conditions. No refund or replacement shall be payable in respect of scratch tickets as at the effective date of these Conditions.

SCHEDULE 1
Conditions applicable to specific tickets
(Non-Mandated tickets)

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Off-Peak Saver (Full fare and concession)	Zone 2 to City Loop, Zone 3 to City Loop	As soon as one continuous journey from the station of issue to a Melbourne Station and a return journey from a Melbourne Station to a station within the zone indicated on the ticket has been completed or, if those journeys have not been completed within the day of first validation, at the end of services for the day of first validation.	Train (limited availability on tram and bus services)	Available for one continuous journey on train passenger services from the station where the ticket is issued to a Melbourne Station and one continuous return journey on rail passenger services from a Melbourne Station to a station in the Zone indicated on the ticket within the day indicated on the ticket. Off-Peak Saver tickets may only be used for journeys commencing (in both directions) in off-peak times from Monday to Friday (excluding public holidays).

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Off-Peak Saver (Full fare and concession) (Continued)		For <i>Metcards</i> the <i>expiry time</i> is the <i>end of services</i> for the day the date for which is encoded on the ticket.		<p>The Off-Peak Saver may also be used on tram, light rail and bus <i>passenger services</i> for a single continuous journey of up to one section to or from a <i>City Loop Station</i> as part of the initial or return continuous rail journey.</p> <p>Where a temporary breakdown occurs and train <i>passenger services</i> are likely to be delayed for thirty minutes or more, <i>passengers</i> holding Off-Peak Saver tickets to or from stations on the route which the breakdown occurred may be permitted to travel from an adjacent station on another route in order to reach their destinations.</p>

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Group Get-A-Bout	Zone 1, Zone 2, Zone 3, Zone 1+2+3	The end of services for the day on which the ticket is first validated. For Metcards the expiry time is the end of services for the day the date for which is encoded on the ticket.	All modes	Available for unlimited travel on Saturdays, Sundays and public holidays on all passenger services in the zones/s indicated on the ticket on the day of first validation until the expiry time for a group of up to six (6) passengers travelling together. The passenger group may only include up to two (2) passengers who are not children aged under 15 years or holders of Primary/Secondary Student Concession Cards (see Schedule 2); all other passengers in the group must be children aged under 15 years or holders of Primary/Secondary Student Concession Cards.
Family Daily	Zone 1+2+3	The end of services for the day on which the ticket is first validated. For Metcards the expiry time is the end of services for the day the date for which is encoded on the ticket.	All modes	Available for unlimited travel on all passenger services in zones 1, 2 and 3 on the day of first validation until the expiry time for a group of up to six (6) children aged under 15 years and two (2) adult passengers travelling together. The passenger group may only include up to two (2) passengers who are not children aged under 15 years.

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Pre-paid Travel Authority	As for the ticket type nominated on the Pre-paid Travel Authority	As for the ticket type nominated on the Pre-paid Travel Authority. First validation is the date and, if applicable, time written or punched on the Authority.	As for the ticket type nominated on the Pre-paid Travel Authority	<p>Available for travel on <i>passenger services</i> for a group of <i>passengers</i>, the size of which is specified on the Authority. The group must consist of at least 12 <i>passengers</i> but not more than 35 <i>passengers</i> (if the Authority is to be used on tram or light rail <i>passenger services</i>) or no more than twenty five <i>passengers</i> (if the Authority is to be used on bus <i>passenger services</i>).</p> <p>Any change in the numbers of the group travelling is not permitted. All members of the group must board and alight vehicles together at the same stations or stops. Individual members of the group may not alight at different stations or stops.</p> <p>All other conditions relating to the Pre-paid Travel Authority are those which apply to the ticket type nominated on the Authority. The ticket types which may be nominated are the Off-Peak Saver and the following tickets (the conditions for which are detailed in Schedule 1 of the Metropolitan Ticket Conditions (Mandated Tickets)):</p>

Ticket Type	Availability (zones/sections)	Expiry time	Modes for which available	Other Conditions
Pre-paid Travel Authority (Continued)				<ul style="list-style-type: none"> ● Rail Plus Two ● Short Trip (single journey) ● 2 Hour ● Daily <p>The Authority is available for travel within the zones, sections, stations, stops and times nominated on the Authority</p>
Melbourne Delegate Card	Zone 1 only	The <i>end of services</i> for the last date stamped on the face of the ticket at the time of issue.	All <i>modes</i>	Available for unlimited travel on all <i>passenger services</i> in zone 1 between and including the dates stamped on the face of the ticket until the <i>expiry time</i> .
School Excursion Metropolitan Yearly	Zone 1+2+3	The <i>end of services</i> for the day the date of which is printed on the ticket as the expiry date.	Train only	<p>Available for unlimited travel on train <i>passenger services</i> for school groups of no more than 37 persons with a maximum of four full fare <i>passengers</i> from the date of issue until the <i>expiry time</i>. Travel is only permitted during the school term (including weekends).</p> <p>Travel between Frankston and Stony Point, Broadmeadows and Craigieburn, Ardeer and Melton and Sydenham and Sunbury may only be made by prior booking with the relevant <i>operators</i>.</p>

SCHEDULE 2
Concession Entitlements

Entitlement	Issued By	Eligibility	Available for purchase of concession fares for the following tickets	Other Conditions
Seniors Card and Interim Seniors Card	Victorian Department of Human Services	Permanent residents of Victoria aged 60 years or over and not in full time employment (normally working 35 hours per week or more)	All <i>metropolitan tickets</i> including 60 Plus tickets but excluding <i>Student Passes</i>	
Pensioner Concession Card	Commonwealth Departments of Family and Community Services and Veteran Affairs	Pensioners	All <i>metropolitan tickets</i> except 60 Plus tickets and <i>Student Passes</i>	Holder of Card is the only person entitled to concession fares on <i>passenger services</i> . Any dependants named on the Card must pay the applicable fare.
Health Care Card	Commonwealth Department of Family and Community Services (<i>DFCS</i>)	Victorian residents receiving certain benefits, as determined by the <i>DFCS</i> from time to time.	All <i>metropolitan tickets</i> except 60 Plus tickets and <i>Student Passes</i> .	<ul style="list-style-type: none"> • A Health Care Card holder is only eligible to purchase concession tickets if the Health Care Card is endorsed by the <i>DFCS</i> with a "Card Expiry Date". • Concession Weekly and Monthly tickets may be issued to eligible Health Care Card holders provided the Card is valid until the expiry date of the ticket.

Entitlement	Issued By	Eligibility	Available for purchase of concession fares for the following tickets	Other Conditions
Health Care Card (Continued)				<ul style="list-style-type: none"> The holder of a Card is the only person entitled to concession fares on <i>passenger services</i>. Any dependants named on the Card must pay the applicable fare.
Primary/ Secondary Student Concession Card	An <i>operator</i> or the <i>Revenue Clearing House</i>	<ul style="list-style-type: none"> Full time students attending a primary or secondary school in Victoria, as determined by the Victorian Department of Education up to and including Year 12 Must also be a citizen or permanent resident of Australia, an overseas exchange student or a student with refugee status to be eligible 	All <i>metropolitan tickets</i> , including <i>Student Passes</i> , but excluding 60 Plus tickets.	

Entitlement	Issued By	Eligibility	Available for purchase of concession fares for the following tickets	Other Conditions
Statewide Tertiary Student Concession Card (Yearly) (Half Yearly)	An <i>operator</i> or the <i>Revenue Clearing House</i>	<ul style="list-style-type: none"> Full time students attending institutions and Austudy approved courses determined by the Commonwealth Department of Education, Training and Youth Affairs or who otherwise satisfy criteria set from time to time by the <i>Director</i>. Must also be a citizen or permanent resident of Australia, an overseas exchange student or a student with refugee status to be ligible. 	All <i>metropolitan tickets</i> except 60 Plus tickets and <i>Student Passes</i> .	<ul style="list-style-type: none"> Card must not be issued if the student is enrolled in a course of less than 10 weeks. Students enrolled in a course of between 10 and 20 weeks' duration (inclusive) may only obtain a Half Yearly Tertiary Student Concession Card.

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