



# Victoria Government Gazette

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## Transport Act 1983

### TICKET CONDITIONS

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

- (a) approves the ticket conditions contained in the Victorian Fares and Ticketing Manual 2006 (“the conditions”); and
- (b) publishes the Conditions of behalf of:
  - (i) Connex Melbourne Pty Ltd (ACN 087 516 210);
  - (ii) MetroLink Victoria Pty Ltd (ACN 085 719 053);
  - (iii) V/Line Passenger Pty Ltd (ACN 087 425 269); and
  - (iv) any bus company, as defined under section 2 of the **Transport Act 1983**, which operates services referred to in the Conditions.

The ticket conditions in the Victorian Fares and Ticketing Manual 2006 take effect on 3 January 2006.

Dated 3 January 2006

JIM BETTS  
Director of Public Transport

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**SPECIAL**

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VICTORIAN FARES AND TICKETING MANUAL 2006

Effective 3 January 2006

**CHAPTER 1**

***Introduction***

Over the last four years, there have been significant improvements to Public Transport ticketing within Victoria. The further integration of concession arrangements, improved discounts for metropolitan customers purchasing tickets in bulk, substantial improvements in the reliability of Metcard vending machines, simplification of ticketing rules and the introduction of new tickets such as the Sunday Saver have all been major advances.

In October 2005, the Department of Infrastructure released the first Victorian Fares and Ticketing Manual. This document included for the first time details of tickets from V/Line, Metcard and major regional bus companies within a single document. The Victorian Fares and Ticketing Manual is designed to ensure that identical ticketing information is available to staff and customers in a user friendly and transparent manner.

Including all fares and rules within a single document is an essential stepping stone toward the introduction of the New Ticketing Solution for Public Transport in Victoria – to be implemented from 2007. The fare changes required for a smooth transition to the New Ticketing Solution are now largely complete. The 2006 manual continues to simplify and integrate ticketing within Victoria, with a number of changes that will benefit passengers, staff and operators. The manual includes fare changes announced for commencement from 1st January 2006.

JIM BETTS  
Director of Public Transport

**Legal status**

The contents of this manual set out ticket conditions which have been determined, approved and Gazetted pursuant to the **Transport Act 1983**, except for:

- Any references to the amount of fares
- Any references to the availability of tickets
- Any references to the processes associated with infringement notices
- Any references to contact information
- Any references to a method of calculating fares

The conditions in this manual take effect from 3 January 2006.

The conditions apply to one or more of the following classes of tickets as set out throughout the manual –

- Metropolitan tickets
- Bus only tickets
- V/Line tickets
- Regional city tickets
- Free travel passes and authorities

Public Transport operators must make a copy of this manual available for inspection at their principal office. Copies are available for sale to the public for \$10 at The MetShop, located in the Melbourne Town Hall (Corner of Swanston and Collins Streets).

The manual and updates may be downloaded from: [www.metlinkmelbourne.com.au/ticketing](http://www.metlinkmelbourne.com.au/ticketing).

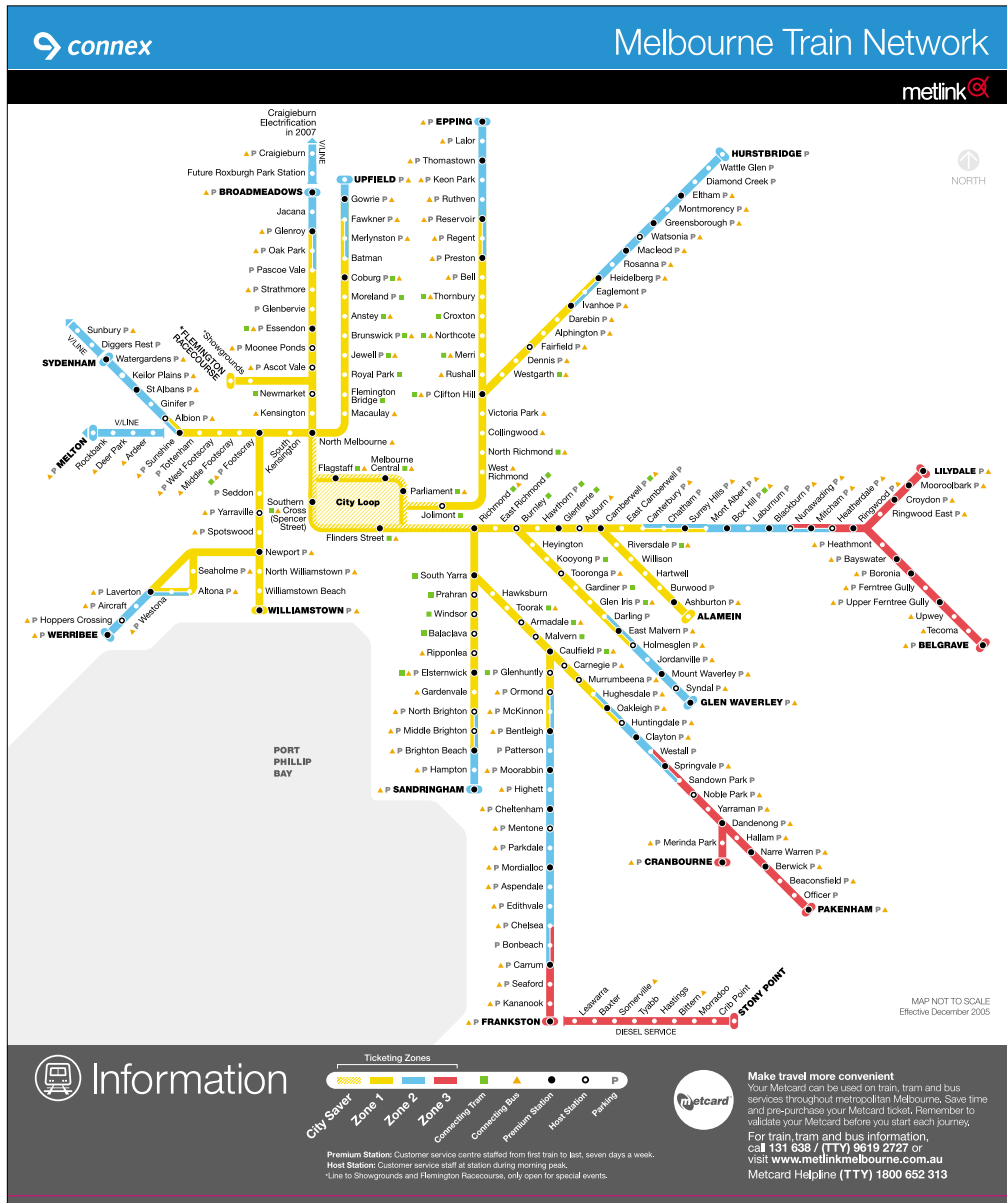
## **CHAPTER 2**

### ***Metropolitan Travel***

Melbourne's public transport system is divided into three zones, and most fares are based on the zones in which travel occurs. The zones for metropolitan trains are defined by the Melbourne Train Network Map. The zones for trams are defined by the Melbourne Tram Network Map. The zones for metropolitan buses are defined by the Melbourne Public Transport Map.

Tickets need to be valid for each zone that a passenger travels in. However, when travelling in a zone boundary overlap, the ticket only needs to be valid for one of the overlapping zones.

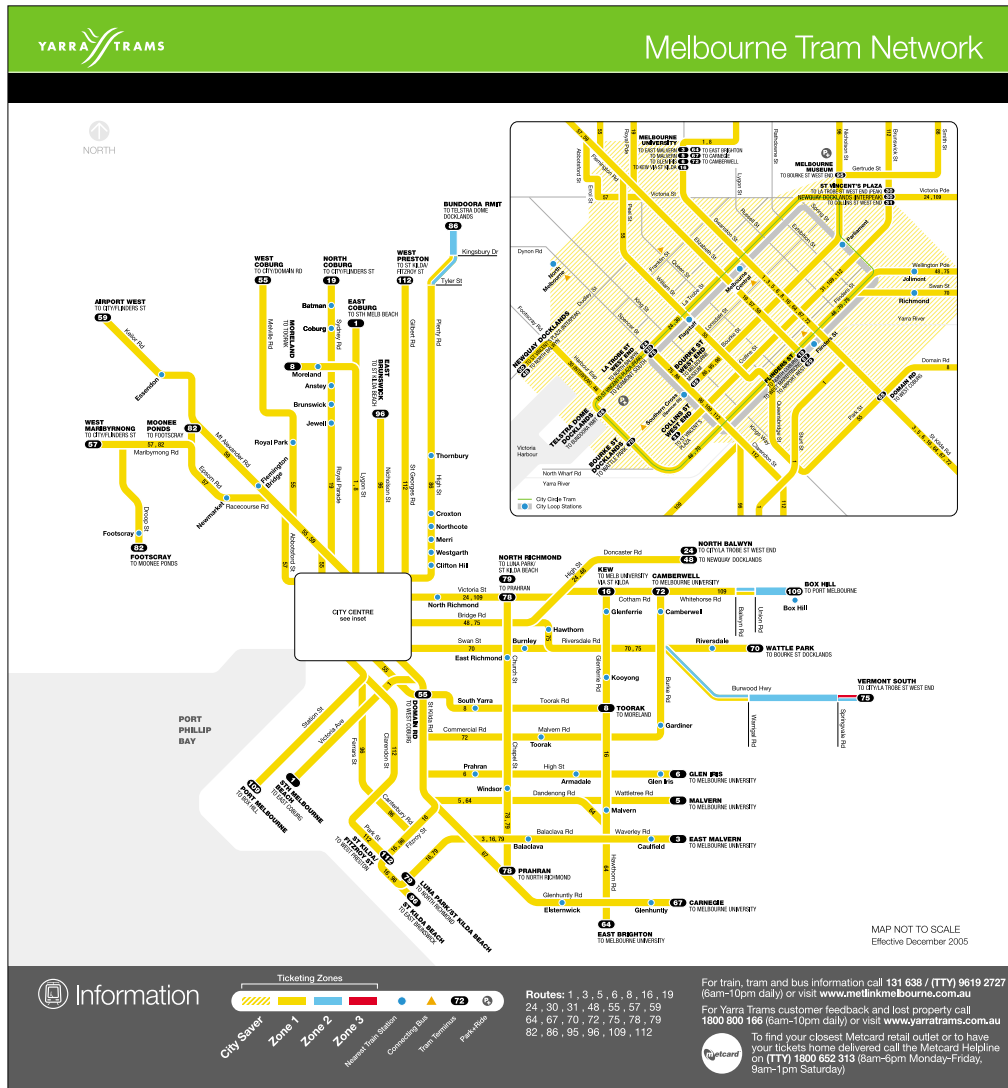
Melbourne Train Network Map



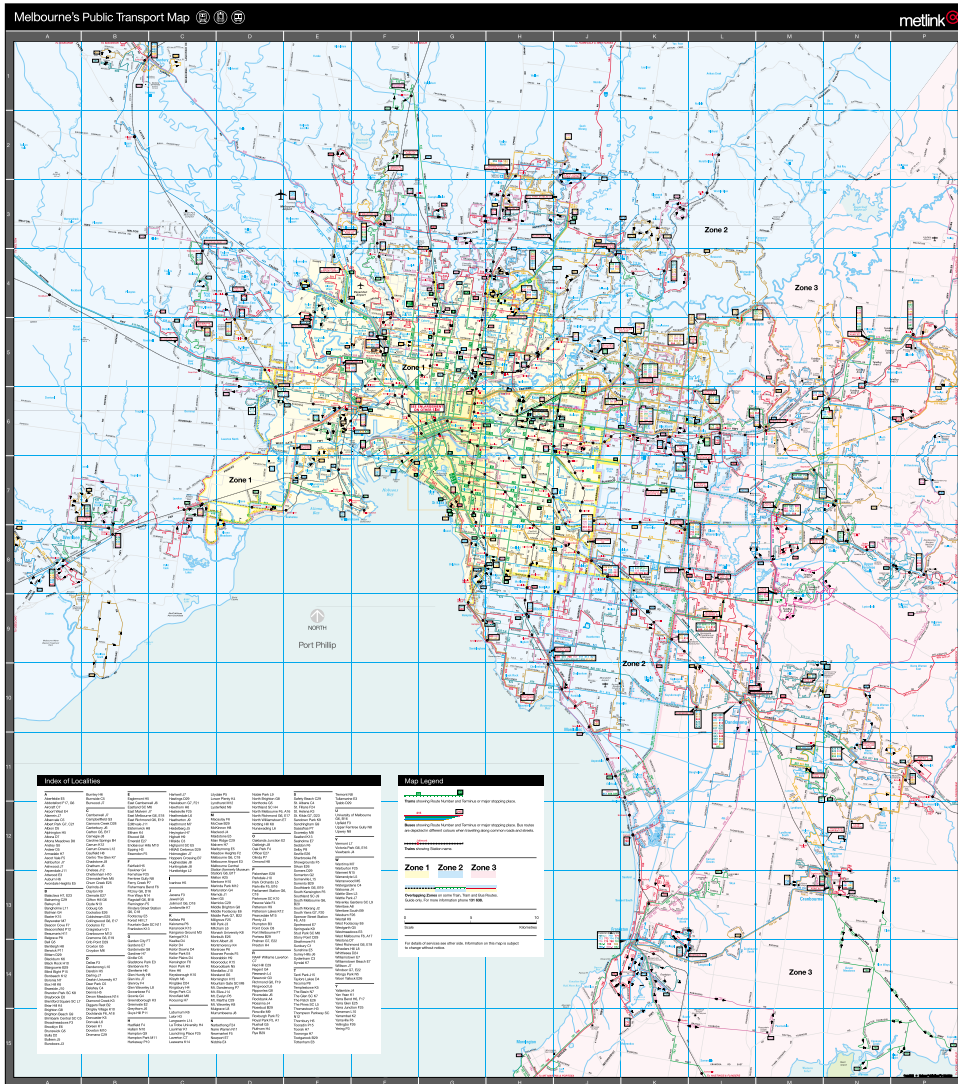
There are 67 premium stations in metropolitan Melbourne that are staffed from first to last train.

Premium stations have a customer service centre, where passengers can get tickets, timetables, information, and change for vending machines and payphones. Most premium stations have passenger facilities such as enclosed waiting areas and toilets.

Melbourne Tram Network Map



### Melbourne public transport map



Details of bus routes and the Metcard zones in which they operate are shown on the Melbourne Public Transport Map, shown in a reduced size above. The Map is available for the price of \$2 from premium train stations, The MetShop or [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

**Metcards**

Melbourne's ticketing system operates on train, tram and bus services in the metropolitan area, with electronically encoded tickets called Metcards. While most metropolitan journeys are undertaken with Metcards, some metropolitan buses sell non-Metcard tickets for single trips (see Chapter 3 for more details).

**Where to buy Metcards**

Passengers can pre-purchase Metcards from:

- More than 900 Metcard retail agents throughout Melbourne (to find out where they are, visit [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) or phone Metlink on 131 638)
- Customer service centres at premium train stations
- Metcard ticket machines at train stations
- The MetShop (Melbourne Town Hall, corner of Swanston and Little Collins Streets)
- The internet – [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) (\$10 minimum purchase applies and delivery is free)
- The Metcard Helpline – 1800 652 313 (\$10 minimum purchase applies and delivery is free)
- Commuter Clubs, which allow companies to purchase yearly tickets for their staff at a discounted rate (phone 131 638 for more information)

Passengers who have not pre-purchased tickets can buy City Saver, 2 hour, Daily and Seniors Daily Metcards on board buses or from coin-only ticket machines on trams.

The following table lists where tickets can be purchased and what payment methods are accepted at each outlet.



Available From	Train station ticket window	Train station large ticket machine	Train station small ticket machine	MetShop	Internet	Metcard Helpline	Metcard retail agents	Tram	Bus	Other*
<b>Tickets/Card</b>										
City Saver	✓CS		✓CS					✓CS	✓CS	
City Saver x 10	✓CS			✓	✓	✓	✓CS			
2-hour	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10 x 2-hour	✓	✓		✓	✓	✓	✓			
Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5 x Daily	✓	✓								
Daily 5 pack				✓	✓	✓	✓			
Weekly	✓	✓		✓	✓	✓	✓			
Monthly	✓	✓		✓	✓	✓	✓			
Yearly	✓			✓						✓
Seniors Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Sunday Saver	✓			✓	✓	✓	✓			
Off-peak Daily#	✓	✓	✓							
Group Traveller	✓									
Prepaid Travel Authority	✓			✓						
Student Pass	✓			✓						✓
Student Concession Card	✓			✓						✓
Gisborne and Baccus Marsh area tickets										✓
<b>Payment methods</b>										
Coins		✓	✓	✓			✓	✓	✓	✓
Notes	✓	✓		✓			✓		✓	✓
EFTPOS	✓	✓		✓			SOME			
Credit cards	✓			✓	✓	✓	SOME			SOME

cs Only available in the City Saver area

\* This includes some bus depots and bus companies, and government departments. See ticket description for details.

# Only available in zones 2 and 3

### **Validating your Metcard**

Validation is required to ensure that passengers travel with a valid ticket. It is an offence to travel without a valid ticket and passengers who do so risk being fined.

Validation also provides Metlink with useful information, such as the number of passengers using particular routes, which is used to plan services.

### **Pre-purchased Metcards**

Passengers must validate or re-validate their Metcard in accordance with the requirements stated in Chapter 10.

Most train stations have black and steel validators at the entrance to the platform. Green validators are installed on board trams and buses.

To validate or re-validate a Metcard, insert it into the slot as shown on the unit. When the ticket is removed, one of the following tones will sound:

- 1 'beep' for successful full-fare ticket validation
- 2 'beeps' for successful concession ticket validation
- 5 'beeps' if validation is unsuccessful

Some train stations (including those in the City) have electronic barriers, which are opened by inserting a Metcard into the slot above the green arrow and then removing it from another slot at the top of the barrier. If the validation is unsuccessful, the ticket will be returned through the input slot and the barrier will not open.

Even if station barriers have been left open, passengers must validate / re-validate their Metcard before travelling. If a passenger has not validated their Metcard at the start of a train journey, they may not be able to open the barriers at their destination.

#### **Metcards purchased on trams and buses**

Tickets purchased on board trams and buses are already validated for that trip only and do not need to be validated again on that vehicle. However, if passengers transfer to another service, the ticket must be validated again.

#### ***Choosing the right Metcard***

Most Metcards can be used for an unlimited number of journeys on any metropolitan train, tram or bus for a set period.

A passenger may board any train, tram or bus before their ticket expires, even if the journey extends beyond the ticket's expiry time.

If a train, tram or bus service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired. Similarly if a scheduled train, tram or bus service that would have left before the ticket expired does not run, the passenger may travel on the next service.

#### **2 hour**

Allows unlimited train, tram and bus travel within the zones shown on the ticket for at least two hours.

The ticket expires two hours from the next full hour after it was first validated. For example, a ticket validated at 8.55 am will expire at 11 am and a ticket validated at 9.05 am will expire at 12 noon. Tickets first validated after 6 pm are valid until 2 am the following day.

Some outer metropolitan areas also have 2 hour Metcards that allow bus travel on some routes outside the Metcard area. These are called 'Plus' tickets and are available in the following areas with the following conditions:

- Gisborne Plus – Allows unlimited train, tram and bus travel for 2 hours within the zones shown on the tickets and travel on all bus services operated by Sunbury Bus Services in the Gisborne area. The ticket cannot be used for travel on V/Line train services beyond Sunbury.
- Bacchus Marsh Plus – Allows unlimited train, tram and bus travel for 2 hours within the zones shown on the tickets and travel on all bus services operated by Bacchus Marsh Bus Services in the Bacchus Marsh area. The ticket cannot be used for travel on V/Line train services beyond Melton.

**10 x 2 hour**

A single ticket that can be used for ten 2 hour periods, but only by one person at a time.

No more than two 2 hour periods will be deducted per day. For example, a ticket validated at 9.05 am will expire at 12 noon. If the ticket is used again at 1.30 pm on the same day, it will then be valid until 2 am.

Conditions of travel are the same as for 2 hour Metcards.

**Daily**

Allows unlimited train, tram and bus travel within the zones shown on the ticket until 2 am after it was first validated.

Tickets validated between midnight and 2 am are only valid until that 2 am.

Some outer metropolitan areas also have Daily Metcards that allow bus travel on some routes outside the Metcard area. These are called 'Plus' tickets and are available in the following areas with the following conditions:

- Gisborne Plus – Allows unlimited train, tram and bus travel for a whole day within the zones shown on the tickets and travel on all bus services operated by Sunbury Bus Services in the Gisborne area. The ticket cannot be used for travel on V/Line train services beyond Sunbury.
- Bacchus Marsh Plus – Allows unlimited train, tram and bus travel for a whole day within the zones shown on the tickets and travel on all bus services operated by Bacchus Marsh Bus Services in the Bacchus Marsh area. The ticket cannot be used for travel on V/Line train services beyond Melton.

**5 x Daily/Daily 5-Pack**

A 5 x Daily is one ticket that can be used for five days' travel, but only by one person at a time.

A Daily 5-Pack is a booklet of five Daily Metcards at a discounted price.

Conditions of travel are the same as for individual Daily Metcards.

**Off-Peak Daily**

Off-Peak Daily Metcards have the same conditions as Daily Metcards with the following restrictions:

- Tickets purchased in zone 2 can be used on all trains, trams and buses in zones 1 and 2 only on weekdays (except public holidays) after 9am
- Tickets purchased in zone 3 can be used on all trains, trams and buses in zones 1, 2 and 3 only on weekdays (except public holidays) after 9am
- Off-Peak Daily Metcards may not be purchased in zone 1.

**Seniors Daily**

This ticket allows unlimited train, tram and bus travel within zones 1, 2 and 3, as well as travel to Portsea, Healesville and Warburton, until 2 am after first being validated. This ticket is only available to holders of a Victorian Seniors Card.

**Sunday Saver**

Allows unlimited train, tram and bus travel in zones 1, 2 and 3 from the first service on Sunday until the end of services for that day (2 am Monday morning).

**Weekly**

Allows unlimited train, tram and bus travel within the zones shown on the ticket for seven consecutive days.

On Saturdays and Sundays, Weekly Metcards can be used for travel in zones 1, 2 and 3, irrespective of the zones shown on the ticket.

The ticket expires at the end of services seven days from the day it was first validated. For example a ticket validated on Tuesday will expire at the end of services for the following Monday (2am on Tuesday).

A ticket first validated between midnight and 2 am is deemed to have been validated the previous day.

**Monthly**

Allows unlimited train, tram and bus travel within the zones shown on the ticket for a month.

On Saturdays and Sundays, Monthly Metcards can be used for travel in zones 1, 2 and 3, irrespective of the zones shown on the ticket.

The ticket expires at the end of services one month from the day it was first validated. For example, a ticket first validated on 15 June will expire at the end of services for 14 July (2 am on 15 July). A ticket first validated on 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

A ticket first validated between midnight and 2 am is deemed to have been validated the previous day.

**Yearly**

Allows unlimited train, tram and bus travel within the zones shown on the ticket for a full year.

On Saturdays and Sundays, Yearly Metcards can be used for travel in zones 1, 2 and 3, irrespective of the zones shown on the ticket.

The ticket expires at the end of services one full year from the day it was first validated. A ticket first validated between midnight and 2 am is deemed to have been validated the previous day.

A Commuter Club scheme is available for companies to purchase yearly tickets for their staff at a discounted rate. For more information, phone 131 638.

**City Saver**

**Trains:** Allows a single trip within the City Saver area between any two of the following stations – Flinders Street, Southern Cross (Spencer Street), Flagstaff, Melbourne Central, Parliament, North Melbourne, Jolimont, Richmond.

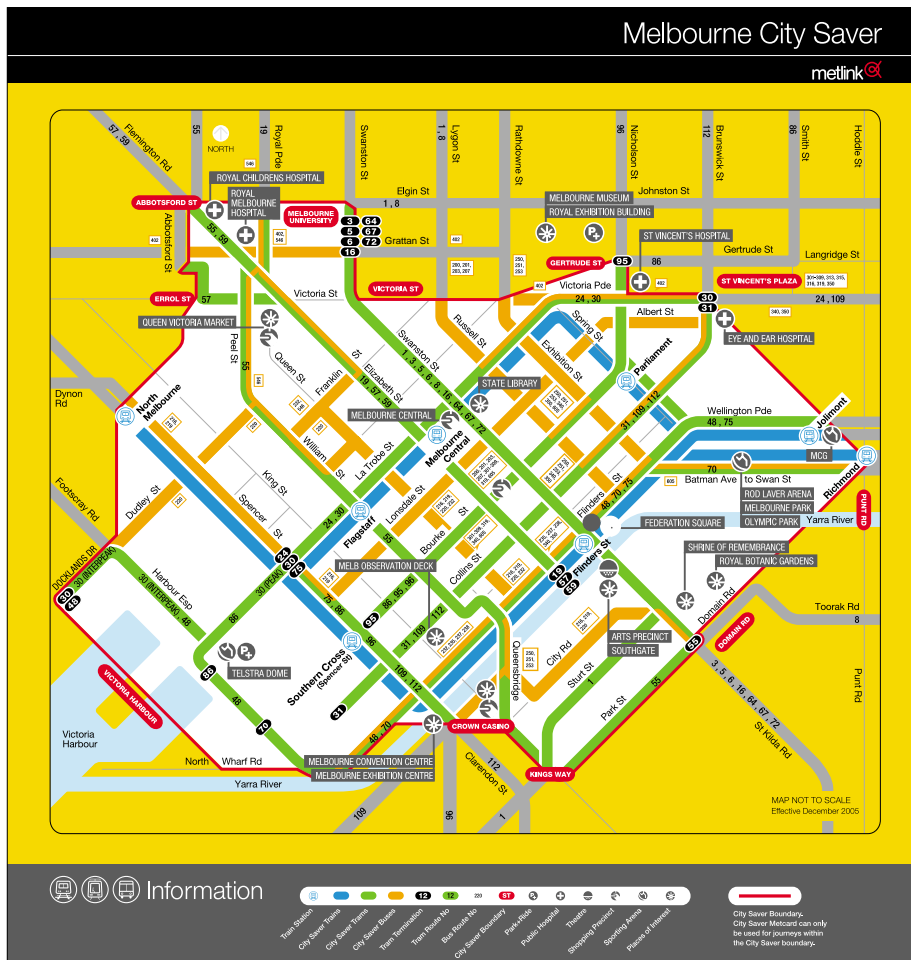
**Trams and buses:** Allows a single trip within the City Saver area as marked on the map.

**City Saver x 10**

A single ticket that can be used as ten City Saver tickets, but only by one person at a time.

Conditions of travel are the same as for individual City Saver tickets.

**City Saver Area**



***Group travel***

**Group Traveller**

Allows up to two full-fare passengers and up to six children (under 15 years old or holders of a Primary or Secondary Victorian Public Transport Concession Card) unlimited train, tram and bus travel in zones 1, 2 and 3 until 2 am after being first validated.

**Prepaid Travel Authority**

Allows groups of 12 or more people (maximum of 35 on trams and 25 on buses) to travel together at a reduced rate.

All members of the group must travel together at all times, boarding and alighting at the same locations.

The Prepaid Travel Authority is available for 2 hour, Daily, City Saver and Off-Peak Daily tickets.

The fare charged for the group is the concession fare for the selected ticket multiplied by the number of passengers travelling.

**Conference and convention discounts**

Conference and convention organisers are encouraged to purchase discounted Metcard tickets for their delegates.

Discounts are available for purchases of 50 or more 2 hour, Daily or Weekly tickets. For more information, phone Metlink on 9619 5200.

**Student Passes**

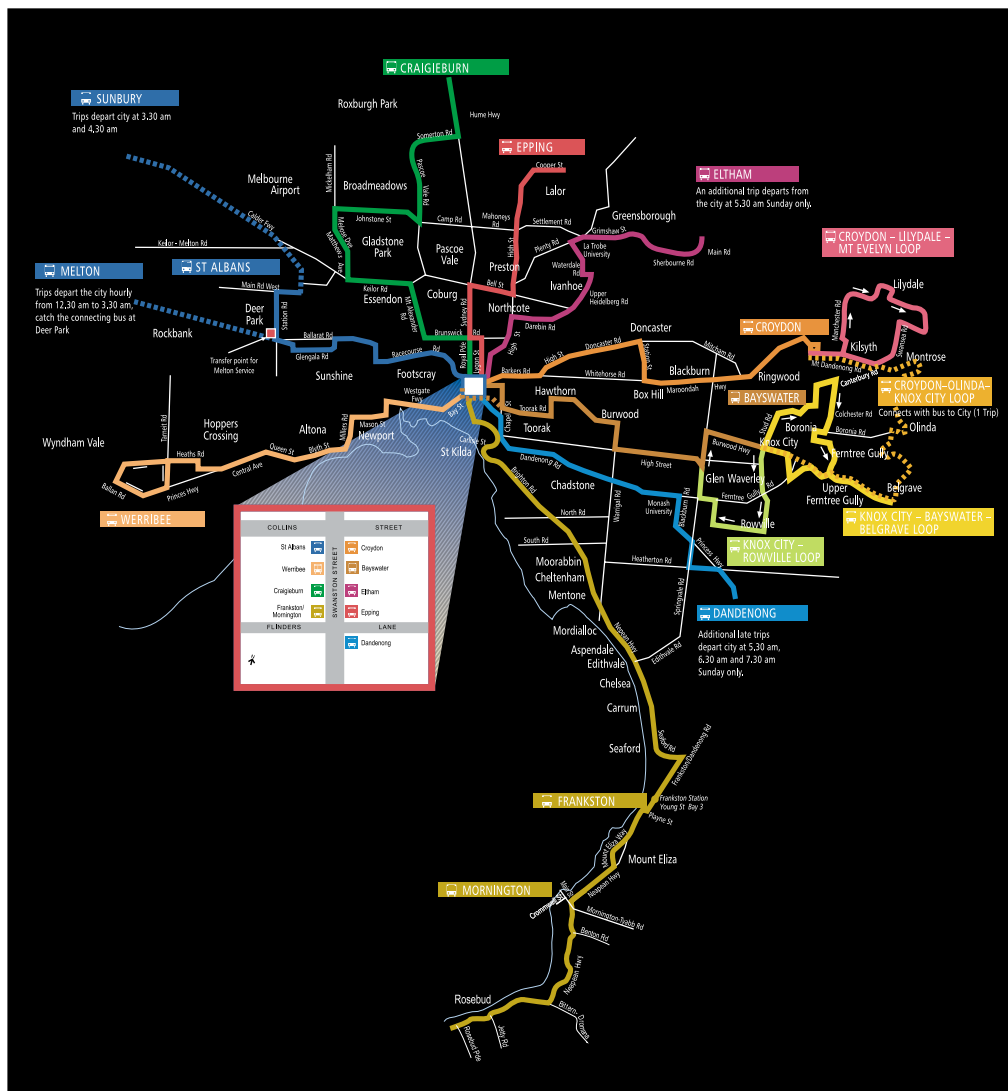
Place of Residence	Half-Yearly	Yearly	Travel Entitlement	Available From
Zone 1	\$208.00	\$395.00	Allows unlimited train, tram and bus travel in Zones 1, 2 and 3	Premium stations and the Metshop
Zone 2 or 3	\$185.00	\$354.00	Allows unlimited train, tram and bus travel in Zones 1, 2 and 3	Premium stations and the Metshop
Gisborne	\$355.00	\$655.00	Allows unlimited train, tram and bus travel in Zones 1, 2 and 3 and on all buses operated by the Sunbury Bus Services in the Gisborne area. This ticket is not available for V/Line travel beyond the suburban fare boundary of Sunbury.	Sunbury Bus Service 9 McDougall Road
Bacchus Marsh	\$229.00	\$401.00	Allows unlimited train, tram and bus travel in Zones 1, 2 and 3 and on all buses operated by the Bacchus Marsh Bus Services in the Bacchus Marsh area. This ticket is not available for V/Line travel beyond the suburban fare boundary of Melton.	Bacchus Marsh Coaches 6 Bond Street

**CHAPTER 3**

**Bus only tickets**

The fares in this chapter apply to bus companies, bus routes or bus services in the metropolitan or outer metropolitan area. These tickets are not Metcards and are normally issued as thermal paper tickets. Unless otherwise specified, single tickets are issued on board buses and are only valid on the vehicle on which they are purchased.

**NightRider**



NightRider buses operate on nine routes from the City to the suburbs, departing from Swanston Street (between Flinders and Collins Streets) every hour between 12.30 am and 4.30 am on Saturday and Sunday mornings. Additional services operate on some routes.



NightRider tickets are available from the bus driver at the time of travel. Metcards, V/Line tickets, free travel passes and concessions are not accepted.

Tickets are transferable between NightRider services for two hours.

Taxis can be booked to meet the bus at selected stops. Passengers should arrange this with the bus driver when they board.

For more information, phone Metlink on 131 638 or go to [www.metlinkmelbourne.com.au/nightrider](http://www.metlinkmelbourne.com.au/nightrider).

### ***Airport services***

#### **Skybus (Melbourne Airport - City)**

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, seven days a week. The service runs every 15 minutes between 6 am and 9 pm (less frequently at other times), and takes 20 minutes to get from the airport to the City centre.

The Skybus stops at Melbourne Airport's South/Virgin Blue terminal and the Qantas domestic terminal and at Southern Cross (Spencer Street) Station in the City. Minibuses run between Southern Cross (Spencer Street) Station and 120 hotels in central Melbourne. Skybus tickets are available from the driver, at ticket kiosks in the airport terminals, The MetShop or online. V/Line tickets, free travel passes and concessions are not accepted by Skybus.

#### **Sunbus (Avalon Airport – City)**

Sunbus runs services between Avalon Airport and the Melbourne central business district. City stops are at Southern Cross (Spencer Street) Station Transit Centre (Firefly Coaches sales booth) and outside Hotel Bakpak at 167 Franklin Street.

Services are scheduled to coincide with domestic flight schedules at Avalon. Metcards, V/Line tickets, free travel passes and concessions are not accepted.

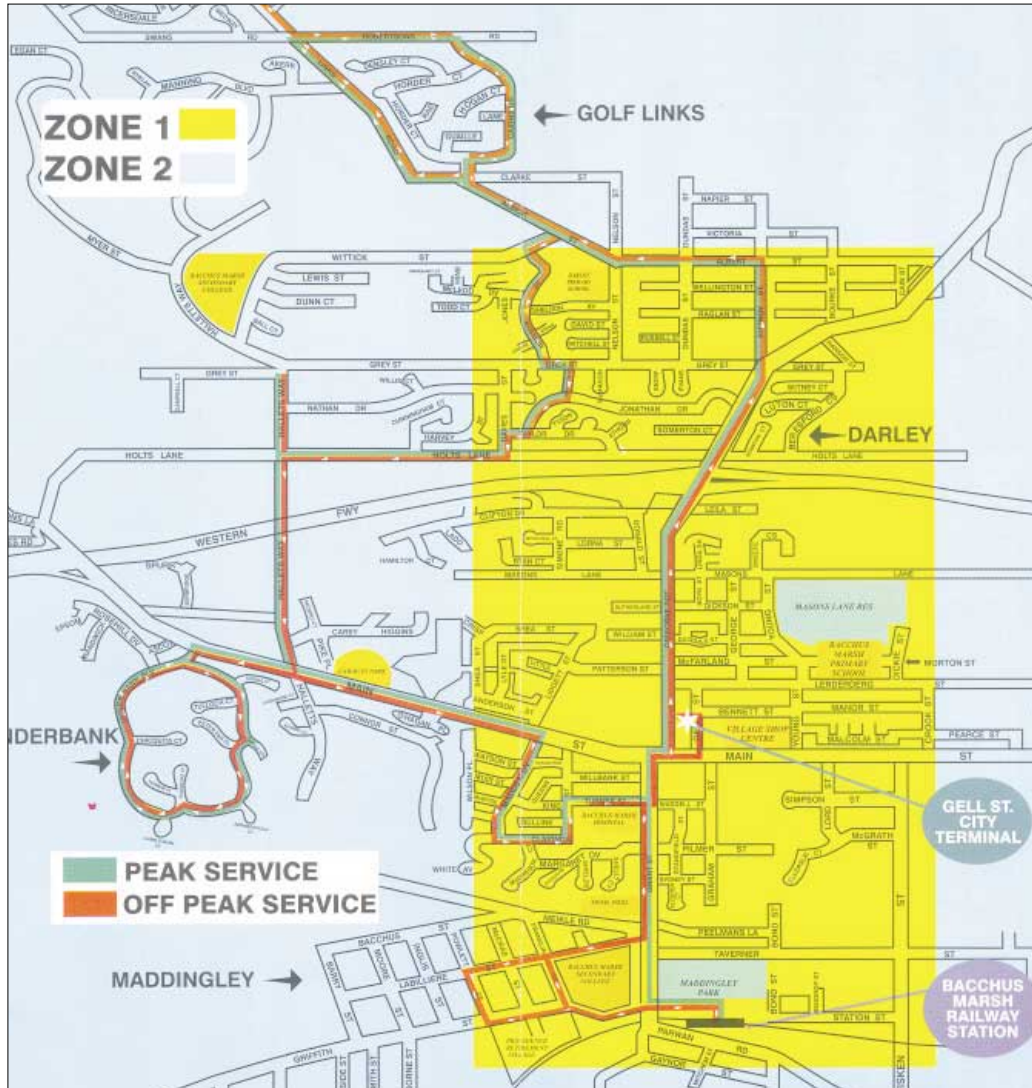
### ***National Bus Company routes***

The National Bus Company has its own section-based tickets in addition to Metcards. Section-based tickets are only valid for single trips on the bus on which they were purchased.

A section is a distance of approximately 2.5 kilometres. A 10-trip ticket is also available, which may be used in place of a section ticket.

**Bacchus Marsh town service**

The Bacchus Marsh town service provides bus services in the Bacchus Marsh area. During peak times, buses are scheduled to meet trains to and from Melbourne.



The service has two pricing zones as shown:

		Bacchus Marsh zone 1	Bacchus Marsh zone 1+2
Full-fare	Single	\$1.40	\$2.10
	Weekly	\$11.80	\$18.70
Concession	Single	\$0.90	\$1.20
	Weekly	\$7.20	\$9.70

Bacchus Marsh school service	
	Student
Single	\$0.90
School term	\$65.70
Students travelling more than 4.8 km	
Single	\$1.20
School term	\$84.30

A single ticket is only valid for travel on the bus on which it was issued. A weekly ticket is valid for unlimited travel for up to seven days, until the last service on Sunday. A school service operates between 8 am and 9 am and between 3 pm and 4 pm on weekdays, and all services run via schools during these times.

### ***Telebus service***

There are 12 telebuses operating in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.

Passengers can use the service in two ways: they may board or leave the bus at one of the fixed stops in the area (and pay the normal Metcard fare), or they may be picked up or dropped off at home (and pay a small surcharge).

Tickets are available from the driver.

To book a home pickup or make a permanent booking, phone the Telebus dispatcher on 9735 3133.

Bus drivers cannot accept bookings. Pickups at bus stops will be within 5 minutes of the time shown on the timetable (to allow for home pickups).

### ***Outer Metropolitan routes***

#### **Route 562: Humevale to Kinglake West**

Route 562 travels from Humevale to Greensborough, with some morning and evening peak services originating and terminating at Kinglake West. Passengers travelling to or from Kinglake West may travel on a zone 2 ticket from Greensborough to the Humevale stop (before the corner of Old West Kinglake and Parkers Roads), after which non-Metcard fares apply.

**Route 683: Chirnside Park to Warburton**

On route 683, which travels from Chirnside Park to Warburton, zone 3 finishes at Allsops Road, Woori Yallock. From there, non-Metcard fares apply.

**Route 782: Balnarring to Flinders**

Route 782 travels from Frankston to Flinders. Passengers may travel on a zone 3 ticket to Balnarring, after which non-Metcard fares apply.

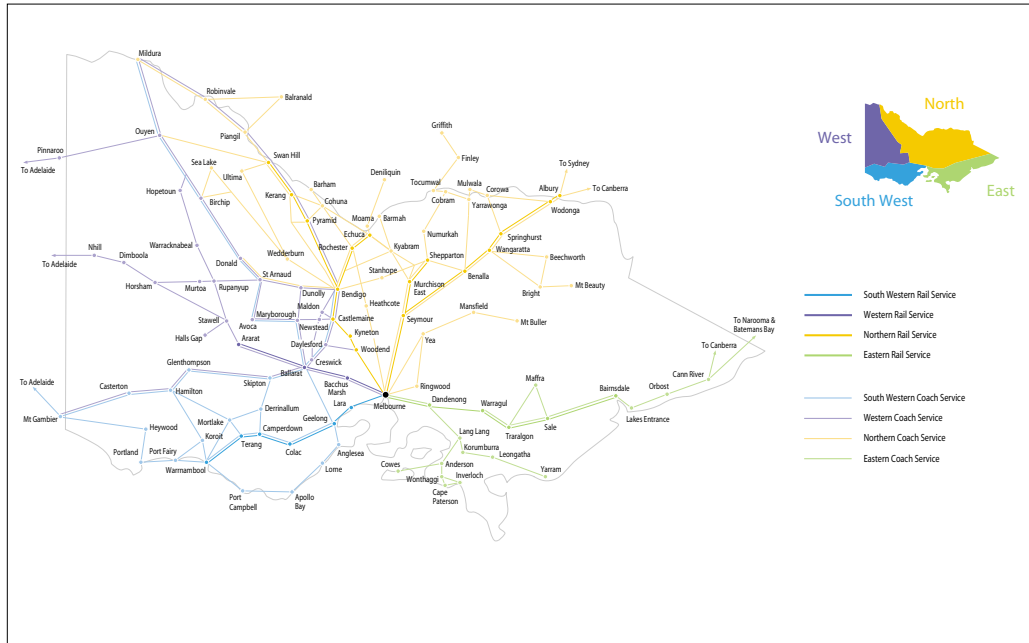
**Route 788: Frankston to Portsea**

Fares for route 788 services are based on the distance traveled, as outlined in the tables below. Tickets are available from the driver. Metcards are not accepted, except for the Seniors Daily ticket.

PORTSEA – FRANKSTON (route 788)														
ADULT FARES														
	Portsea	Sorrento	E.Sorrento	Balgownie	Rye	Tootgarook	Rozzabud	McCrae	Dromana	Safety Beach	Bruce to Elletta	Elletta to Cumberland	Cumberland to Strathern	Mornington
Portsea	\$1.10													
Sorrento	\$1.20	\$1.10												
E.Sorrento	\$1.40	\$1.20	\$1.10											
Balgownie	\$2.00	\$1.40	\$1.20	\$1.10										
Rye	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10									
Tootgarook	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10								
Rozzabud	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10							
McCrae	\$3.00	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10						
Dromana	\$4.50	\$3.00	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10					
Safety Beach	\$4.00	\$4.50	\$3.00	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10				
Bruce to Elletta	\$5.10	\$4.00	\$4.50	\$4.10	\$3.00	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.10			
Elletta to Cumberland	\$5.00	\$5.10	\$4.00	\$4.70	\$4.50	\$4.10	\$3.00	\$3.50	\$3.00	\$2.00	\$1.90	\$1.10		
Cumberland to Strathern	\$6.10	\$5.90	\$5.20	\$5.10	\$4.70	\$4.50	\$4.10	\$3.00	\$3.50	\$3.00	\$2.00	\$2.20	\$2.00	
Mornington	\$7.00	\$6.30	\$6.10	\$6.00	\$5.00	\$5.10	\$4.00	\$4.50	\$4.10	\$4.10	\$3.00	\$2.20	\$2.20	\$2.00
Frankston	\$8.10	\$8.40	\$8.20	\$8.00	\$7.50	\$7.40	\$6.00	\$6.30	\$6.00	\$5.00	\$4.00	\$4.10	\$3.30	\$2.90

CONCESSION FARES														
	Portsea	Sorrento	E.Sorrento	Balgownie	Rye	Tootgarook	Rozzabud	McCrae	Dromana	Safety Beach	Bruce to Elletta	Elletta to Cumberland	Cumberland to Strathern	Mornington
Portsea	\$0.60													
Sorrento	\$0.90	\$0.90												
E.Sorrento	\$0.70	\$0.60	\$0.60											
Balgownie	\$1.10	\$0.70	\$0.60	\$0.60										
Rye	\$1.30	\$1.10	\$0.70	\$0.90	\$0.90									
Tootgarook	\$1.50	\$1.30	\$1.10	\$0.70	\$0.90	\$0.60								
Rozzabud	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60	\$0.60							
McCrae	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.90	\$0.90						
Dromana	\$2.30	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.90	\$0.90					
Safety Beach	\$2.50	\$2.30	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60	\$0.60				
Bruce to Elletta	\$2.90	\$2.50	\$2.30	\$2.10	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60			
Elletta to Cumberland	\$3.00	\$2.90	\$2.50	\$2.50	\$2.30	\$2.10	\$2.00	\$1.80	\$1.50	\$1.40	\$1.00	\$0.90		
Cumberland to Strathern	\$3.10	\$3.00	\$2.90	\$2.60	\$2.50	\$2.30	\$2.10	\$2.00	\$1.80	\$1.70	\$1.40	\$1.20	\$1.10	
Mornington	\$3.60	\$3.20	\$3.10	\$3.10	\$3.00	\$2.60	\$2.50	\$2.30	\$2.10	\$2.00	\$1.40	\$1.30	\$1.20	\$1.10
Frankston	\$4.30	\$4.20	\$4.10	\$4.10	\$3.50	\$3.60	\$3.50	\$3.20	\$3.10	\$3.00	\$2.50	\$2.10	\$1.70	\$1.40

**CHAPTER 4****V/Line Travel****V/Line network map****V/Line tickets**

V/Line train and coach tickets are electronically printed or written out by staff.

**Where to buy V/Line tickets**

Passengers can pre-purchase V/Line tickets before travel from:

- Staffed V/Line stations
- Selected metropolitan premium stations
- V/Line ticket agents or
- By telephone (136 196).

Passengers who join V/Line services at unattended stations or coach stops may purchase tickets (using cash only) from the train conductor or coach driver.

Metropolitan passengers who travel on metropolitan services to connect with a V/Line service and are unable to purchase their V/Line ticket at the origin of their journey must purchase or possess a valid Metcard before travelling.

**Seating, change of class and reservations**

Most V/Line trains have only one class of seating – Economy class. First class seating is available on selected rail services (see timetables for details). First class seating is not available on coach services. If First class seating is not provided for the whole journey, then the First class fare will only apply to the distance for which First class seating is available.

**Change of class**

When a passenger with an Economy class ticket pays to upgrade to First class, this is called ‘change of class’.

The fare is the appropriate change-of-class fare for the rail distance travelled in First class. Passengers travelling on V/Line services with Metcards cannot upgrade to First class.

**Reservations**

Reservations are optional on V/Line train services, but are required on many coach services. For more information, check timetables on the V/Line website ([www.vline.com.au](http://www.vline.com.au)) or call 136 196.

**Choosing the right ticket****Single**

Single tickets allow one trip from the origin to the destination printed on the ticket on the nominated date (until 2 am the following day). No stopovers are permitted.

From 22 April 2006 (or as otherwise advised), customers can have their tickets endorsed for free travel within the metropolitan zone printed on the ticket for one hour before/after the V/Line journey. Tickets can be endorsed at the Customer Service Centre of premium stations and by selected staff. Customers holding tickets to/from regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to up to one hour of free travel on these cities’ urban bus networks.

**Day Return**

Day Return tickets are valid for unlimited travel between the origin and destination printed on the ticket on the nominated date (until 2 am the following day). Note: To return on another day, purchase two single tickets.

From 22 April 2006 (or as otherwise advised), tickets are valid on the nominated date for travel within the metropolitan zone printed on the ticket. Customers holding tickets to/from regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to free daily travel on these cities’ urban bus networks.

**Off-Peak Single**

Off-Peak Single tickets allow one trip from the origin to the printed destination on the date printed on the ticket (until 2am the following day). No stopovers are permitted. Concession Off-peak Single tickets are not available on Weekends or Public Holidays.

Passengers may not travel on the following peak services:

- Between Melbourne and destinations bounded by Marshall, Ballarat, Kyneton, Seymour or Traralgon – weekday services arriving in Melbourne before 9.30 am, or services departing Melbourne between 4 pm and 6 pm;
- Between Melbourne and destinations beyond Marshall, Ballarat, Kyneton, Seymour or Traralgon – services operating on Mondays or Fridays (excluding the overnight coach departing Mildura on Mondays);
- Travel on Thursday 24 March 2006 (the Thursday before Easter);

Additionally, Off-peak travel is not available on V/Line Link services, and the following coach services: Geelong – Apollo Bay; Apollo Bay – Warrnambool; Stawell – Halls Gap; Castlemaine – Maldon; Bendigo – Wangaratta; Swan Hill – Tooleybuc; Mansfield – Mt Buller; Tocumwal – Griffith; and Bairnsdale – Paynesville.

Customers holding an Off-Peak Single ticket travelling on a peak service, must purchase an 'Off-peak to Peak Upgrade – Single Trip'.

From 22 April 2006 (or as otherwise advised), customers can have their tickets endorsed for free travel within the metropolitan zone printed on the ticket for one hour before/after the V/Line journey. Tickets can be endorsed at the Customer Service Centre of premium stations and by selected staff. Customers holding tickets to/from regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to up to one hour of free travel on these cities' urban bus networks.

**Off-Peak Day Return**

Off-Peak Day Return tickets provide unlimited travel between the origin and destination on the date printed on the ticket (until 2 am the following day). Passengers may not travel on peak services (as defined under 'Off-Peak Single' tickets). Concession Off-peak Day Return tickets are not available on Weekends or Public Holidays. Note: To return on another day, purchase two Off-Peak Single tickets.

Customers holding an Off-Peak Day Return ticket travelling on a peak service must purchase an 'Off-peak to Peak Upgrade – Single Trip' for each trip undertaken in peak.

From 22 April 2006 (or as otherwise advised), tickets are valid for travel within the metropolitan zone printed on the ticket. Customers holding tickets to/from regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to free daily travel on these cities' urban bus networks.

**Weekly**

Weekly tickets allow unlimited travel between the origin and destination printed on the ticket, for seven consecutive days. Weekly tickets are available between locations up to 220 charging units apart.

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (2am on Tuesday). A weekly ticket used between midnight and 2am must be valid for the previous day.

From 22 April 2006 (or as otherwise advised), tickets are valid (until the expiry date printed on the ticket) for free daily travel within the metropolitan zone printed on the ticket. Customers holding tickets to regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to free daily travel on these cities' urban bus networks.

**Monthly**

Monthly tickets allow unlimited travel between the origin and destination printed on the ticket, for a month. Monthly tickets are available between locations up to 220 charging units apart.

The ticket expires one month from the start date printed on the ticket. For example, a ticket valid for travel from 15 June will expire at the end of services for 14 July (2 am on 15 July). A ticket first valid for travel on 30 or 31 January or on 1 February will expire on 29 February in a leap year, or on 28 February otherwise. A monthly ticket used between midnight and 2am must be valid for the previous day.

From 22 April 2006 (or as otherwise advised), tickets are valid (until the expiry date printed on the ticket) for free daily travel within the metropolitan zone printed on the ticket. Customers holding tickets to regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to free daily travel on these cities' urban bus networks.

**Date-to-Date**

Date-to-Date tickets allow unlimited travel between the origin and destination printed on the ticket, for the number of weeks nominated by the passenger. The passenger may purchase tickets for the following durations:

- 10 to 52 weeks (Adult/Concession)
- 6 to 52 weeks (Student)

Date-to-Date tickets are available between locations from 70 to 220 charging units apart. The price of the ticket is the Date-to-Date weekly rate multiplied by the number of weeks required. A date-to-date ticket used between midnight and 2 am must be valid for the previous day. The ticket expires at 2 am on the day following the expiration date on the ticket.

From 22 April 2006 (or as otherwise advised), tickets are valid (until the expiry date printed on the ticket) for free daily travel within the metropolitan zone printed on the ticket. Customers holding tickets to regional cities (Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon) are entitled to free daily travel on these cities' urban bus networks.



**Family Saver**

Family Saver tickets are available to children under 15 years of age who are travelling with an adult using a Single, Day Return, Off-peak Single or Off-peak Day Return ticket. Family Saver tickets can not be purchased by adults holding free passes, privilege tickets, periodical tickets, Business Cards or free travel vouchers.

Adults travelling on concession tickets are eligible to buy Family Saver tickets, but holders of Secondary Victorian Public Transport Student Concession Cards are not eligible to accompany Family Saver ticket holders as an adult. The children travelling on a Family Saver ticket must travel with the accompanying adult at all times. No more than two children with Family Saver tickets can travel with each adult.

The Family Saver ticket will have the same conditions as the accompanying adult ticket.

The Family Saver ticket is valid on the same services as the ticket held by the adult, with the exception of the following services:

- Certain V/Line Link services: Speedlink (Albury–Adelaide); Canberra Link (Albury–Adelaide); Murray Link (Mildura–Albury); and Midland Link (Bendigo–Wangaratta) services.
- Certain V/Line coach services: Apollo Bay–Warrnambool; Stawell–Halls Gap; Castlemaine–Maldon; Bendigo–Wangaratta; Swan Hill–Tooleybuc; Mansfield–Mt Buller; Tocumwal–Griffith; or Bairnsdale–Paynesville.

**Business Cards**

A Business Card is an individual voucher that can be exchanged for Single or Day Return tickets valid for travel between the V/Line location listed on the voucher and Melbourne. More than one person can travel using a Business Card on the same journey. No concessions are available for Business Cards.

To travel using a Business Card, the passenger must present it to a V/Line staff member (normally station staff, train conductors or coach drivers) who will clip it, and issue the customer with either a Single or Day Return ticket. The card is clipped once for a Single ticket or clipped twice for a Day Return ticket. Business Cards cannot be used on metropolitan or regional city services until they have been exchanged for a valid ticket.

Business Cards are available for both First and Economy class travel as follows:

- Economy class Business Cards are available for travel to Melbourne from locations bounded by Marshall, Ballarat, Kyneton, Seymour or Traralgon.
- First Class Business Cards are available to Melbourne from locations greater than 80 charging units from Melbourne and bounded by Albury, Shepparton, Swan Hill, Warnambool and Bairnsdale.

Business Cards are not available for travel on:

- Interstate journeys only on the Daylink (Melbourne–Adelaide), Capital Link (Melbourne to Canberra) and Sapphire Coast Link (Melbourne–Batemans Bay).
- All journeys on the Murray Link (Mildura–Albury); Speedlink (Albury–Adelaide); Canberra Link (Albury–Adelaide); Silver City Link (Mildura–Broken Hill); Mansfield—Mt Buller coach; and Bairnsdale–Paynesville coach.

To reward the purchaser for buying ten journeys in advance, a free 11th journey is included. First class Business Cards are issued with a booklet of 11 catering coupons, redeemable for complimentary coffee, tea, soft drinks or newspapers from the refreshment carriage on the train.

**Group travel**

A V/Line Group Travel voucher allows a group of 12 or more people to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations.

Group travel discounts are available for Single, Day Return, Off-Peak Single, and Off-Peak Day Return tickets. The fare charged for the group is the concession fare of the selected ticket type multiplied by the number of passengers. The validity of the ticket is identical to the fare on which it is based (including free metropolitan travel from 22 April 2006, or when otherwise advised).

Group travel must be arranged at least seven days in advance by phoning 9619 2338. Groups may not be able to be accommodated on some services at times of peak demand.

**Prepaid travel**

Prepaid travel may be arranged in certain circumstances to allow people who are stranded without funds to travel on a ticket paid for by someone else in another location. Payment for prepaid tickets can only be accepted at major V/Line and Metropolitan stations or V/Line agents and cannot be accepted if the ticket collection location is un-staffed at the time.

Train stations or V/Line agents collecting payment without access to the VNET computerised ticketing system, must phone the V/Line Reservations Supervisor on 136 196 or 1800 817 037 to ensure that the booking details are recorded on the system.

Stations or agents collecting payment with access to the VNET system must issue a computer-generated prepaid receipt, in accordance with system procedures. A ticket must be issued for the journey and endorsed 'Prepaid ticket not valid for travel'. The station and audit copies of the ticket are to be treated in the normal manner and the passenger copy is to be given to the person making payment, as a receipt.

After confirmation of prepaid travel, stations or agents without access to the VNET system must issue the passenger with a nil-value ticket endorsed 'Prepaid travel'. Stations or agents with access to the system must issue the passenger with a computer-generated prepaid ticket, in accordance with system procedures.

Passengers travelling on Concession fares must be advised that they are required to carry a valid concession card with them during travel. If a person approaches a station or V/Line agent to collect a prepaid ticket and no advice has been received, the station or agent must phone the Reservations Supervisor on 136 196 or 1800 817 037 to confirm the prepaid travel arrangements. The station or agent should record the details confirmed by phone, pending the arrival of documentation.

**Link services**

Special fares apply to the following V/Line coach services, called Link services. Only single tickets are available for the following Link services:

- Canberra Link – Melbourne to Canberra via Albury
- Capital Link – Melbourne to Canberra via Bairnsdale
- Daylink – Melbourne to Adelaide via Bendigo or Ballarat
- Sapphire Coast Link – Melbourne to Batemans Bay via Bairnsdale
- Speedlink – Sydney to Adelaide via Albury
- Murray Link – Mildura to Albury
- Midland Link – Wangaratta to Bendigo

When travel is not wholly on a Link service, the fare will be the normal V/Line fare from the origin to where the Link service will be joined, plus the special fare for the distance travelled on the Link service.

Conditions for V/Line single tickets apply.

**CHAPTER 5*****Regional City Travel***

This chapter covers tickets and student passes that are valid for travel on regional bus services in Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon, as well as V/Line train services around Geelong.

***Ticket types*****2 hour**

These tickets allow unlimited travel for at least two hours on the urban bus networks within Ballarat, Bendigo, Geelong, Moe, Morwell and Traralgon, and on V/Line trains between Marshall, South Geelong, Geelong, North Geelong, North Shore, Corio and Lara stations.

The ticket expires two hours from the next full hour after it was purchased. For example, a ticket purchased at 8.55 am will expire at 11.00 am and a ticket purchased at 9.05 am will expire at 12.00 noon. Tickets purchased after 6 pm are valid until 2am.

A passenger may board any bus or train before their ticket expires, even if the journey extends beyond the ticket's expiry time.

The scheduled departure time of the service is relevant rather than the actual departure time. So if a service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired. Similarly if a scheduled service that would have left before the ticket expired does not run, the passenger may travel on the following service.

**Student passes**

Student passes are available to full-time Primary or Secondary students who possess a valid Victorian Public Transport Concession Card.

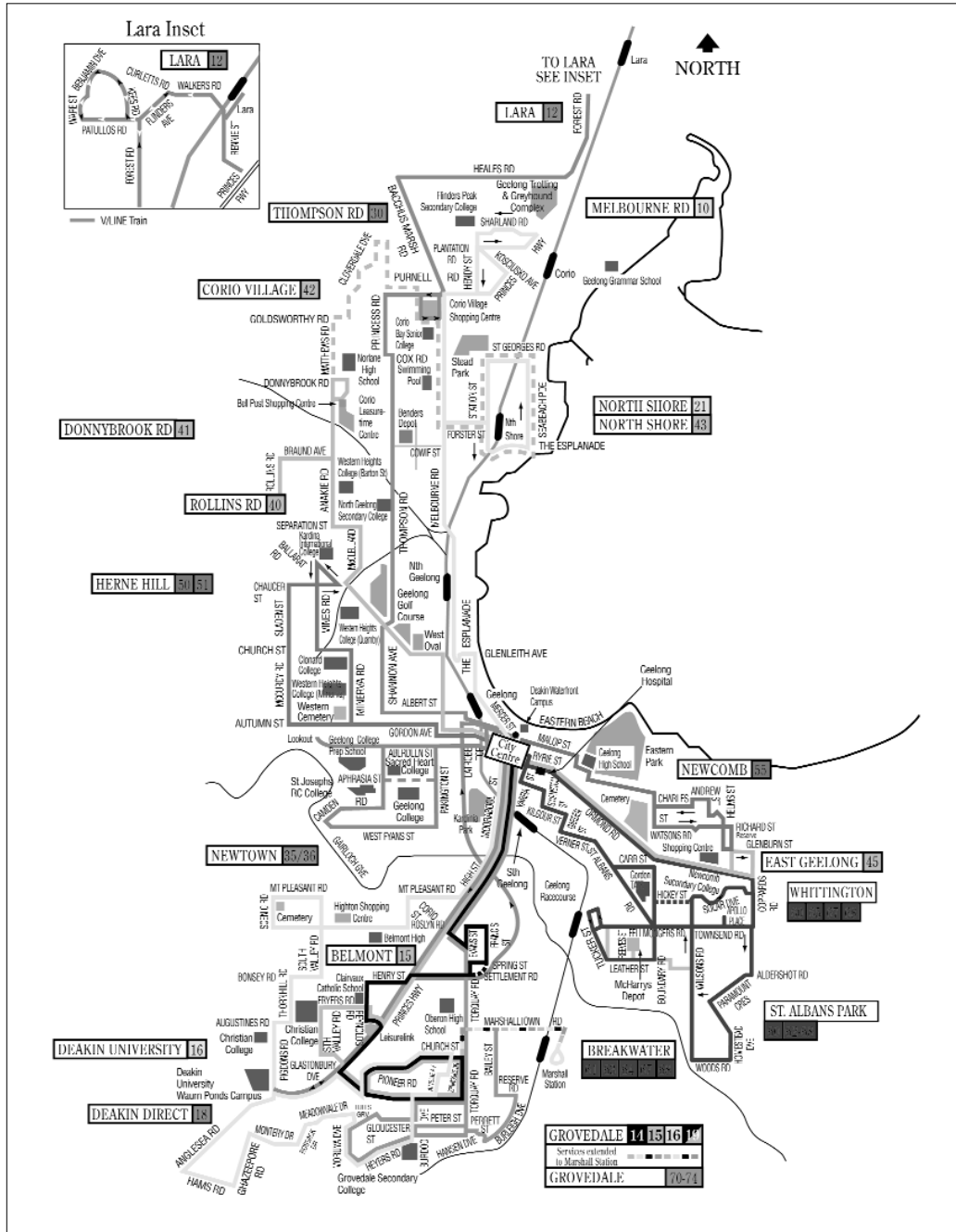
Prices and travel entitlements vary depending on the student's place of residence, as shown in the table below:

Place of residence	Half-yearly	Yearly	Travel entitlements	Available from
Ballarat	\$156.10	\$299.30	Unlimited travel on all bus services in the Ballarat area	Ballarat Railway Station 5337 9609 Davis Bus Lines 5331 7777
Bendigo	\$129.00	\$236.50	Unlimited travel on all bus services in the Bendigo area	Bendigo Railway Station 5440 2765 Christians Bus Co. 5447 2222 Walkers Bus Service 5443 9333
Geelong	\$156.10	\$299.00	Unlimited travel on all bus services in the Geelong area and on V/Line trains between Marshall, South Geelong, Geelong, North Geelong, North Shore, Corio and Lara stations	McHarry's Buslines ph 5223 2111 Benders Busways ph 5278 5955 Geelong Station ph 5226 6525
Southwest Transit (Warrnambool)	\$103.90	\$196.20	Unlimited travel on all bus services in the Warrnambool area	Warrnambool Bus Lines 5278 5955

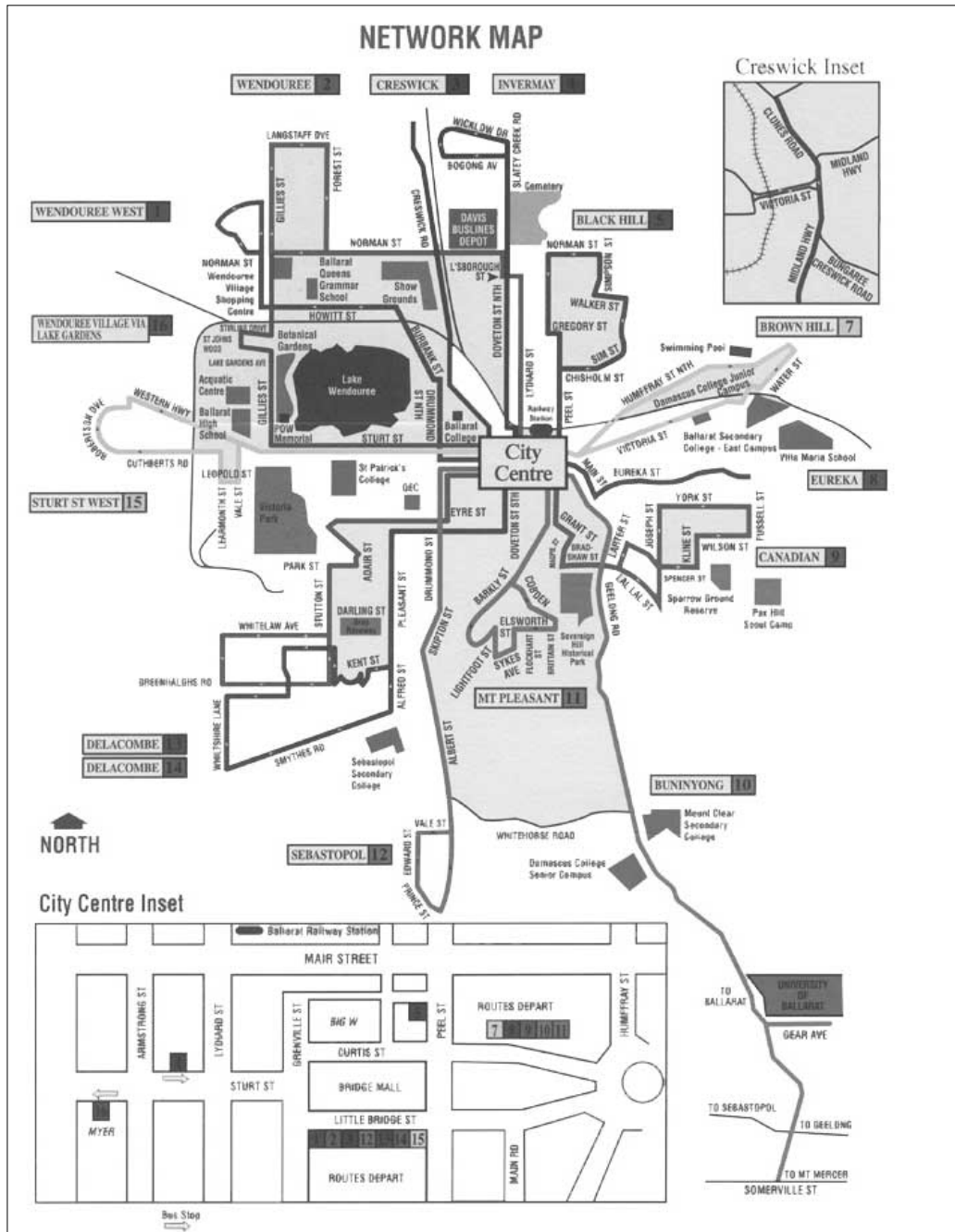
Student passes are valid on weekdays and weekends (including school holidays and public holidays).

Regional city bus transport networks

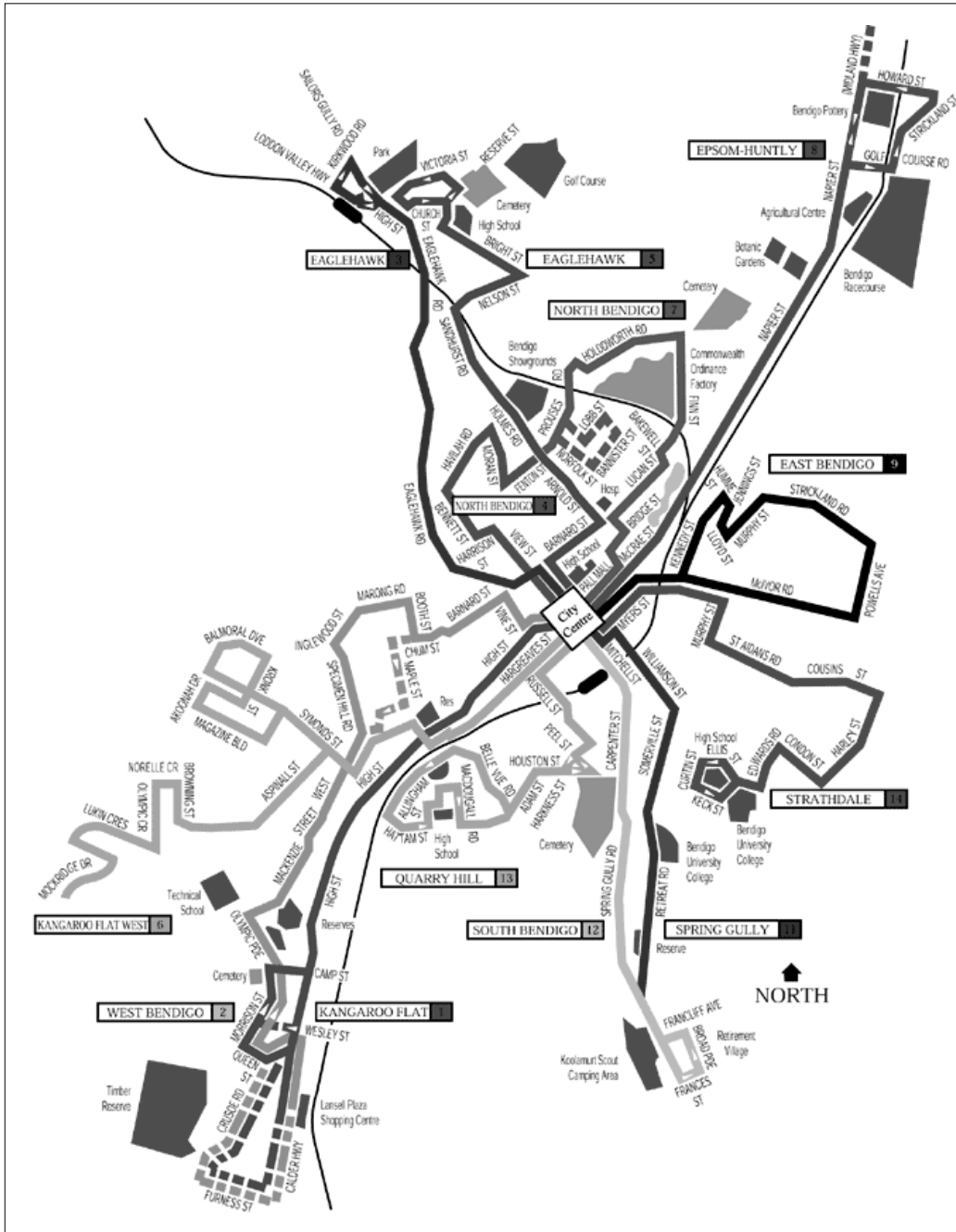
Geelong



**Ballarat**



**Bendigo**



**Other regional bus services****Bellarine Peninsula**

Bellarine Transit Services (BTS) runs a bus service on the Bellarine Peninsula, which uses a zone-based fare structure as shown in the following table.

Fare type	Locations served	2-hr single full-fare	2-hr single concession	Day return* full-fare	Day return* concession	Weekly** full-fare	Weekly** concession
Bellarine zone 1	Mt Duneed Cornawana	\$3.50	\$1.80	\$6.10	\$2.90	\$24.60	\$14.20
Bellarine zone 2	Barwon Heads Ocean Grove Warrington Drysdale Clifton Springs	\$4.40	\$2.70	\$6.40	\$4.00	\$27.40	\$16.40
Bellarine zone 3	Torquay Jan Juc Portarlington	\$5.60	\$2.80	\$10.00	\$4.80	\$32.10	\$23.00
Bellarine zone 4	Point Lonsdale Queenscliff Indented Head St Leonards	\$6.90	\$3.50	\$11.70	\$5.70	\$33.60	\$26.700
Inter-zone	Within Bellarine transit area	\$2.00	\$1.20	\$3.10	\$1.70		
GTS add-on	Purchased with return			\$1.70	\$0.90		

\* return must be on the same day

\*\* can be used for unlimited travel within the selected zones until the last service on the Sunday after being issued

Between Geelong and Torquay, passengers with V/Line tickets may travel on BTS services, and passengers with BTS tickets may travel on V/Line services. Tickets sold on board V/Line Coaches between Geelong or Torquay will be BTS tickets unless the passenger is travelling beyond Geelong or Torquay, in which case the appropriate V/Line fare will apply.

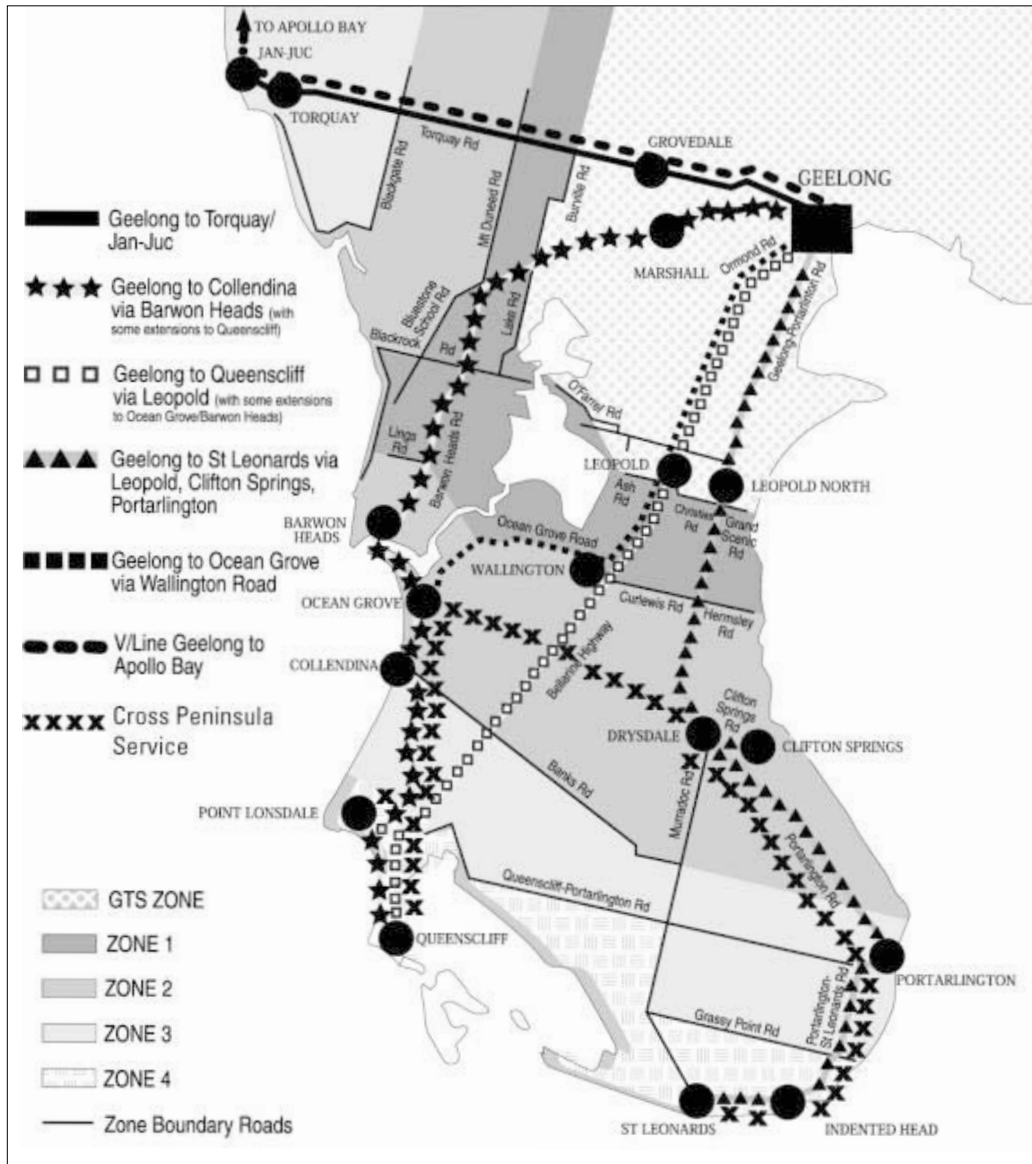
Students in the Bellarine transit area can purchase a Bellarine Transit Bus Pass. These can only be used on weekdays on services to and from school.

**Zone boundaries**

	Bellarine Highway	Portarlington Road	Barwon Heads Road, Ocean Grove – Point Lonsdale Road	Suncoast Highway
GTS / Bellarine zone 1	Christies Road	Christies Road / Grand Scenic Road	Lake Road (closest and to Geelong)	Burville Road (opposite Geelong Airport)
Bellarine zone 1 / 2	Warrington Road (Warrington Road itself is Zone 2)	Curlew's Road / Harmley Road	Lings Road	Mt Duneed Road
Bellarine zone 2 / 3	Banks Road	Banks Road	Banks Road	Blackgate Road



**Bellarine Peninsula public transport network map**



**La Trobe Valley**

Valley Transit runs a bus service in the La Trobe Valley, which uses a section-based fare structure. Passengers should check with the driver for the location of sections.

**CHAPTER 6*****Concessions and Free Travel Passes***

The concessions and free travel passes described in this chapter apply to:

- Metropolitan services
- V/Line services
- Urban bus services in the following regional cities:
  - > Bacchus Marsh
  - > Ballarat
  - > Bendigo
  - > Castlemaine
  - > Geelong
  - > Horsham
  - > Melton
  - > Moe
  - > Morwell
  - > Sale
  - > Seymour
  - > Shepparton
  - > Traralgon
  - > Warrnambool
- Regional services that have a contract or service agreement with the Department of Infrastructure.

Concessions and free travel passes do not necessarily apply to CountryLink, Great Southern Railway, airport services, NightRider bus services, tourist railways, privately run bus services and chartered trains, trams and buses. Please check with the relevant operator before travel.

Concession cards and free travel passes are generally only valid within Victoria, are not transferable and must be carried at all times when travelling. They are not valid if they have been tampered with or damaged.

For more information on concessions, phone Metlink on 131 638.

For more information on free travel passes, contact the Metlink Central Pass Office on 9619 1159 or 9619 1650.

**Concessions****Infants**

Children under 4 years old travel free, but they must be accompanied by a parent or guardian, with the following exception:

A child under 4 years old occupying a separate seat on a V/Line reserved service will be charged a concession fare.

If two children under 4 years old share one seat, only one concession fare is charged. No more than two children may occupy one seat.

**Children**

Children under 15 years of age are eligible for concession fares.

On V/Line services, a child under 10 years of age must travel with a parent or guardian, except when travelling with other children to and from school.

V/Line reserves the right to decline travel to children aged between 10 and 15 years who are not accompanied by a parent or guardian.

Children aged between 10 and 15 may only travel alone on coach services between 10 pm and 5 am if V/Line is notified (by phoning 136 196 or 1800 817 037) before the child's ticket is issued.

V/Line must be notified of:

- the child's name and age;
- the date and time of travel;
- the origin and destination, including any junction point where a change of service will occur;
- the name, address and telephone number of the person placing the child on the service;
- the name, address and telephone number of any person meeting the child at the destination or at any junction point.

V/Line will allocate an authorisation number, which is to be recorded on the ticket as proof that this information has been provided.

A parent or guardian must be present when the ticket is purchased.

**Victorian Government concession cards****Victorian Public Transport Concession Card**

This card entitles the holder to concession fares on public transport services.

Concession cards and application forms (for codes P, S and T) are available from most staffed railway stations, The MetShop and some bus depots. Application forms are also available from Metlink by phoning 131 638 and from [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au).

Student identity cards issued by schools and tertiary institutions are not accepted for concession travel on public transport.

Students must be permanent residents of Australia, overseas exchange students, students with refugee status or students in receipt of an Australian Development Scholarship. All other overseas students are not eligible for student concessions.

*Primary students (code P)*

This card is available to full-time Victorian primary school students who attend a school listed in the Approved List of Schools. The holder is also entitled to purchase a half-yearly or yearly Student Pass.

*Secondary students (code S)*

This card is available to full-time Victorian secondary school students who attend a school listed in the Approved List of Schools and undertaking an approved full time course.

The holder is also entitled to purchase a half-yearly or yearly Student Pass.

*Tertiary students (code T)*

This card is available to full-time Victorian tertiary students who attend a college or university listed in the Approved Courses in Tertiary Institutions Register and undertaking an approved full time course.

Victorian Tertiary Student Concession Cards are available for a half year or full year. Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card. Concession cards are not issued for courses of less than 10 weeks' duration.

Tertiary students are not entitled to purchase Student Passes.

**Other student concession cards***International Student Identification Card (ISIC)*

Holders of the ISIC are not entitled to concession travel in Victoria, except when travelling on V/Line, Great Southern Railway or CountryLink journeys originating or terminating outside Victoria.

**War Veterans (code V)**

This card is available to war veterans who hold a Department of Veterans Affairs Gold Card or White Card and are not entitled to any other type of concession card (e.g. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card). It entitles the holder to concession fares on public transport services.

War veteran concession cards are issued by the Metlink Central Pass Office (9619 1159 or 9619 1650).

**Victorian Seniors Card**

This card is issued by the Department of Victorian Communities (9603 8860) and is available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week.

It entitles the holder to concession fares on public transport services within Victoria except for: *V/Line Weekend services*: Seniors may purchase Off-Peak Single/Day Return Adult Fares on Saturdays and Sundays. Concession fares are not available to Seniors on these days.

*V/Line Weekday services*: For services between Melbourne and areas bounded by Marshall, Ballarat, Kyneton, Seymour and Traralgon; Seniors are not entitled to concession tickets during peak periods.

- Seniors may purchase Adult Single, Adult Day Return Tickets for travel on peak services or Concession Off-peak Single or Concession Off-peak Day Return Tickets for travel on off-peak services.
- For services between Melbourne and areas beyond Marshall, Ballarat, Kyneton, Seymour and Traralgon, Seniors may purchase Concession Single and Day Return tickets at any time, but may only purchase Concession Off-peak Single and Concession Off-peak Day Return tickets on Tuesdays, Wednesdays and Thursdays.

Victorian Seniors are permitted to purchase V/Line Weekly, Monthly & Date-to-Date Tickets.

Seniors Card holders are the only people entitled to travel using a Seniors Daily Metcard.

Seniors Card holders who purchase a V/Line Off-Peak Day Return ticket to Melbourne will receive a Seniors Daily Metcard entitling them to free metropolitan travel on the day of their arrival.

**Australian Government-issued concession cards****Australian Pensioner Concession Cards**

These cards are issued by Centrelink and the Department of Veterans' Affairs and entitle the holder to concession fares on public transport services throughout Australia.

The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Cards from all Australian States and Territories are accepted.

**Victorian Pensioner Free Travel Voucher and Pensioner Voucher Exchange Coupon**

Each year, Centrelink issues Victorian Pensioners with a Victorian Pensioner Free Travel Voucher and a Victorian Pensioner Voucher Exchange Coupon. These can be exchanged for tickets according to following conditions:

**Metcard:** Vouchers can be exchanged for a concession daily ticket at any premium station or The MetShop.

**V/Line:** Vouchers can be exchanged at V/Line stations for either a Day Return or two Single tickets. Vouchers are valid only for Economy class travel, but may be upgraded to First class by paying the change of class upgrade.

**CountryLink/Great Southern Railway:** Passengers can use vouchers for interstate travel on these services by paying the appropriate fare from the Victorian border to their interstate destination as well as for any change of class. The passenger must present the pass when booking their ticket at a V/Line station or agent.

**Lost or damaged vouchers:** Passengers who have lost or damaged their vouchers should contact the Centrelink Teleservice centre on 132 300.

**Victorian Health Care Card**

This card is issued by Centrelink and entitles the holder to concession fares on public transport services within Victoria and interstate legs of V/Line coach services and Link services. Only cards with a Victorian address are valid.

The concession applies only to the cardholder and does not extend to any dependents named on the card, even when they are travelling with the cardholder.

Confirmation of Concession Card Entitlement Vouchers can be used while the Health Care Card application is being processed.

**Transport Concession Card**

This card is issued by the Department of Veterans Affairs to war widows and widowers, and entitles the holder to concession fares on all public transport services.

**Free travel****Vision Impaired Travel Pass (Code VI)**

This pass is issued by the Metlink Central Pass Office to people who are legally blind (as defined in the **Social Security Act 1991**) and entitles the holder to free travel on public transport services and free First class travel on V/Line services.

Passes issued in other states are valid for free travel in Victoria.

From 31 March 2006, free travel will not extend to accompanying attendants unless the vision impaired person holds a Companion Card. Vision Impaired pass holders are encouraged to contact the Department of Human Services (1800 650 611) to apply for a Companion Card.

**Companion Card**

This card is issued by the Department of Human Services (1800 650 611) to people who require the assistance of a companion. It provides free travel for the carer/companion of the cardholder on all public transport services.

A Companion Card does not entitle the cardholder to concession fares or free travel - the cardholder must have a valid ticket or Free Travel Pass. The Companion Card holder may be accompanied by any number of carers/companions, but only one of these is entitled to free travel. The carer/companion and the Companion Card holder must travel together and the cardholder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

To use the card on V/Line services, Companion Card holders must ask for a companion ticket when buying or booking their own ticket and show their Companion Card.

**Victorian Public Transport Free Travel passes**

By December 2006, most free travel passes will be replaced with a common design, with a two-letter code indicating the pass category. The background colour of the pass will vary, according to category.

The new passes will be issued by the Metlink Central Pass Office.

**Electronic Access passes****Touchcards**

A Touchcard is an electronically encoded pass issued by the Metlink Central Pass Office. It does not entitle the holder to free public transport. Where a Touchcard is issued to the holder of a Free Travel pass, both the Touchcard and Free Travel pass must be carried at all times when travelling on public transport.

Touchcards must be validated (by being held up to the yellow spot on a station barrier or validator) in the metropolitan area when entering a train station or boarding a tram or bus.

**Access Pass**

Touchcards are progressively being replaced by Access Passes. An Access Pass is an electronically encoded ticket issued by the Metlink Central Pass Office. It does not entitle the holder to free public transport. Where an Access Pass is issued to the holder of a Free Travel pass, both the Access Pass and Free Travel pass must be carried at all times when travelling on public transport.

The Access Pass must be validated in the same manner as a Metcard.

**Free pass categories**

The following passes remain valid for travel. They are valid on the services listed in the table below:

Code	Category	Metro	V/Line Econ	V/Line 1st Class	Regional Buses
VI	Vision Impaired Travel Pass	✓	✓	✓	✓
TT	Travel Trainer Authority	✓	✓	✓	✓
WV	War Veteran's Travel Pass	✓	✓	✓	✓
TV	TPI War Veteran's Travel Pass	✓	✓	✓	✓
W1	World War I Veteran's Travel Pass	✓	✓	✓	✓
AE	Employee Travel Pass	✓	✓	✓	✓
AB	Bus Driver Travel Pass	✓	X	X	X
FT	Franchisee Travel Authority	✓	✓	X	✓
FC	First Class Pass	✓	✓	✓	✓
FL	First Class Leave Pass	✓	✓	✓	✓
RE	Retired Employee Travel Pass	✓	✓	✓	✓
RA	Federal Police Travel Pass	✓	✓	✓	✓
VP	Victoria Police Travel Authority ~	✓	✓	X	✓
TP	Transit Police Travel Pass	✓	✓	✓	✓
JP	Judge's Pass +	✓/X	X	X	X
BB	Victorian Black Book Pass	✓	✓	✓	✓
GP	Gold Pass - Elite	✓	✓	✓	✓
GT	Gold Pass Travel Card	✓	✓	✓	✓
RB	Red Book Pass	✓	✓	✓	✓
FP	Federal Parliamentarian	✓	✓	✓	✓
SP	State Parliamentarian	✓	✓	✓	✓
GM	Governor's Medal	✓	✓	✓	✓

~ Sworn officers of Victoria Police and Protective Services officers  
 + Valid on services nominated on the card

**Travel Trainer Authority (Code TT)**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. Existing passes will not be accepted after 31 December 2006. Pass holders can exchange their current pass for a new pass at the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).



**War Veteran's Travel Pass (Code WV)****TPI War Veteran Travel Pass (Code TV)****World War One Veterans Travel Pass (Code W1)**

These medallions are being replaced by the Victorian Public Transport Free Travel Pass. The current medallions will not be accepted after 31 December 2006. Medallion holders can exchange their current medallion for a new pass at the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**Franchisee Travel Authority (Code FT)****First Class Pass (Code FC)****First Class Leave Pass (Code FL)****Retired Employee Travel Pass (Code RE)****Victoria Police Travel Authority (Code VP)****Judges Pass (Code JP)**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The current pass will not be accepted after 31 December 2006. Pass holders can exchange their current pass for a new pass at the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**Victorian Black Book Pass (Code BB)****Gold Pass – Elite (Code GP)**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The current pass will not be accepted after 31 December 2006. Pass holders can exchange their current pass for a new pass at the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**Gold Pass Travel Card (Code GT)**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The current pass will not be accepted after 31 December 2006. Pass holders can exchange their current pass for a new pass at the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**Red Book and VC Red Book Pass (Code RB)****Federal Parliamentarian (Code FP)**

The current medallions will not be accepted after 31 December 2006. Medallion holders can obtain a Victorian Public Transport Free Travel Pass through the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**State Parliamentarian (Code SP)**

The current medallions will not be accepted after 31 December 2006. Medallion holders can obtain a Victorian Public Transport Free Travel Pass through the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**Governor's Medal (Code GM)**

The current medallions will not be accepted after 31 December 2006. Medallion holders can obtain a Victorian Public Transport Free Travel Pass through the Metlink Central Pass Office (telephone 9619 1159 or 9619 1650).

**CHAPTER 7*****Accessible transport***

Public transport services in Victoria are progressively being made accessible to people with disabilities, to comply with the provisions of the Commonwealth Government's **Disability Discrimination Act 1992** and the Victorian Government's Disability Standards for Accessible Public Transport (2002).

All metropolitan and most V/Line trains are wheelchair accessible, along with most metropolitan and V/Line stations.

New trams and buses are being delivered with low floors for easy access, while an increasing number of tram stops in the Melbourne CBD and elsewhere on the tram network are being made into accessible stops.

***Access for people using wheelchairs and mobility aids*****Metropolitan*****Trains***

All metropolitan trains are wheelchair-accessible via a ramp at the front carriage. Passengers who need assistance boarding trains should wait on the platform near the front of the train.

Most metropolitan train stations are wheelchair-accessible and premium stations have wheelchair-accessible toilets. Passengers should phone Connex on 1800 700 105 to inquire about particular requirements such as obtaining assistance from station staff at premium stations or travelling in large groups.

### Trams

Low-floor trams have two allocated spaces for passengers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that passengers who need assistance getting off the tram can alert the driver.

At the time of this manual going to press, accessible tram stops on the Melbourne tram network included:

In the Central Business District (CBD):

- Federation Square
- Collins Street extension
- Swan Street
- Bourke Street at Swanston Street
- Bourke Street at Elizabeth Street
- Collins Street at Spring Streets
- Collins Street at Swanston Street
- Collins Street between Spencer and King Streets

Elsewhere on the network, accessible tram stops are provided on the following routes:

- Routes 3, 5, 6, 16, 64, 67, 72 – Melbourne University terminus, Parkville
- Routes 30 and 48 – Docklands Drive, Docklands
- Route 48 – terminus, Docklands
- Route 70 – Rod Laver Arena and Vodafone Arena, Melbourne
- Route 75 – Vermont South terminus
- Route 96 – St Kilda Station
- Route 109 – Whitehorse Road terminus, Box Hill; Whitehorse/Inglisby Roads and Hood Street, Box Hill; Whitehorse/Elgar Roads and Nelson Road, Box Hill; Victoria/Burnley Streets and River Boulevard (Ikea) Richmond; Victoria Parade/St Vincent's Plaza, East Melbourne; North Point (Port Melbourne Light Rail), Graham Street; and Southbank, Beacon Cove terminus
- Route 112 - Danks/Harold Streets, Middle Park

Yarra Trams in conjunction with local councils are undertaking a program to increase the number of accessible tram stops. During 2006, more accessible stops will be commissioned. Contact Yarra Trams on 1800 800 166 for more information.

### Buses

Almost 40 per cent of bus services in Melbourne use wheelchair-accessible low-floor buses, including SkyBus and NightRider services. Additionally, certain regional city routes are operated with low-floor buses. Passengers should contact the relevant operators to find out which services are operated with low-floor buses.

A wheelchair-accessible bus is available for travel between St Kilda, Port Melbourne, Flinders Street and Southern Cross (Spencer Street) stations. It can transport up to three passengers in wheelchairs and four other passengers.

Metcard fares apply to this service. For bookings, phone 1800 012 061.

**Regional***V/Line trains and coaches*

All V/Line stations are wheelchair accessible. All trains are accessible via a portable wheelchair ramp. Space for passengers with disabilities on trains may be limited and passengers may be restricted to particular parts of the train.

Conductors and station staff are available to assist passengers on request.

Wheelchair accessible toilets are available on all Sprinter and V/Locity railcars, while limited accessible toilet facilities are available on locomotive-hauled services. Some V/Line coach services are wheelchair accessible.

Passengers with disabilities should phone 1800 800 120 for information on which services are most suitable for their needs. Bookings for passengers with disabilities on V/Line rail and coach services are required at least 24 hours in advance.

***Mobility aids***

Your mobility aid (wheelchair, scooter or motorised vehicle) needs to:

- fit within an allocated space of 1300mm (length) x 800mm (width); and
- be no more than 750mm wide at a height 300mm above the ground to fit between the wheel axles of a bus.

Additionally, the total weight of the mobility aid, its user and any attendants must be less than 300kg, as this is the maximum load for boarding devices such as ramps.

Mobility aids that exceed these standard wheelchair dimensions (800mm wide x 1300mm long) may not be accepted.

***Service animals***

Guide dogs, hearing guide dogs or guide dogs in training travel for free on all public transport services.

**CHAPTER 8*****Bicycles, surfboards & other items*****Bicycles & Surfboards**

Bicycles and surfboards are not permitted on board trams and buses.

Bicycles and surfboards can be carried for free on metropolitan and V/Line trains, but passengers are strongly advised to avoid weekday services that:

- arrive in the city between 7 am and 9.30 am; and
- depart the city between 4 pm and 7 pm.

Bicycles and surfboards must not obstruct passageways or doorways and must not inconvenience other passengers. On metropolitan trains, they must not be placed near the first door of the first carriage, as this space is reserved for passengers in wheelchairs. On V/Line trains, items should be stowed in the location(s) designated by the Conductor.

Surf skis, sailboards, canoes and similar items are not permitted in passenger carriages on trains. However, on locomotive-hauled services, they can be given to the conductor to be stowed in the train's luggage van if space is available. A \$3.70 fee applies. The items must be at the station at least 20 minutes before departure.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items. There is an exception for coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel. Passengers are to be aware that this applies to both the forward and return legs of the journey.

Call 136 196 for further information.

***Bicycle lockers***

Some train stations have bicycle lockers, which can be used to store bicycles, helmets and safety vests.

Passengers may obtain lockers for up to 3 months by paying a bond, which will be returned at the end of the period (provided the locker is clean and undamaged). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Bicycle lockers at unstaffed stations may be reserved at a nearby premium station.

Transport operators will not be liable for any loss of or damage to items stored in bicycle lockers.

**Luggage on V/Line services**

The luggage allowance on all V/Line services is 40kg per passenger (two items of up to 20 kg each) plus one item of hand luggage.

Passengers do not have to check in their luggage – they can carry it with them on board trains or stow it in the luggage compartment under coaches.

Passengers are advised to carry personal medication, keys and valuables in their hand luggage.

*Checked luggage*

Luggage to be checked in must be packed in a suitcase, backpack or other travel bag. Tea chests, cardboard boxes or plastic bags will not be accepted.

Prams, pushers and strollers (weighing up to 15 kilograms), children's car seats, wheelchairs and small items of sporting and camping equipment can also be checked in. A set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage.

Passengers should clearly label all luggage with their name and address, their destination and the date and service they are travelling on, as well as removing all previous luggage tags.

Luggage can only be sent to the passenger's destination. If that location is unstaffed, the passenger must pick up the luggage as soon as it arrives. V/Line is not liable for lost luggage.

*Luggage checks and procedures*

Passengers must check in their luggage at least 20 minutes before their service is scheduled to depart. Where possible, the luggage will travel on the same service (wheelchairs, sporting equipment, prams and similar items must travel on the same service).

When checking in luggage, station or agency staff and coach drivers should give the passenger the receipt portion of the luggage tag, drawing their attention to the conditions on the back. Passengers must present this tag to retrieve their luggage.

Passengers who lose their luggage tags must sign a declaration giving a description of the items and indemnifying V/Line against any loss or claim for wrong delivery. V/Line will only return the luggage if sufficient evidence of ownership is provided.

A \$1.20 search fee applies.

Tags are colour-coded to help staff sort luggage according to its destination.

At Southern Cross (Spencer Street) Station, checked luggage will be delivered on the platform beside the train's brake van or beside the road coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall.

#### *Transfers between V/Line services*

Allow at least 30 minutes between scheduled arrival and departure for transfer of luggage between V/Line services at Southern Cross (Spencer Street) Station.

Staff should endorse the luggage tag with the departure time of the service from Southern Cross (Spencer Street) Station. For example, a suitcase from Ballarat for transfer to the 12.10 pm service to Wodonga would be endorsed on the tag as 'Ballarat to Wodonga 12.10 pm transfer at MEL'.

On train-coach journeys, checked luggage will be automatically transferred between train and coach services (en-route) at the interchange stations. Luggage for en-route transfer should indicate on the luggage tag (in the TRANSFER AT section) the station at which the luggage is to be transferred.

Passengers who board a service at an unstaffed location can check in their luggage when they transfer to another service. It is the passenger's responsibility to check in their luggage at the transfer point.

#### *Liability and insurance*

V/Line may pay up to \$600 to any passenger whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line's employees, agents or contractors, but only when:

- the items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the passenger's name, address and destination;
- the luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item.

V/Line is not liable for any loss, damage or delay arising out of any other cause. Passengers who require additional cover should obtain appropriate travel insurance.

#### **Luggage lockers**

Luggage lockers are available at Southern Cross (Spencer Street), Flinders Street, Ballarat, Bendigo, Geelong and Wodonga stations.

Explosives, flammable liquids, corrosive and poisonous chemicals, liquefied and compressed gas or other dangerous goods must not be put in the lockers.

V/Line is not liable for any loss of or damage to items stored in luggage lockers.

#### **Cloakrooms**

Cloakrooms are available at Southern Cross (Spencer Street), Ballarat, Bendigo, Geelong and Wodonga stations for storage of parcels, luggage, sporting equipment, umbrellas, walking sticks, bicycles, prams, shoppers, wheelchairs and other items.

To store items in the cloakroom, passengers must pay \$3.70 per item per day and will be issued with a separate ticket for each item.

To retrieve an item, passengers must present their ticket at the cloakroom and pay any overtime charges due. Staff should ask for a description of the item.

If a passenger needs to access an item from the cloakroom, the ticket must be handed in and another ticket issued and paid for when the item is returned to the cloakroom.

Passengers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges along with a \$1.20 search fee.

V/Line is not liable for any loss of or damage to items stored in cloakrooms.

<b>Fees for lost keys and uncollected items</b>	
Luggage locker uncollected item fee	\$7.40
Lost locker key replacement fee	\$24.50
Lost property storage fee (only if not collected within 24 hours)	\$3.70 (per item)

### **Prams, shopping jeeps and golf buggies**

Prams, pushers, shopping jeeps, golf buggies and similar items can be carried for free on public transport services, as long as the comfort, access and safety of other passengers are not affected.

On V/Line trains, these items can be given to the conductor to stow in the train's luggage van if space is available. The items must be presented at the station at least 20 minutes before departure. These items can also be checked in as checked luggage.

### **Scooters and motorised vehicles**

Petrol-driven vehicles are not permitted on public transport services for safety reasons. While wheelchairs are permitted on accessible services, scooters or motorised vehicles that exceed standard wheelchair dimensions (800mm x 1300mm) are not permitted.

### **Animals**

Guide dogs, hearing guide dogs or guide dogs in training can travel for free on public transport services.

Other animals can travel subject to the following conditions:

#### *Metropolitan services*

Dogs on leads are permitted on metropolitan trains and trams, but only if they are muzzled.

It is strongly advised that passengers with dogs do not travel during peak times (weekdays between 7.30 am and 9.30 am and between 4.00 pm and 6.30 pm).

Dogs are not allowed on seats, are not allowed to block doorways or gangways and must be controlled by their owner at all times.

Owners must clean up any mess created by their dogs.

Small animals can travel for free on trains, trams and buses, but they must be in a suitable container.

#### *V/Line services*

Dogs and small animals can travel on locomotive-hauled trains, but must be in a suitable container. A \$16.10 fee applies.

Dogs and small animals are not permitted on Sprinter or V/Locity trains or on V/Line coaches.



**CHAPTER 9*****Refunds and Replacement tickets*****General Rules**

The following general rules apply to refunds and replacement tickets for Metcard and V/Line tickets. Refunds and replacements are generally not available for tickets issued by other operators - please check with the operator for details. No refunds or replacements are available for lost or stolen tickets, with the exception of Student Passes, Yearly Metcards, reserved V/Line tickets and Date-to-Date V/Line tickets.

Most Metcard refunds or replacements will require filling out a Metcard Refund Form. Forms and a reply-paid postage envelope are available from Connex Premium stations, The MetShop, selected Metcard retail agents and from the Metcard Helpline (1800 652 313). The Metcard Refund Form can also be downloaded from the Metlink website. In some cases, an administration fee of \$9.80 on refunds will need to be paid.

The method for processing a refund or replacement is based on the following circumstances:

- Unused Tickets
- Defective Tickets
- Ticket Equipment Faults
- Mutilated Tickets
- Medical Condition and Change of Travel Circumstances
- Industrial Stoppage and Severe Service Disruption
- Special Consideration

**Unused tickets**

The ticket must not have been used or validated on any service.

***Metcard***

For unused 2 hour, 10 x 2 hour, Daily, Weekly, Monthly, Seniors Daily, Daily 5 Pack, 5 x Daily, City Saver Ticket, City Saver x 10, Sunday Saver, Off-Peak Daily and Group Traveller tickets:

- If a refund is required, the refund amount is equal to the price paid for the ticket, minus the administration fee. A Metcard refund form should be completed and posted to OneLink, enclosing the ticket.
- If the passenger requires replacement tickets, passengers may obtain replacement tickets from The MetShop provided the magnetic stripe can be read by a ticket reading machine. No administration fee applies, but the passenger must use the value of the ticket towards the purchase of other tickets of equal or greater value.

Passengers may also obtain replacement tickets by mail from OneLink by completing and posting the Metcard Refund/Replacement Application Form (no refund fee applies).

***V/Line (All tickets)***

Unused V/Line tickets may be exchanged for another date or refunded, provided they are presented to a V/Line booking office prior to the departure date printed on the ticket. No administration fee applies.

**Defective tickets (Metcard only)**

A ticket is defective if the magnetic stripe is unable to be electronically read, and the ticket has not been visibly damaged. If the ticket or magnetic stripe has been visibly corrupted or damaged, then please refer to the section on Mutilated/Damaged tickets. Defective tickets are exchanged for new tickets - no administration fee applies.

*Unused tickets that cannot be validated (excluding 10 x 2 hour/5 x Daily/City Saver x 10)*

Unused tickets that cannot be validated at all (and have no expiration date printed on them) will be replaced for an identical ticket at no charge. Tickets can be returned to OneLink using the Metcard Refund/Replacement Application Form. Most tickets may be exchanged for new tickets at The MetShop.

*10 x 2 hour, 5 x Daily or City Saver x 10*

If a 10 x 2 hour, 5 x Daily or City Saver x 10 ticket cannot be validated, it can be exchanged at the booking office of any premium station or The MetShop. If no trips have been used, the ticket will be replaced. If the ticket has been used, then individual 2 hour, Daily or City Saver tickets will be provided for any unused periods on the ticket. For the 10 x 2 hour ticket, passengers will be issued a Daily ticket for the next 2 hour period and 2 hour tickets for the remaining unused periods on the ticket. City Saver x 10 tickets can only be exchanged at The MetShop or premium stations in the City Saver area.

*Tickets unable to be validated with a visible expiration date within one month*

Public transport passengers are required to take all reasonable steps to validate their Metcard correctly. However, if a defective Metcard was initially validated correctly and has a clearly visible expiration date less than one month away, then it remains valid for travel and may be presented to staff for visual inspection when travelling.

Passengers may choose to exchange defective Metcards at The MetShop for replacement Metcards. Weekly, Daily and Sunday Saver Metcards will be used to make up the remaining time on the Metcard (using the smallest number of Metcards possible). If the passenger wishes to travel in all zones on weekends they should not exchange their ticket.

*Yearly Metcards unable to be validated*

With Metcards purchased at a Station, the passenger must take the defective Metcard back to the station from which it was purchased and complete a declaration form. The station will issue two Weekly Zone 1/2/3 Full Fare Metcards to the passenger. Paperwork and the defective Metcard are forwarded to OneLink, c/o The Stationmaster's Office, Flinders Street Station. Replacement tickets are then mailed to the passenger – taking into account the two weekly Metcards already provided.

With Metcards purchased through a Commuter Club, the passenger should contact their Commuter Club coordinator or visit the Stationmaster's office at Flinders Street Station to arrange replacement.

*Student Passes*

The passenger should return the student pass to the location it was purchased from for a replacement.

**Ticket equipment faults****(Metcard only)**

In case of a Metcard equipment fault, passengers should complete a Metcard Refund/Replacement Application Form and post it to OneLink for processing. No refund fee applies for Metcard machine faults. Passengers are requested to provide as much information as possible to assist in processing their refund. Metcard machine faults may include:

- Metcards not issued;
- No change or incorrect change provided; or
- Metcard printed with wrong date.

Applications are cross referenced against the Metcard central computer system which continually monitors ticketing equipment and records faults.

**Mutilated/Damaged tickets**

Tickets that are mutilated/damaged can become invalid through:

- Heat damage;
- Bent, punched through, torn or cut;
- Chewed;
- Water damaged;
- Covered in dirt or other foreign substance; or
- Damage that exceeds normal wear and tear.

*Metcard*

Refunds and replacements of mutilated and damaged Metcards can only be done via the Metcard Refund/Replacement Application Form and posted to OneLink. If the passenger requests replacement Metcards, passengers will receive a combination of Metcards that equals or exceeds the amount of the refund calculated. An administration fee is charged for mutilated and damaged Metcards and is deducted from the refund or the value of replacement tickets.

*V/Line*

Generally, a mutilated ticket will be replaced where it is possible to verify the issue of the original ticket with the issuing station and a Declaration Form is completed setting out the circumstances. An administration fee of \$5 must be paid to replace a mutilated ticket. The mutilated ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

**Medical conditions or change of travel circumstances**

In certain circumstances, refunds and replacement tickets may be available for passengers who have experienced medical problems or a change in circumstances.

*Medical*

Refunds due to medical conditions will only be allowed if the application meets the following requirements:

- the claim is accompanied by the ticket;
- the claim is accompanied by the doctor's certificate for the days claimed (statutory declarations are not accepted as proof); or
- the passenger has missed at least three weekdays for weekly tickets, five weekdays for monthly, five days per month for date to date tickets or twenty weekdays for yearly tickets.

A refund based on a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

*Change of Travel Circumstances*

Only the following reasons are accepted for Change of Travel Circumstances;

- change of home address;
- change of place of employment/employer or school; or
- retrenchment.

Refund applications based on change of travel circumstances will only be allowed if the following conditions are met:

- the claim is accompanied by the ticket;
- only one change of circumstance can be claimed;

The refund application must be supported by documentary evidence such as a letter from employer or school.

Statutory declarations are not accepted as proof.

*Metcard*

The ticket should be forwarded to OneLink accompanied by a Metlink Refund Application Form and supporting documentation. The passenger should indicate if they are seeking a refund or replacement tickets. When travel circumstances have changed, the passenger should indicate the new combination of zones their replacement tickets should be valid for.

*V/Line*

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

**Severe service disruption and customer Compensation Codes**

In the event of prolonged severe service disruption or industrial action, special bulletins will advise refund arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time. The following conditions will normally apply:

- the application must be accompanied by the ticket;
- the ticket was valid for travel during the stoppage;
- the ticket was not used on alternative or replacement services during the stoppage;
- the application is submitted within 14 days of the expiry of the ticket.

Refunds that are based on industrial stoppage or severe service disruption do not attract an administration fee. The special bulletin will detail how to apply for the refund.

*Metropolitan trains and trams*

Yarra Trams and Connex have developed special Compensation Codes under their Passenger Charters which allow passengers to be compensated when performance targets in relation to punctuality and reliability are not met.

The Yarra Trams and Connex Compensation Codes are available from their websites, [www.yarratrams.com.au](http://www.yarratrams.com.au) and [www.conexmelbourne.com.au](http://www.conexmelbourne.com.au). Connex Compensation Claim Forms are available from all Premium Stations or on the Connex website. Yarra Trams Compensation Forms are available by calling 131 638, writing to Yarra Trams or from the Yarra Trams website.

*V/Line*

In the event that V/Line fails to meet its monthly performance targets for punctuality and reliability, V/Line will provide compensation in the form of a complimentary travel ticket to any affected customer holding a valid periodical ticket with durations of one month or more.

V/Line's average performance against targets is published monthly and posted at V/Line stations within 10 working days of the end of most months. V/Line performance figures are also published in their customer magazine Go V/Line.

All compensation claims must be made in writing to Customer Relations, Reply Paid 5343, Melbourne, Vic 3001.

For further details contact V/Line's Customer Feedback line on 1800 800 120.

**Special consideration**

Refunds may be provided in a very limited number of circumstances not covered by the above.

*Metcard*

Applications for Metcard refunds should be made using the Metcard Refund Replacement Application Form.

Passengers are requested to include copies of any documentary evidence that supports their application for special consideration. An administration fee may apply.

*V/Line*

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

**Refund procedures***Metcard*

The majority of Metcard refunds and replacements need to be made using the Metcard Refund/Replacement Application Form. A number of tickets can be submitted with a single refund form, but only one reason is allowed per claim. Refunds or replacements can only be considered if the following conditions are met:

- The refund form has been completed correctly, including signature.
- A claim is submitted in writing no later than twelve (12) months after date of last validation of ticket (for used tickets).
- The sale of the ticket can be traced.
- Ticket has not been reported lost, stolen or invalid.
- If the calculated refund amount is a positive amount.
- If specific criteria listed in the preceding sections are met.
- Documentary proof of claim is included, if required (eg. medical certificate).

An administration fee applies for refunds - with some exceptions. In circumstances where it is possible to get replacement tickets over the counter from The MetShop, photo identification is normally required for the refund to be processed to protect against fraud. Any passenger who applies for a refund or replacement, and provides false or misleading information is subject to penalty, including an infringement notice and court action. The Metcard central computer system tracks ticket validations and equipment faults and is used in the assessment of refund applications to prevent fraud.

*V/Line*

Refunds are available from staffed V/Line stations. No application form is normally required, but a refund slip must be signed by the passenger.

No refund, allowance or compensation shall be granted for:

- changes of timetable, reduction of services or reduction of fares during the availability of the ticket;
- passengers paying full fare who produce a valid concession card after travel has commenced, or has been completed;
- disruption of services where V/Line has provided alternative or substitution transport services;
- all metropolitan tickets (Metcards);
- tickets marked 'departmental';
- tickets within the following categories;
  - > Tickets issued in exchange for a voucher.
  - > Tickets issued free.
  - > Tickets that were paid for by personal cheque where notification of clearance has not been received.
  - > Any discounted ticket stipulated in the Fares and Conditions Manual or Associated Marketing News as non-refundable.

In summary, no refund or retrospective adjustments will be given on tickets purchased in the absence of discounted tickets. No refunds or adjustments will be made after travel has taken place on the ticket.

For information regarding the refund policy for specific fare types, refer to the relevant fare conditions page. For further assistance, phone the Chief Booking Clerk on 9619 2187.

**CHAPTER 10*****General and special ticketing conditions*****Application of Chapter**

The conditions in this Chapter apply to all classes of tickets, unless otherwise specified.

**V/Line and Metropolitan tickets**

Passengers holding valid Metcards are permitted to use Economy class V/Line services within Zones 1+2+3, with the exception of city bound services between 7 am and 9.30 am (Mon-Fri) and outbound services between 3 pm and 7 pm (Monday–Friday). However, passengers may travel on V/Line services to or from Ardeer, Deer Park, Rockbank, Melton, Diggers Rest, Sunbury and Craigieburn with a valid Metcard at any time. Metcard customers travelling to/from Pakenham may use selected peak services (as marked in the V/Line timetable). To ensure safety of passengers, the Conductor may deny Metcard customers access to V/Line services if it would result in overcrowding.

**Extension tickets**

Passengers must have a single valid ticket for their entire journey.

Exceptions to this are Yearly, Date-to-Date, Monthly and Weekly ticket holders who may, for particular journeys, use that ticket beyond the zone, zones or locations for which the ticket is valid by purchasing a 2 hour, Daily, Single or Day Return ticket for the additional zone, zones or locations.

The ‘extension’ ticket must be purchased before the journey. If this is not possible by taking all reasonable steps before the journey, the ticket must be purchased as soon as there is a reasonable opportunity during the journey or if there is no reasonable opportunity during the journey as soon as is achievable by taking all reasonable steps after the journey. If the ticket is a Metcard, then it must be validated as soon as there is a reasonable opportunity during the journey, or as soon as taking all reasonable steps will permit after the journey, in accordance with conditions set out later in this chapter under the heading ‘Validation and Re-validation of metcards’.

**Public Holidays**

For the purpose of ticket conditions, a reference to Public Holidays refers to the following days in 2006 as Gazetted by the Victorian Government:

- Monday 2 January (New Years Day)
- Thursday 26 January (Australia Day)
- Monday 13 March (Labour Day)
- Friday 14 April (Good Friday)
- Saturday 15 April (Easter Saturday)
- Monday 17 April (Easter Monday)
- Tuesday 25 April (ANZAC Day)
- Monday 12 June (Queens Birthday)
- Tuesday 7 November (Melbourne Cup Day – Metropolitan only)
- Monday 25 December (Christmas Day)
- Tuesday 26 December (Boxing Day)

**Delayed/Disrupted/Replaced Services**

Where a passenger arrives at a railway station or a bus or tram stop to board the last service scheduled to depart prior to the expiry of a ticket, and the service is delayed or does not run, the passenger is allowed to travel on the next available train, tram or bus; even if it departs after the ticket has expired. When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

**Contract between Passengers and Operators**

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

**Ownership of tickets**

A ticket issued by or on behalf of an operator remains the property of the operator at all times.

**Validity of ticket**

A ticket is valid for a journey on a passenger service or an entry into a designated area if –

- a) any fare for the ticket has been paid; and
- b) either –
  - i) in the case of a Metcard, the ticket has been correctly validated or re-validated in accordance with the conditions contained in this chapter and, except as specified in this chapter, the whole of the journey or the entry conforms with a journey or an entry electronically recorded in the ticket as being authorised by it; or
  - ii) in all other cases, the whole of the journey or the entry is authorised on the face of the ticket; and
- c) in the case of a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement; and
- d) it is used in accordance with all other conditions for its use applicable in respect of that class of ticket.

**Transfer of ticket**

A ticket is valid for use only by the person who first uses the ticket for a journey or an entry and must not be transferred to another person unless otherwise specified in another chapter of this manual.

**Defaced tickets and concessions**

A ticket is invalid if –

- a) it has been altered, defaced or mutilated in any material particular; or
- b) it becomes, or has been made, illegible in any material particular; or
- c) information stored in or on the ticket in a magnetic stripe or electronic chip has been altered or destroyed or made inaccessible in any material particular.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence –

- a) has been altered, defaced or mutilated in any material particular; or
- b) becomes, or has been made, illegible in any material particular.



**Inspection and surrender of tickets**

The holder of a ticket must, on request by an authorised person give the ticket to the authorised person to enable the authorised person to –

- a) inspect; or
- b) physically examine; or
- c) test –

the ticket at the place where request is made.

An authorised officer or a member of the police force may request the holder of a ticket to surrender the ticket to the authorised officer or the member if the authorised officer or the member believes on reasonable grounds that the ticket may be required as evidence or that its surrender is otherwise necessary for the enforcement of the **Transport Act 1983** or the Regulations under that Act relating to tickets. The holder of a ticket must comply with a request made under this condition.

**Liability of Operators**

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.

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.

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.

An operator is not liable to a passenger for:

- a) any consequences arising from any variation in the time of arrival at or departure from any station or stop of any vehicle; or
- b) any loss or damage as a result of a cancellation of a passenger service or any variation of the time of arrival at or departure from any station or stop of any vehicle.

An operator may cancel wholly or in part the scheduled passenger services shown in the operator's timetables or may vary the point at which passenger services will pick up and set down passengers.

An operator does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.

A ticket issued by or on behalf of an operator is subject to any alteration which the operator may make to any passenger 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.

**New conditions for, and abolition of, ticket types**

If a type of ticket in a class specified in the conditions contained in this manual is included in a class of tickets specified in conditions (in this and the next succeeding paragraph called 'replacement conditions') which are determined, approved and published in accordance with the **Transport Act 1983** and which replace the conditions contained in this manual, any ticket of that type issued, but not used, before the replacement conditions take effect, may then be used subject to the replacement conditions.

If a type of ticket specified in the conditions contained in this manual is not included in a class of tickets specified in replacement conditions, any ticket of that type ceases to be valid in any way for travel or entry into a designated area when the replacement conditions take effect. Any refund in relation to any unused travel to which the holder of a ticket of that type would otherwise be entitled must be applied for in writing to the relevant operator, enclosing the relevant ticket, no later than three months after the replacement conditions take effect or such longer period as the Director may specify in a notice published in the Government Gazette in relation to that type of ticket.

**Encoded Information**

If –

- a) there is an inconsistency between the information electronically encoded on a Metcard and the information printed on that Metcard; or
- b) the information printed on a Metcard becomes illegible as the result of fair wear and tear; or
- c) no information or incomplete information is printed on a Metcard when the Metcard is issued –

the information electronically encoded on the Metcard prevails or applies (as the case requires) unless other information available about the Metcard (for example, the place, date or time of purchase or the fare paid) indicates that the electronically encoded information is unreliable.

**Validation and Re-validation of Metcards**

A Metcard must be –

- a) validated for the first or only journey or entry into a designated area authorised by the Metcard; and
- b) if the Metcard authorises more than one journey or entry into a designated area, re-validated for each subsequent journey or entry –

in accordance with the following paragraphs.

*Validation and Re-validation off-vehicle*

For a journey on a train (other than a train on which a ticket validating machine is located) or for an entry into a designated area, a passenger must validate or re-validate a Metcard which authorises that journey or entry before –

- a) boarding the train; or
- b) entering the designated area.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating device is not available –

- a) the requirements set out in that paragraph do not apply; and
- b) the passenger must take all reasonable steps to validate or re-validate the Metcard –
  - i) on leaving the train; or
  - ii) either before leaving, or on leaving, a designated area.

An operational ticket validating device is to be taken as being not available only if –

- a) the ticket validating device nearest to where the passenger is to board the train or enter the designated area is not able to be operated so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating device which is able to be so operated; or
- b) the passenger is unable to validate or re-validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated or re-validated on his or her behalf by a person accompanying him or her or by an authorised person.

*Validation and Re-validation on-vehicle*

For a journey on a tram, a bus or a train on which a ticket validating machine is located, a passenger who is relying on a Metcard which –

- a) requires validation after purchase and has not been validated; or
- b) has already been validated –

and which authorises that journey, must, after boarding the vehicle, move without delay to a ticket validating machine and validate or re-validate the Metcard.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating machine is not available or because there is no reasonable opportunity to do so, the requirements set out in that paragraph do not apply and –

- a) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because an operational ticket validating machine was not available, the passenger must take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle; or
- b) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because there was no reasonable opportunity to do so, the passenger must –
  - i) validate or re-validate the Metcard as soon as a reasonable opportunity to do so arises while the passenger is on board the vehicle; or
  - ii) if no such reasonable opportunity arises, take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle.

An operational ticket validating machine is to be taken as being not available only if the ticket validating machine nearest to where the passenger boards the tram, bus or train is not able to be operated so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating machine which is able to be so operated.

*Validation and Re-validation after Journey or Entry*

If a passenger validates or re-validates a Metcard on leaving a train, tram, or bus or a designated area in accordance with the preceding conditions, the Metcard is deemed to have been valid for the whole of the journey, or for the entry, which the passenger has just completed.

*Examples*

Examples of where there is no reasonable opportunity to validate or re-validate a Metcard on a tram, a bus or a train on which a ticket validating machine is located:

- a) A ticket validating machine is inaccessible because there are so many people around the machine that the machine cannot be reached.
- b) A person is unable to validate or re-validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated or re-validated on his or her behalf by a person accompanying him or her or by an authorised person.

Note: If a Metcard is purchased from a ticket vending machine located on a tram, bus or train, the Metcard is automatically validated and does not require further validation or re-validation for that journey.

**References on Metcards**

A reference on a Metcard to 'PTC Conditions of Use', 'Conditions of Use', 'Metcard Conditions' or 'Metropolitan Ticket Conditions' is a reference to the conditions in this manual.

**CHAPTER 11*****Ticketing procedures and Infringement Notice process*****Passenger Obligations**

A passenger must request a ticket for every fare paid. A passenger who pays a fare, but does not receive a ticket in return is travelling without a valid ticket. Passengers who observe or experience bus drivers, conductors or other staff accepting money without issuing tickets are advised to report this to Metlink on 131 638 for further investigation.

**Bus Driver Obligations**

Bus drivers are required to sign on and sign off from the ticketing system, if present, as they enter and leave the depot.

Bus drivers on Metcard routes are also required to update their location on the ticketing system as they travel along the route to ensure validation occurs correctly. If it is not possible for a bus driver to issue a ticket due to equipment failure, then all passengers will travel free of charge. Bus drivers are not permitted to accept money without issuing a ticket in return. If a passenger pays for their ticket and does not take it, the driver must call them back and give it to them. If the passenger declines to accept the ticket the driver must immediately rip it in half and leave it in their change tray until the passenger leaves the bus, when it can then be discarded.

**Tram Driver Obligations**

Tram drivers are responsible for signing onto the tram driver keypad when they enter the tram. This should occur prior to leaving the depot to ensure the ticketing equipment is operational. While bus drivers are required to update their location manually, this process is generally automated on trams. However, errors can occur and it is the responsibility of tram drivers to confirm the location shown on their driver keypad is correct to ensure that tickets are sold and validated correctly. If the ticketing system is not programmed with the correct location, it may result in passengers being unable to purchase or validate certain tickets.

**Authorised Officers**

Public transport operators employ staff to perform the role of 'Authorised Officers' under the Transport Act and Transport Regulations. These officers are authorised by the Victorian Government's Department of Infrastructure after they have been trained in the relevant law and procedures, and have passed a stringent security check and interview.

Where a person is detected by an Authorised Officer travelling on public transport without a valid ticket, and it is believed the person had a reasonable opportunity to purchase and/or validate a ticket, the authorised officer may inform the person in clear terms what offence he/she believes has been committed. This also applies where a person is detected/observed committing another offence under the Transport Act or Regulations. The officer may inform the person that he/she intends to report the matter to the Department of Infrastructure and that they may receive an infringement notice in the mail. The person will then be requested by the Authorised Officer to state their name and address.

Authorised officers and police are empowered by section 218B of the Transport Act to obtain the name and address of a person reasonably believed to have committed an offence against the Transport Act or Regulations. This can be done orally, or in writing by producing identification.

Anybody who fails or refuses to give their name and address, or gives false details to an officer commits another offence.

If the officer suspects that the name and address is false he or she can compel the person to produce confirmation of their identity. It is a further offence not to do so.

**Report of Non-Compliance**

To report an offence an officer will compile a 'Report of Non-Compliance', which contains a summary of the offence(s) alleged, the name and address of the person being reported, the location of the occurrence, the time, date, etc. This document, along with any evidence such as a confiscated ticket, is forwarded to the Department of Infrastructure for processing. The documentation is checked for completeness and the details are entered into the Department of Infrastructure PERIN (Penalty Enforcement by Registration of Infringement Notices) computer system. An infringement notice is generated by the system and posted to the alleged offender.

**Infringement Notice procedures**

Upon receiving an infringement notice a person has 28 days (from the notice date) to deal with the matter. If the penalty amount is paid within 28 days, the matter is finalised and no further action is taken. If the penalty amount is not paid within 28 days, 'courtesy letters' are generated and sent to the same address to remind the alleged offender of the overdue payment. The courtesy letter adds additional administration costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 28 days from the date of the courtesy letter.

If a person wishes to pay the penalty but because of genuine financial hardship, cannot afford to pay it in one payment, they are encouraged to contact the Department of Infrastructure who may grant an extension of time to pay. The DOI system does not allow for part payments – the whole amount must be paid to finalise the matter. The telephone number for infringement payment enquiries is 1300 135 066 or enquiries in person can be made at 'Infringement Payments', Level 6 Nauru House, 80 Collins Street, Melbourne.

Where no contact has been made with the DOI within either of the two 28 day periods mentioned above, and the infringement notice remains unpaid, the matter is transferred to the PERIN Court (a division of the Magistrates' Court), for enforcement. Once the matter has transferred to the PERIN Court, any enquiries about the matter must be directed to the PERIN Court, not the Department of Infrastructure. The PERIN Court telephone enquiry number is 9611 7600 or toll free 1800 150 410. Unpaid infringement notice matters for children are handled by the Children's Court (8601 6700).

**Objections to Infringement Notices**

If a person believes that they should not have to pay an infringement notice because of extenuating circumstances or for some other legitimate reason, they may formally object to the infringement notice. This may only be done in writing by letter or fax; by email to: [tia@doi.vic.gov.au](mailto:tia@doi.vic.gov.au) or by filling out a 'Personal Attendance Explanation Form' at DOI, Level 6 Nauru House, 80 Collins Street, Melbourne. The DOI calls these objections 'appeals', and they are dealt with by one of several DOI 'Case Review Officers' who will respond in writing in due course. Upon receipt of an appeal, the infringement process is put on hold, which means the 28 day period is suspended until a decision is made whether to uphold or reject the appeal. If not satisfied with the decision, a person may elect to have the matter taken before a Magistrate. A person may also elect to have the matter dealt with in Court without the appeal process taking place, by notifying the DOI on receipt of the infringement notice.

**CHAPTER 12****Contact Information****Metlink**

Customer Information Line .....	131 638
TTY .....	9619 2727

Website: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

The Metlink information line provides timetable, route and ticketing information on metropolitan bus, train and tram services.

**V/Line**

Customer Information .....	136 196
Customer Feedback .....	1800 800 120

Website: [www.vline.com.au](http://www.vline.com.au)

The V/Line customer information line provides timetable, route and fare information for regional trains and coaches.

Reservations can be made. The V/Line feedback line allows passengers to provide compliments / complaints regarding any V/Line operated service.

**Connex**

Customer Feedback .....	1800 800 705
Lost Property (9.00 am – 4.30 pm: Mon-Fri) .....	9610 7512
Emergencies and level crossing failures .....	9619 2999

Website: [www.connexmelbourne.com.au](http://www.connexmelbourne.com.au)

The Connex feedback line allows passengers to provide compliments/complaints regarding any metropolitan train service.

**Yarra Trams**

Customer Feedback .....	1800 800 166
Lost Property (8.30 am - 5.00 pm: Mon-Fri). .....	1800 800 166

Website: [www.yarratrams.com.au](http://www.yarratrams.com.au)

The Yarra Trams feedback line allows passengers to provide compliments / complaints regarding any tram service.

**OneLink**

Report Faults/Order Tickets .....	1800 652 313
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The OneLink line allows customers to report faults with the Metcard ticketing system or order tickets by telephone.

**Public Transport Infringement Enquiries**

Department of Infrastructure .....	1300 135 066
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**CHAPTER 13*****Definitions and Interpretation*****Definitions**

In this manual, the following definitions apply:

**“authorised officer”** means a person authorised by the Secretary to act as an authorised officer under section 221A or 221AB of the **Transport Act 1983**.

**“authorised person”** means –

- a) a person employed by an operator who has duties in relation to the issue, inspection or collection of tickets for, or the operation of, a train or tram operated by the operator; or
- b) a member of the police force; or
- c) any other person appointed in writing by an operator or the Secretary for the purposes of the Transport (Ticketing and Conduct) Regulations 2005; or
- d) the operator or driver of a bus; or
- e) a person authorised by the Secretary under regulation 45(b) of the Transport (Passenger Vehicles) Regulations 2005; or
- f) an authorised officer.

**“bus”** means

- a) a motor vehicle having more than 12 seating positions, including the driver’s seating position; or
- b) a public commercial passenger vehicle.

**“bus company”** means a person or body that has entered into a contract with the Crown, or the Secretary or the Director on behalf of the Crown, for the provision of any transport services (including a service contract within the meaning of the **Public Transport Competition Act 1995**), but does not include a passenger transport company under the **Transport Act 1983**.

**“bus only ticket”** means a ticket specified in Chapter 3.

**“concession entitlement”** means an entitlement –

- a) to use a ticket purchased for a concession fare; or
- b) to free travel –

set out in Chapter 6.

**“concession ticket”** means a ticket purchased for a concession fare or a pass or authority entitling the holder or an accompanying person to free travel.

**“designated area”** means –

- a) an area of land or an area within premises owned or occupied by an operator that is designated by the operator by means of signs in or near the area as an area for entry to which a ticket is required; or
- b) if a railway station is specified by the Secretary in a notice published in the Government Gazette for the purposes of the definition of “designated area” in the Transport (Ticketing and Conduct) Regulations 2005,
  - i) a platform at that station; and
  - ii) a waiting room or area adjoining a platform if access to the platform from the room or area is not gained past one or more ticket validating machines or one or more ticket barriers; and
  - iii) an area between a platform and any ticket validating machine or ticket barrier past which access is gained to the platform.

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

**“electronic ticket barrier”** means an electronic ticket barrier which includes the facility to electronically validate or re-validate Metcards when a Metcard is inserted into the barrier.



“**Government Gazette**” means the Victoria Government Gazette.

“**guardian**”, in relation to a child travelling on a passenger service, means a person travelling with, and responsible for supervising, that child during the relevant journey.

“**journey**” or “**trip**” means –

- a) travel between two railway stations by train or any substitute mode of transport provided by the operator which must be continuous except for any breaks necessary for the sole purpose of changing trains or modes of transport; or
- b) continuous travel on a single tram or bus to a scheduled destination for that tram or bus, but, if the travel to that destination is not able to be completed on that tram or bus, includes travel on a replacement tram or bus provided by the operator.

“**Metcard**” means a plastic or cardboard ticket with a magnetic stripe for storing data and which, on issue, has encoded travel and entry details for the ticket.

“**metropolitan ticket**” means a ticket specified in Chapter 2.

“**mode of transport**” means a tram, train or bus.

“**month**” means the period of time between the same dates in successive calendar months.

“**operator**” means –

- a) Connex Melbourne Pty Ltd (ACN 087 516 210) and MetroLink Victoria Pty Ltd trading as Yarra Trams (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 the Director for the provision by that person of a service carrying passengers by tram or train;
- d) a bus company.

“**passenger**” means a person who holds a ticket.

“**passenger service**” means a tram, light rail, train or bus service conducted by an operator.

“**public commercial passenger vehicle**” means a commercial passenger vehicle operated by or proposed to be operated by:

- a) any person, to be used under contract with the Department of Education of Victoria, which contract is approved by the Secretary; or
- b) any person for the carriage of members of the public along a fixed route on a regular basis, whether or not fares are charged, and the operation of which commercial passenger vehicle is approved by the Secretary;

“**regional city ticket**” means a ticket specified in Chapter 5.

“**re-validate**” in relation to a Metcard which authorises travel on more than one occasion and which has already been validated, means to insert the Metcard into a ticket validating machine or electronic ticket barrier so as to record the place where and the time when the Metcard was inserted.

“**Secretary**” means the Secretary to the Department of Infrastructure and includes a delegate of the Secretary.

“**stopover**” means any break of journey where the passenger has voluntarily elected to change services and delay the completion of their journey. It does not include situations where customers have to transfer to next available service, or scheduled breaks in individual services.

“**suitable container**”, in Chapter 8, means a container that is designed specifically for the carriage of pets and is suitable for the pet being carried in the particular case.

“**ticket**” means a metropolitan ticket or a bus only ticket or a regional city ticket or a V/Line ticket or a free travel pass or authority.

“**ticket barrier**” means an electronic or other barrier which is intended to be used to regulate access to or egress from part of a railway station that is a designated area.

“**ticket validating device**” means

- a) a ticket validating machine; or
- b) an electronic ticket barrier.

“**ticket validating machine**” or “**validator**” means a machine which is designed and intended to be used to electronically validate or re-validate Metcards when a Metcard is inserted into the machine.

“**validate**” in relation to a Metcard, means

- a) to insert the Metcard into a ticket validating machine or electronic ticket barrier so as to electronically record the place where the Metcard was inserted and either the expiry time for the Metcard or the time when the Metcard was inserted; or
- b) to purchase the Metcard from a vending machine which automatically electronically records the place where the Metcard was purchased and either the expiry time for the Metcard or the time when the Metcard was purchased.

“**Victorian Health Care Card**” means a Health Care Card issued by or on behalf of the Commonwealth Department of Family and Community Services to a person resident in Victoria.

“**V/Line Passenger**” means 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 the Director for the provision of services carrying passengers by train and who operates predominantly country services under that contract.

“**V/Line ticket**” means a ticket specified in Chapter 4.

“**zone**”, in relation to a metropolitan ticket, means any or all of zone 1, zone 2 and zone 3.

“**zone 1**” means the railway lines, tramways and area depicted as Zone 1 on, respectively –

- a) for train services, the Melbourne Train Network map in Chapter 2; and
- b) for tram and light rail services, the Melbourne Tram Network map in Chapter 2; and
- c) for bus services, the Melbourne Public Transport Map in Chapter 2.

“**zone 2**” means the railway lines, tramways and area depicted as Zone 2 on, respectively –

- a) for train services, the Melbourne Train Network map in Chapter 2; and
- b) for tram and light rail services, the Melbourne Tram Network map in Chapter 2; and
- c) for bus services, the Melbourne Public Transport Map in Chapter 2.

“**zone 3**” means the railway lines, tramways and area depicted as Zone 3 on, respectively –

- a) for train services, the Melbourne Train Network map in Chapter 2; and
- b) for tram and light rail services, the Melbourne Tram Network map in Chapter 2; and
- c) for bus services, the Melbourne Public Transport Map in Chapter 2.

**Interpretation**

In the conditions contained in this manual, unless the context otherwise requires:

- a) words importing the singular include the plural and vice versa;
  - b) words importing a gender include any gender;
  - c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
  - d) a reference to a chapter is to a chapter of this manual;
  - e) 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;
  - f) 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;
  - g) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
  - h) a reference to an operator includes an operator's officers, employees, contractors, agents or other representatives.
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