



Victoria Government Gazette

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Transport Act 1983

CONDITIONS UNDER SECTION 220D

I, Jim Betts, Director of Public Transport, pursuant to Section 220D of the **Transport Act 1983**, hereby determine and publish in the Government Gazette the conditions contained in the Victorian Fares and Ticketing Manual 2006 (effective 1 August 2006) to which entitlements to use the public transport services specified in that manual are to be subject (the August 2006 conditions).

The August 2006 conditions take effect from and including 1 August 2006 and replace the conditions contained in the Victorian Fares and Ticketing Manual 2006 published in the Victoria Government Gazette No. S 1 Tuesday 3 January 2006 which are revoked on the August 2006 conditions taking effect.

Dated 1 August 2006

JIM BETTS
Director of Public Transport

SPECIAL

VICTORIAN FARES AND TICKETING MANUAL 2006

(effective 1 August 2006)

CHAPTER 1***Introduction***

Over the last four years, there have been significant improvements to public transport ticketing in Victoria.

More than two million \$2.50 Sunday Saver tickets have been sold since the product was introduced in April 2005, with the ticket contributing to patronage growth on Sundays of more than 20 per cent. On 22 April 2006, integration between V/Line and Metcard commenced, with most V/Line tickets now valid for travel on selected metropolitan and regional bus services – significantly reducing fares for many customers. The provision of concession fares for Seniors at all times on V/Line completes a four year program to standardise concessions, fixing the previous situation where certain customers were eligible for concessions on Metcard services, but not on V/Line. More customers than ever are purchasing tickets in bulk through 10 x 2 hour or 5 x Daily tickets, with more Zone 1 Adult 2 hour tickets now sold as part of a 10 x 2 hour than are sold individually.

These changes, and many more, have provided significant benefits to customers, and pave the way for a new ticketing solution to be introduced during 2007.

The new ticketing solution for Victoria will be a single unified system that will cover V/Line, Metcard and selected regional cities such as Geelong, Ballarat, Bendigo, Moe, Morwell and Traralgon. There will be one set of zones, one set of concessions and one set of ticket types to deliver a fully integrated solution.

To allow this to happen, changes have been made to ticket types to align the different systems. A monthly V/Line ticket was introduced for consistency with Metcard. The rules for V/Line return tickets were closely aligned with the Metcard Daily. The Metcard Weekly ticket rules were simplified and brought into line with the V/Line weekly. Fares from a number of locations have been aligned with Metcard, such as the fares from Bacchus Marsh and Lara being aligned with Zone 1+2+3 prices so these locations can be included in Zone 3 when the new system is introduced.

Further integration and simplification of fares will occur during 2006 and 2007 to ensure the system is easy for customers to understand, and allow for a smooth transition to the new ticketing solution.

For many years, Victoria did not actively manage fares and ticketing policy. Initiatives such as the Sunday Saver and the Seniors Sunday Pass demonstrate that Victoria is prepared to innovate to introduce fares which boost patronage at times when surplus capacity is available and which increase the accessibility of public transport to all Victorians.

JIM BETTS

Director of Public Transport

Legal status

The contents of this manual set out conditions which have been determined and published in the Government Gazette pursuant to section 220D of 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; and
- any references to a method of calculating fares.

The conditions in this manual take effect from and including 1 August 2006.

The Conditions apply to one or more of the following classes of tickets as set out throughout the manual and govern the entitlement to use the public transport services specified in the Conditions in respect of which those tickets are issued –

- 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.

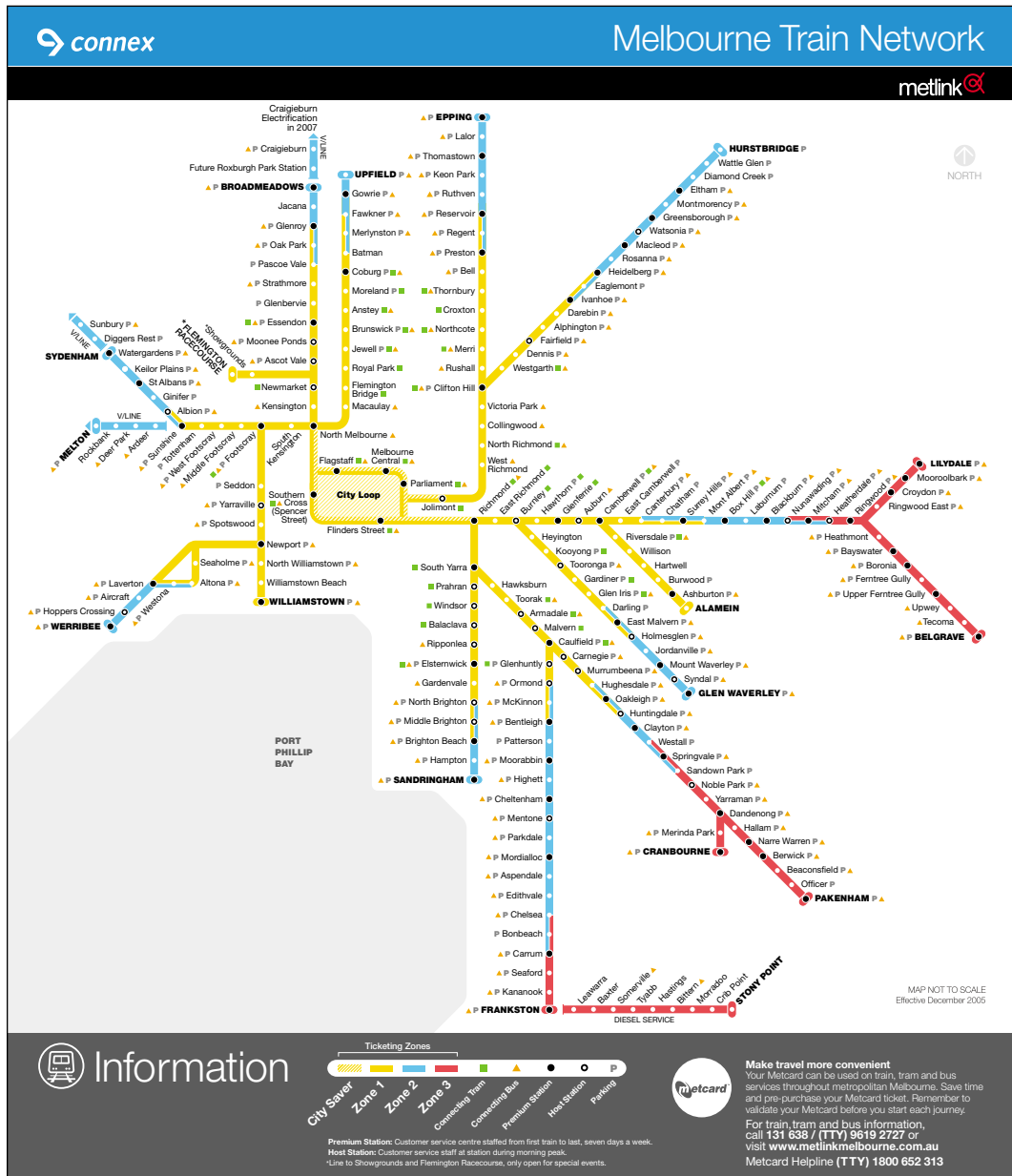
CHAPTER 2

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.

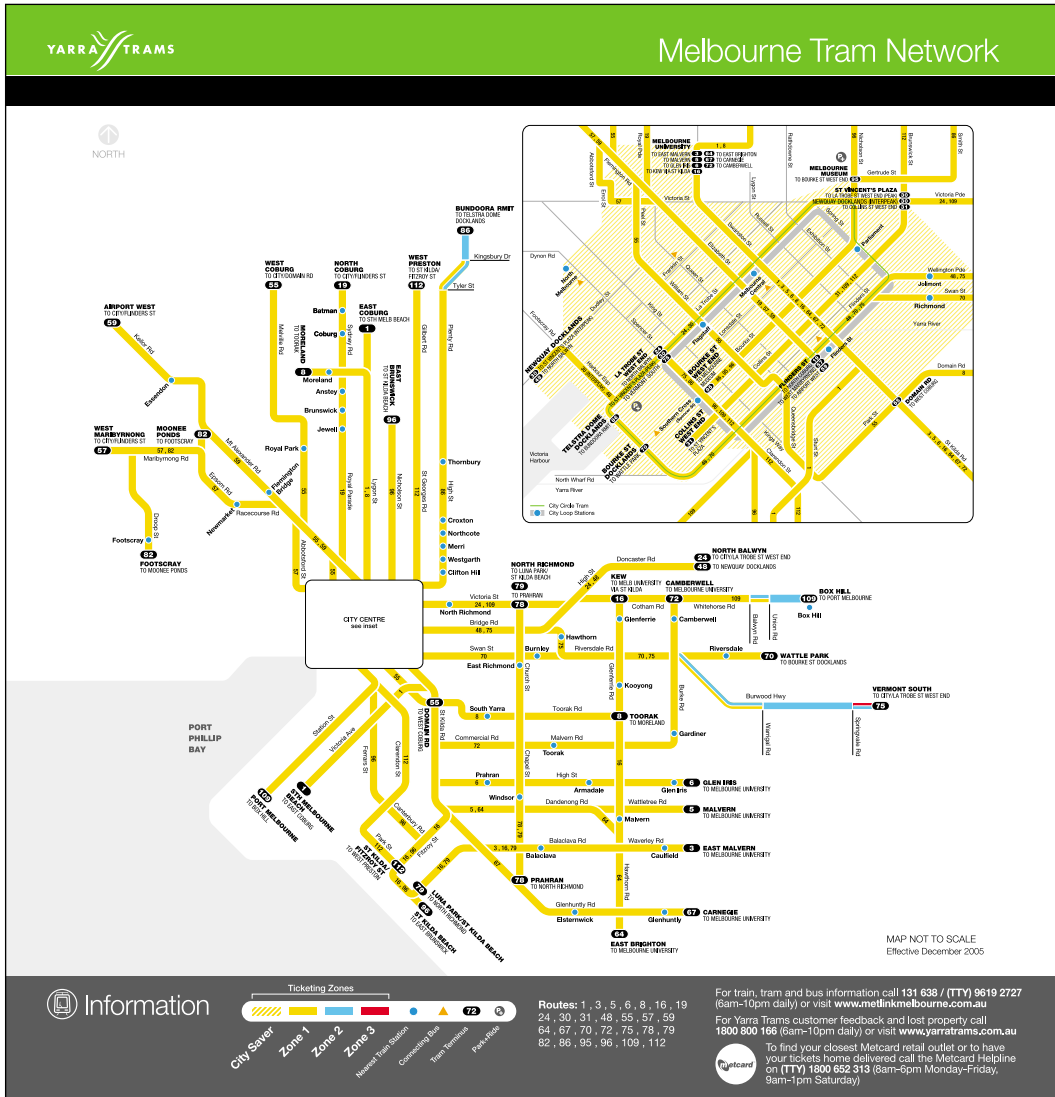
Tickets need to be valid for each Zone that a passenger travels in. However, when travelling in a Zone boundary overlap, the ticket only needs to be valid for one of the overlapping Zones.

Melbourne Train Network Map

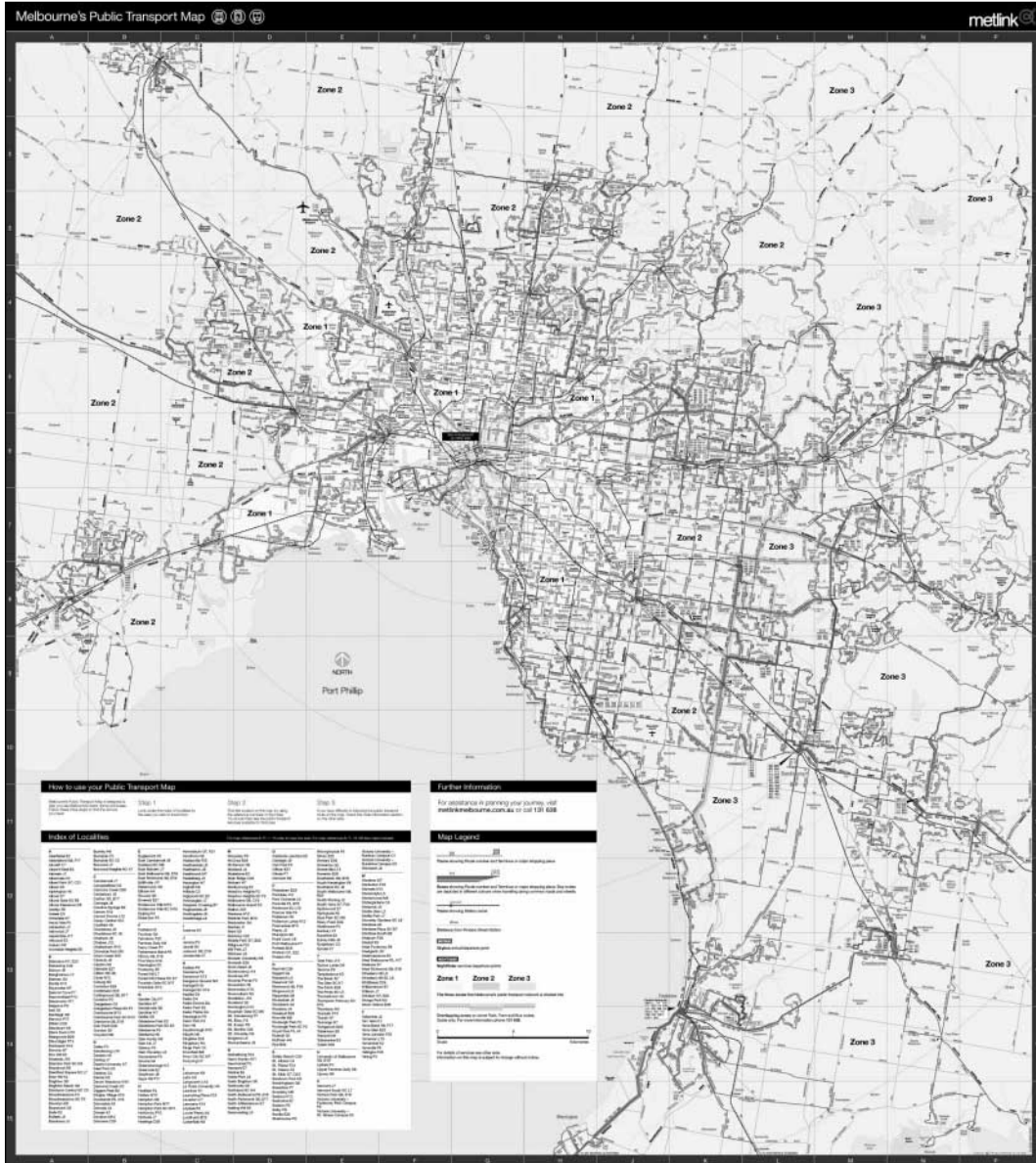


There are 67 Premium stations in metropolitan Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where passengers can get tickets, timetables, information and change for vending machines and payphones. Most Premium stations have passenger 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

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 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 (\$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*
Ticket/Card										
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	✓			✓						✓
Other concession cards										✓
Gisborne and Bacchus Marsh area tickets										✓
Payment methods										
Coins	✓	✓	✓	✓			✓	✓	✓	✓
Notes	✓	✓		✓			✓		✓	✓
EFTPOS	✓	✓		✓			some			
Credit cards	✓			✓	✓	✓	some			some

cs Only available in the City Saver area
Only available in zones 2 and 3

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

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 or re-validate their Metcard before travelling. If a passenger has not validated their Metcard at the start of a train journey, they will 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 pm. 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 9 am;
- 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 9 am;
- Off-Peak Daily Metcards may not be purchased in zone 1.

Sunday Saver

Allows unlimited train, tram and bus travel in zones 1, 2 and 3 from 4 am on Sunday until the end of services for that day (2 am Monday morning).

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.

Seniors Sunday Pass

Allows unlimited train, tram and bus travel from 4 am on Sundays until 2 am Monday morning wholly within zones 1, 2 and 3 or; travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System. This ticket is only available to holders of a Victorian Seniors Card. The ticket expires one full year from the day it was first validated.

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 (2 am 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.

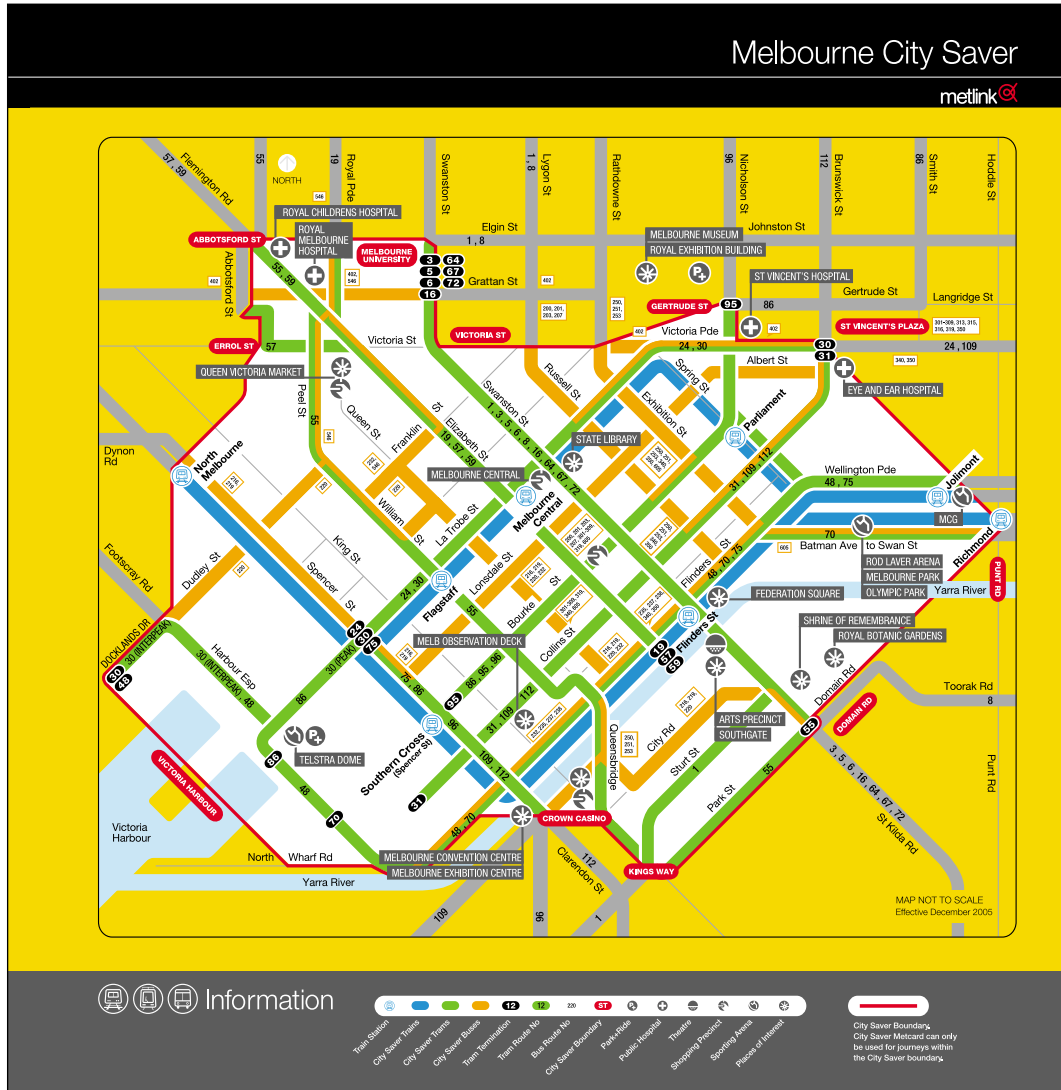
On Saturdays and Sundays, Yearly Metcards can be used for travel in zones 1, 2 and 3, irrespective of the zones shown on the ticket.

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 employers to purchase yearly tickets for their staff at a discounted rate. For more information, phone 131 638.

City Saver

The City Saver Metcard is a ticket that allows a single trip within the City Saver area, as defined by the map below.



There are two types of City Saver tickets.

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, and 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.

Metropolitan 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

Student Passes allow unlimited train, tram and bus travel in the metropolitan area for holders of a Victorian Public Transport Primary/Secondary Student Concession Card. Both Half Yearly (for either the first or second halves of the school year) and Yearly Student Passes are available.

The Student Pass is valid on all days (including school holidays and public holidays) from the date of issue to the date of expiry shown on the pass. The Student Pass is only valid when presented together with a Victorian Public Transport Primary/Secondary Student Concession Card with a matching ticket number endorsed.

Application Forms for Victorian Public Transport Primary/Secondary Student Concession Cards are available from metropolitan Premium stations, staffed V/Line stations, The MetShop and some metropolitan and regional bus depots.

Student Passes are available from metropolitan Premium stations and staffed V/Line stations.

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

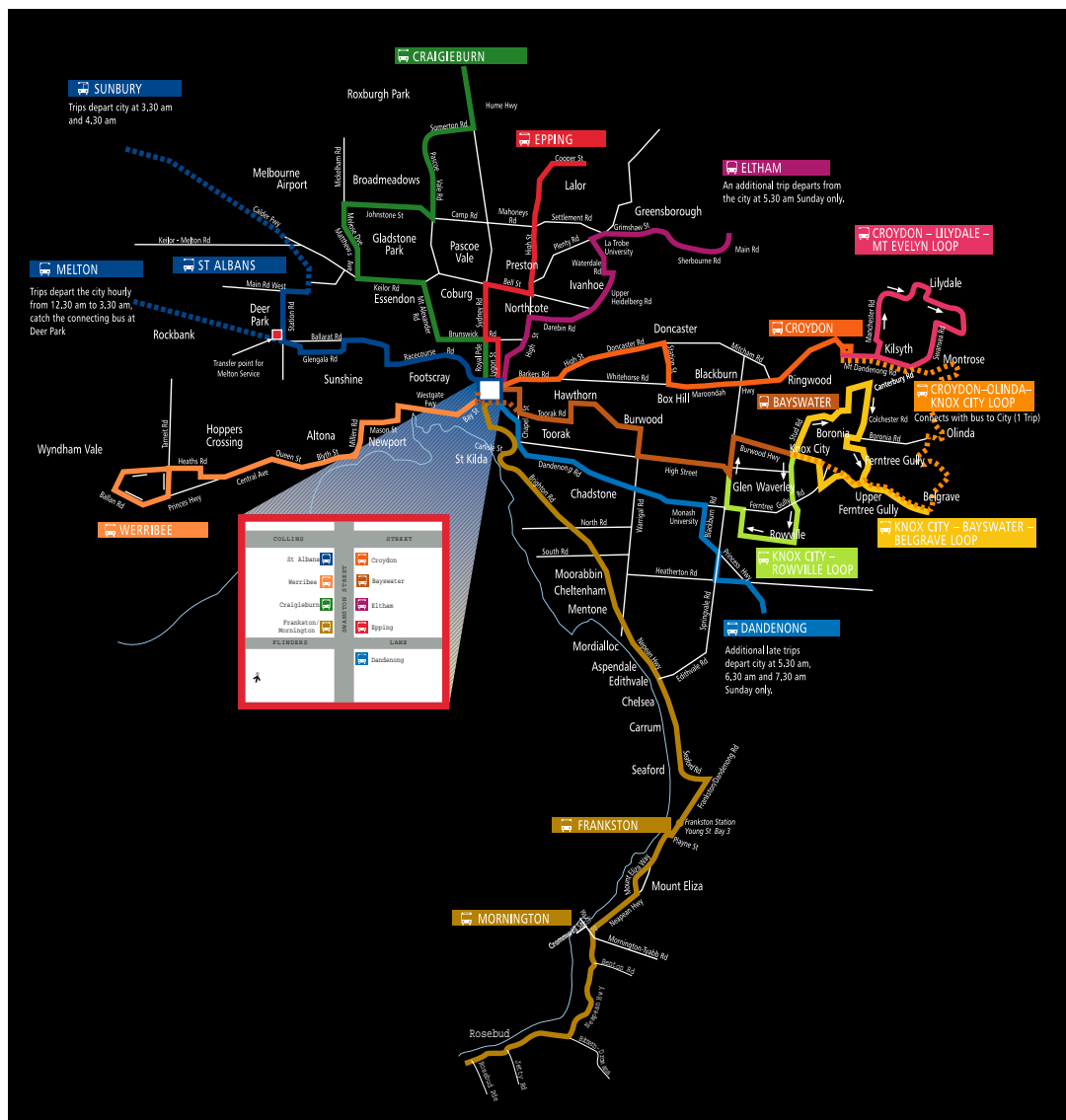
CHAPTER 3

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

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.

For more information, phone 9335 3066 or go to www.skybus.com.au

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. If pre-booked 48 hours in advance, buses will pickup at CBD Hotels.

Services also operate to hotel and accommodation venues up to 6kms from Melbourne CBD, and from Werribee RSL in Synott Street.

For more information, phone 9689 6888 or go to www.sunbusaustralia.com.au

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.

For more information, phone the National Bus Company on 9488 2100.

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.

For more information, phone Bacchus Marsh Coaches on (03) 5367 2344 or go to www.sunburybus.com.au

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: Chirside Park to Warburton

On route 683, which travels from Chirside 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

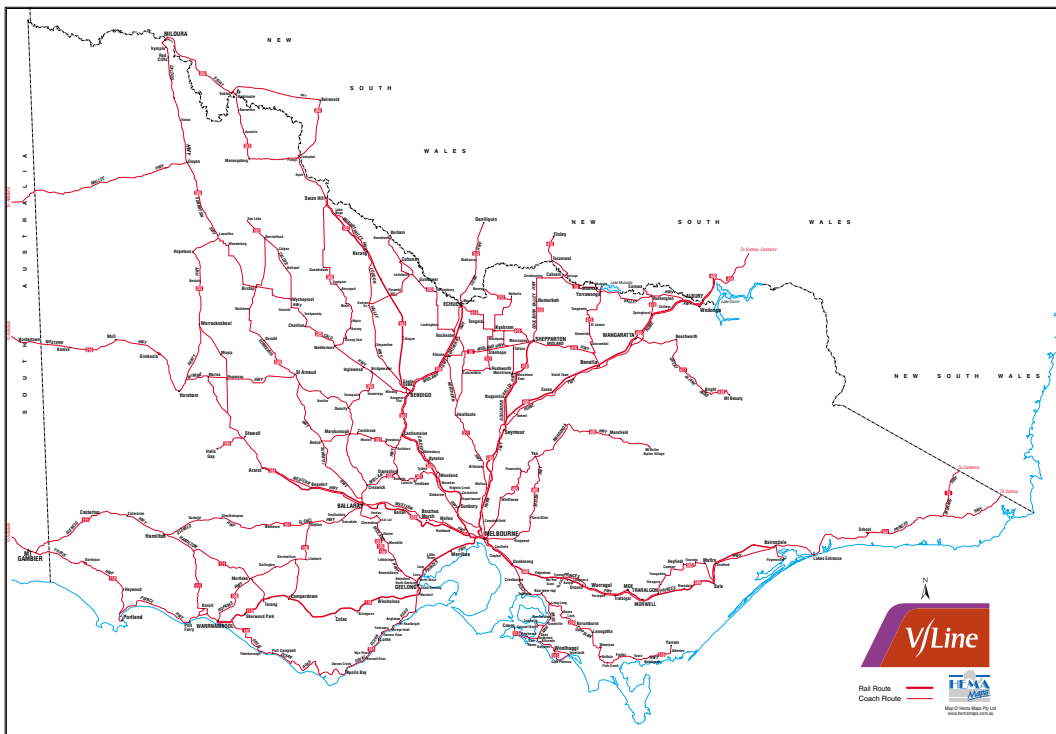
Fares for route 788 services are based on the distance travelled, as outlined in the tables below. Tickets are available from the driver. Metcards are not accepted, except for the Seniors Daily ticket.

PORTSEA - FRANKSTON (route 788)														
ADULT FARES														
	Portsea	Sorrento	E.Sorrento	Blairgowrie	Rye	Tootgarook	Rosebud	McCrae	Dromana	Safety Beach	Bruce to Ellerinna	Ellerinna to Cumberland	Cumberland to Strachans	Mornington
Portsea	\$1.10													
Sorrento	\$1.20	\$1.10												
E/Sorrento	\$1.40	\$1.20	\$1.10											
Blairgowrie	\$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								
Rosebud	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10							
McCrae	\$3.80	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10						
Dromana	\$4.50	\$3.80	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10					
Safety Beach	\$4.80	\$4.50	\$3.80	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.20	\$1.10				
Bruce to Ellerinna	\$5.10	\$4.80	\$4.50	\$4.10	\$3.80	\$3.50	\$3.00	\$2.50	\$2.00	\$1.40	\$1.10			
Ellerinna to Cumberland	\$5.80	\$5.10	\$4.80	\$4.70	\$4.50	\$4.10	\$3.80	\$3.50	\$3.00	\$2.60	\$1.90	\$1.10		
C'land to Strachans	\$6.10	\$5.80	\$5.70	\$5.10	\$4.70	\$4.50	\$4.10	\$3.80	\$3.50	\$3.30	\$2.60	\$2.20	\$2.00	
Mornington	\$7.00	\$6.30	\$6.10	\$6.00	\$5.80	\$5.10	\$4.80	\$4.50	\$4.10	\$3.80	\$2.70	\$2.50	\$2.20	\$2.00
Frankston	\$8.70	\$8.40	\$8.20	\$8.00	\$7.60	\$7.40	\$6.90	\$6.30	\$6.00	\$5.80	\$4.80	\$4.10	\$3.30	\$2.60

CONCESSION FARES														
	Portsea	Sorrento	E.Sorrento	Blairgowrie	Rye	Tootgarook	Rosebud	McCrae	Dromana	Safety Beach	Bruce to Ellerinna	Ellerinna to Cumberland	Cumberland to Strachans	Mornington
Portsea	\$0.60													
Sorrento	\$0.60	\$0.60												
E/Sorrento	\$0.70	\$0.60	\$0.60											
Blairgowrie	\$1.10	\$0.70	\$0.60	\$0.60										
Rye	\$1.30	\$1.10	\$0.70	\$0.60	\$0.60									
Tootgarook	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60	\$0.60								
Rosebud	\$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	\$0.60	\$0.60						
Dromana	\$2.30	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60	\$0.60					
Safety Beach	\$2.50	\$2.30	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60	\$0.60				
Bruce to Ellerinna	\$2.60	\$2.50	\$2.30	\$2.10	\$2.00	\$1.80	\$1.50	\$1.30	\$1.10	\$0.70	\$0.60			
Ellerinna to Cumberland	\$3.00	\$2.80	\$2.50	\$2.50	\$2.30	\$2.10	\$2.00	\$1.80	\$1.50	\$1.40	\$1.00	\$0.60		
C'land to Strachans	\$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	\$3.90	\$3.80	\$3.50	\$3.20	\$3.10	\$3.00	\$2.50	\$2.10	\$1.70	\$1.40

CHAPTER 4***V/Line Travel***

V/Line is the leading provider of rail and road coach services in regional Victoria, with train services operating to the regional cities of Ballarat, Bendigo, Geelong, Seymour and Traralgon and serving other regional centres including Ararat, Echuca, Swan Hill, Albury/Wodonga, Sale, Bairnsdale, Warrnambool and Shepparton. V/Line road coaches connect with many rail services at major stations to provide an integrated and coordinated public transport service across Victoria.

V/Line network map***V/Line tickets***

V/Line's ticketing system operates on regional train and coach services as well as giving access to metropolitan trains, trams and buses and bus services in some regional cities. Tickets are either machine-printed or hand-written by staff.

Where to buy V/Line tickets

Passengers can purchase V/Line tickets from:

- staffed V/Line stations;
- V/Line ticket agents;
- selected metropolitan premium stations;
- by telephoning 136 196.

V/Line customers must have a valid ticket before boarding a V/Line train. It is an offence to travel without a valid ticket and passengers who do so risk being fined.

If a customer boards at an unstaffed V/Line station or from a roadside coach stop, they may purchase a ticket from the train conductor or coach driver. V/Line tickets may be checked before, during or after the journey.

Passengers who travel on metropolitan or regional 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 ticket before travelling.

Available From	Staffed V/Line station	V/Line ticket agent	Train conductor	Coach Driver	Phone (136 196)
Ticket/Card					
Single	✓	✓	✓	✓	✓
Day Return	✓	✓	✓	✓	✓
Off-Peak Single	✓	✓	✓	✓	✓
Off-Peak Day Return	✓	✓	✓	✓	✓
Weekly	✓	✓			✓
Monthly	✓	✓			✓
Date-to-Date	✓	✓			✓
Family Saver	✓	✓	✓	✓	✓
Business Cards	✓	✓			
Group Travel					✓*
Payment methods					
Coins	✓	✓	✓ [#]	✓ [#]	
Notes	✓	✓	✓ [#]	✓ [#]	
EFTPOS	✓	some			
Credit cards	✓	some			✓

*Group Travel needs to be arranged at least seven days in advance by phoning 9619 2338

#Conductors and coach drivers carry only limited amounts of cash

Change of class and reserved seating

Most V/Line trains and all V/Line coaches 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.

Reserved seating

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

Choosing the right ticket

Most V/Line tickets can be used on any V/Line train or coach service operating between the origin and destination printed on the ticket, with the exception of services with booked seating, where a reservation is required.

V/Line ticket holders with Single and Off-Peak Single tickets to/from Melbourne or to/from some regional city stations have one hour of included travel before or after their journey in the metropolitan zone or regional city network printed on their ticket. Customers must get their tickets

endorsed for included travel at the Customer Service Centre of a Connex Premium Station or at a staffed V/Line station.

V/Line ticket holders with Day Return, Off-Peak Day Return, Weekly, Monthly, Date-to-Date and Yearly tickets to/from Melbourne or to/from some regional city stations have included all-day travel before or after their V/Line journey within the zone or regional city network printed on their ticket.

Codes printed on V/Line tickets denote the included metropolitan zones or regional city bus networks as follows:

Z1 = Metcard Zone 1; Z2 = Metcard Zone 2; Z3 = Metcard Zone 3; BTS = Ballarat Transit Service, Bendigo Transit; GTS = Geelong Transit; T/Bus = Town Bus (in Moe, Morwell or Traralgon).

Single

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

Off-Peak Single

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

Concession Off-Peak Single tickets are not available on weekends. For Off-Peak ticket rules see below.

Day Return (Daily)

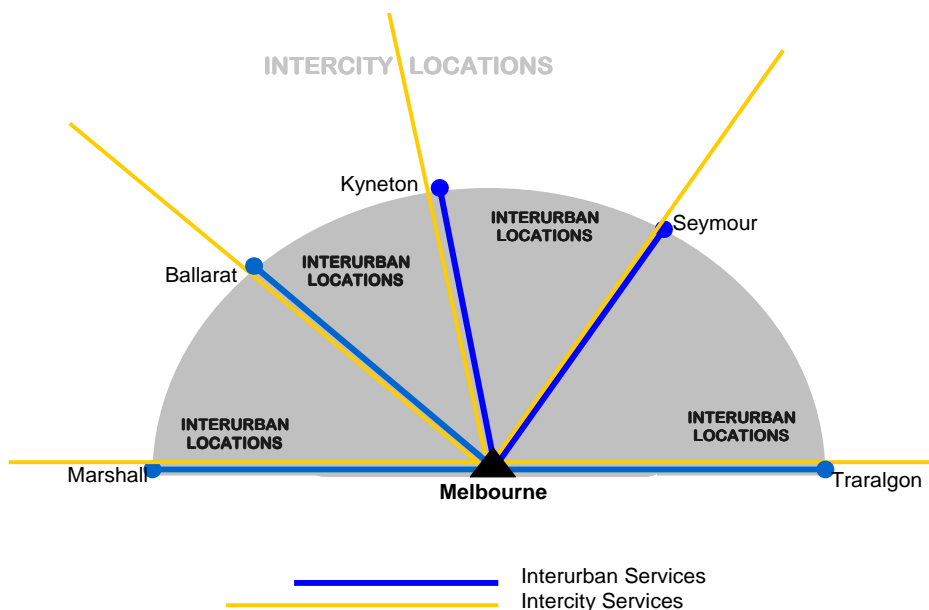
Allows unlimited travel between the origin and destination on the date printed on the ticket (until 2 am the following day). For return travel on different days, purchase two Single tickets.

Off-Peak Day Return (Daily)

Allows unlimited travel between the origin and destination on the date printed on the ticket (until 2 am the following day). For return travel on different days, purchase two Off-Peak Single tickets.

Concession Off-Peak Day Return tickets are not available on weekends. For Off-Peak ticket rules, see below.

Peak/Off-Peak ticket conditions



Passengers with Off-Peak Single and Off-Peak Day Return tickets may not travel on peak services as follows:

- Passengers travelling between locations bounded by Melbourne, Marshall, Ballarat, Kyneton, Seymour or Traralgon may not use Off-Peak tickets on weekday services scheduled to arrive in Melbourne before 9.30 am, or services scheduled to depart Melbourne between 4 pm and 6 pm (see exceptions listed in bullet points below).
- On Mondays and Fridays, passengers travelling between locations bounded by Melbourne, Marshall, Ballarat, Kyneton, Seymour or Traralgon cannot use Off-Peak tickets on services that start/finish beyond these locations. Mondays and Fridays are peak days for long distance travel.
- Passengers travelling to or from locations beyond Marshall, Ballarat, Kyneton, Seymour or Traralgon may not use Off-Peak tickets on services operating on Mondays or Fridays (the exception is the overnight coach departing Mildura on Mondays).
- Concession Off-Peak Single and Concession Off-Peak Day Return tickets are not valid for travel on weekends. Concession passengers may purchase Concession Single or Concession Day Return tickets on weekends. Adult Off-Peak Single and Adult Off-Peak Day Return tickets are valid (without time restrictions) on weekends.
- Off-Peak tickets may not be used on Thursday 13 April 2006 (the Thursday before Easter) as this is a peak travel day.
- On the Public Holidays listed on Page 61 of this manual, Adult and Concession Off-Peak tickets are available without time restrictions.
- Customers holding an Off-Peak ticket travelling on a peak service must purchase an 'Off-Peak to Peak Upgrade – Single Trip'.

Off-Peak travel is not available on V/Line Link services, as shown below:

- Canberra Link (Albury–Canberra);
- Sapphire Coast Link (beyond Genoa);
- Murray Link (Mildura–Albury);
- Capital Link (beyond Cann River);
- Speedlink (Albury–Adelaide);
- Daylink (beyond Bordertown).

In addition to 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;
- Bairnsdale–Paynesville;

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.

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 (2 am on Tuesday). A weekly ticket used between midnight and 2 am must be valid for the previous day.

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.

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.

Yearly

On 1 January 2006, fares from nine V/Line rail stations (Little River, Donnybrook, Wallan, Lara, Bacchus Marsh, Clarkefield, Riddells Creek, Heathcote Junction and Wandong) and three V/Line coach stops (Tooradin, Kinglake West and Five Ways) to Melbourne were aligned with metropolitan fares. This was done in preparation for the inclusion of these locations within zones 2 and 3 when the new ticketing solution for Victoria is implemented during 2007.

The V/Line Yearly Ticket allows unlimited travel between a location in zones B or C and Melbourne until the expiry date printed on the ticket. The ticket expires at 2 am on the day following the expiration date on the ticket.

Concession V/Line Yearly tickets are not available.

Family Saver

Family Saver tickets can be used by children under 15 years of age who are travelling with an adult aged 15 or over.

The adult must be travelling on a valid Single, Day Return, Off-Peak Single or Off-Peak Day Return ticket.

The adult may travel on a concession ticket if they are entitled to do so.

Children may not travel on Family Saver tickets when the accompanying adult is using a free pass, privilege ticket, periodical ticket, Business Card or free travel voucher.

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 and validity as the accompanying adult ticket (including any included metropolitan or regional city travel entitlements), but is not valid for travel on the following services:

- Certain V/Line Link services: Speedlink (Albury–Adelaide); Canberra Link (Canberra–Albury); Murray Link (Mildura–Albury); Capital Link (beyond Cann River) and; Sapphire Coast Link (beyond Cann River).
- 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.

Because Business Cards do not have dates printed on the ticket, they are not entitled for included travel within metropolitan zones or regional cities. Customers who currently use the V/Line Business Card and also wish to use metropolitan or regional bus services should consider switching to Single, Off-Peak Single, Day Return, Off-Peak Day Return, Weekly, Monthly or Date-to-Date tickets.

Previously, a 'No Refunds' policy has applied to unused V/Line Business Cards. However, passengers who find that a Business Card no longer suits their needs may present it for a refund at any staffed V/Line station (not Connex stations or V/Line ticket agents). The amount refunded is the value of that Business Card in 2006, divided by eleven and multiplied by the number of trips remaining on the 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 via Bendigo or Ballarat);
- Capital Link (Melbourne to Canberra); and
- Sapphire Coast Link (Melbourne– Batemans Bay); or

all journeys on the:

- Murray Link (Mildura–Albury);
- Speedlink (Albury–Adelaide);
- Canberra Link (Albury–Adelaide);
- Mansfield–Mt Buller coach, and;
- Bairnsdale–Paynesville coach.

Note: The V/Line Business Card will no longer be sold after 31 December 2006. Business Cards will remain valid for travel until 1 May 2007. Refunds on unused trips on V/Line Business Cards will be available until 30 June 2007.

V/Line 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 included metropolitan and regional city travel as shown on the ticket).

Group travel must be arranged at least seven days in advance by phoning (03) 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 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 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–Canberra via Albury;
- Capital Link–Canberra via Bairnsdale;
- Daylink–Melbourne to Adelaide via Bendigo;
- Sapphire Coast Link–Melbourne to Batemans Bay via Bairnsdale;
- Speedlink–Sydney to Adelaide via Albury; and
- Murray Link–Mildura to Albury.

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.

V/Line Single ticket conditions apply.

From 1 January 2007, V/Line Link services will become part of the standard V/Line fare structure – the full range of V/Line fares, ticket types and concessions will 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 or between Bendigo, Eaglehawk and Kangaroo Flat stations. Concession fares are available to holders of concession cards listed in Chapter 6.

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 2 am.

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

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	\$298.30	Unlimited travel on all bus services in the Ballarat area	Ballarat Railway Station 5337 8609 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	\$298.30	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)	\$103.80	\$196.20	Unlimited travel on all bus services in the Warrnambool area	Warrnambool Bus Lines 5278 5955

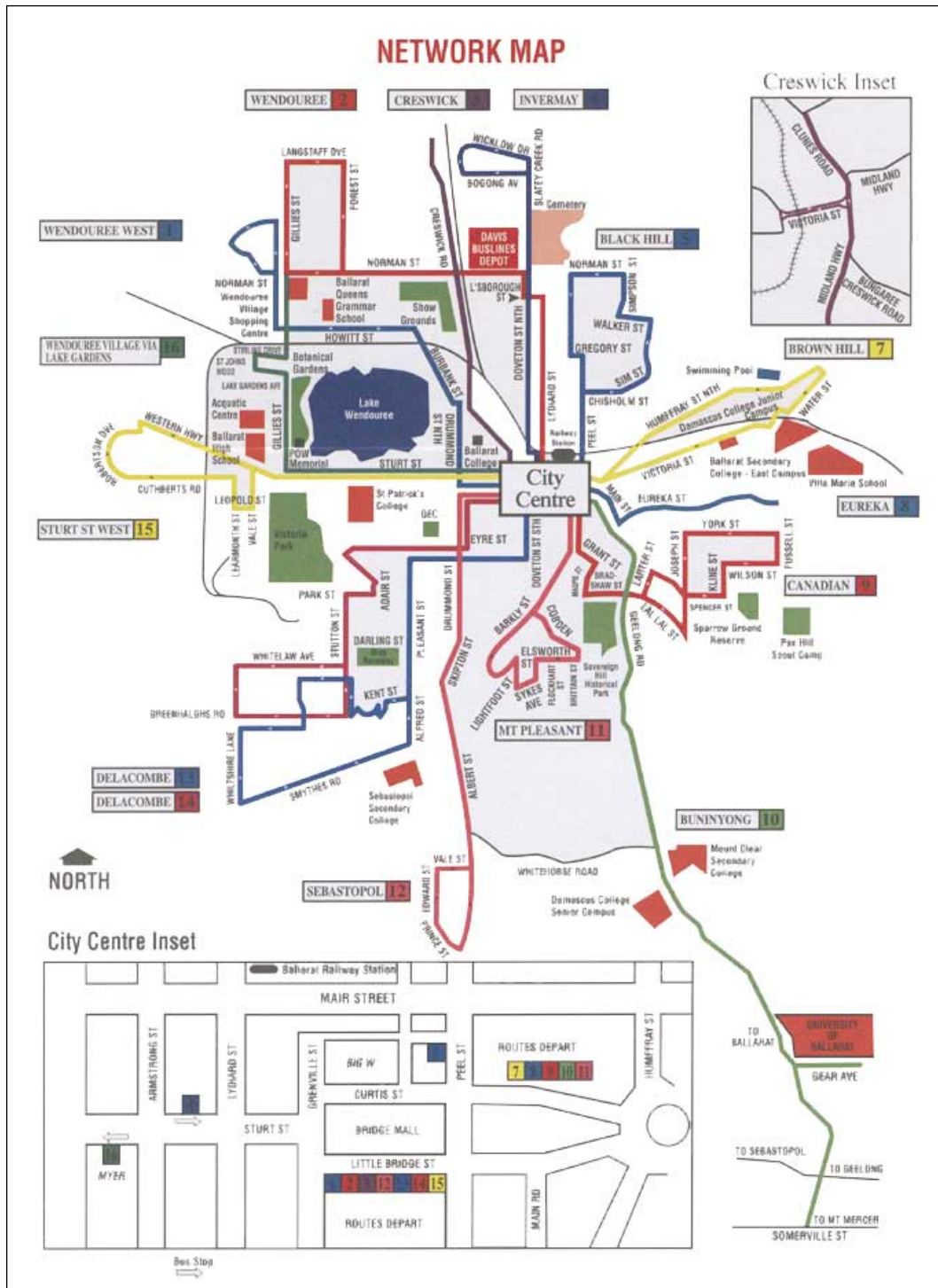
Seniors Sunday Pass

Allows unlimited train, tram and bus travel from 4 am on Sundays until 2 am Monday morning for travel wholly within zones 1, 2 and 3 or; travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System.

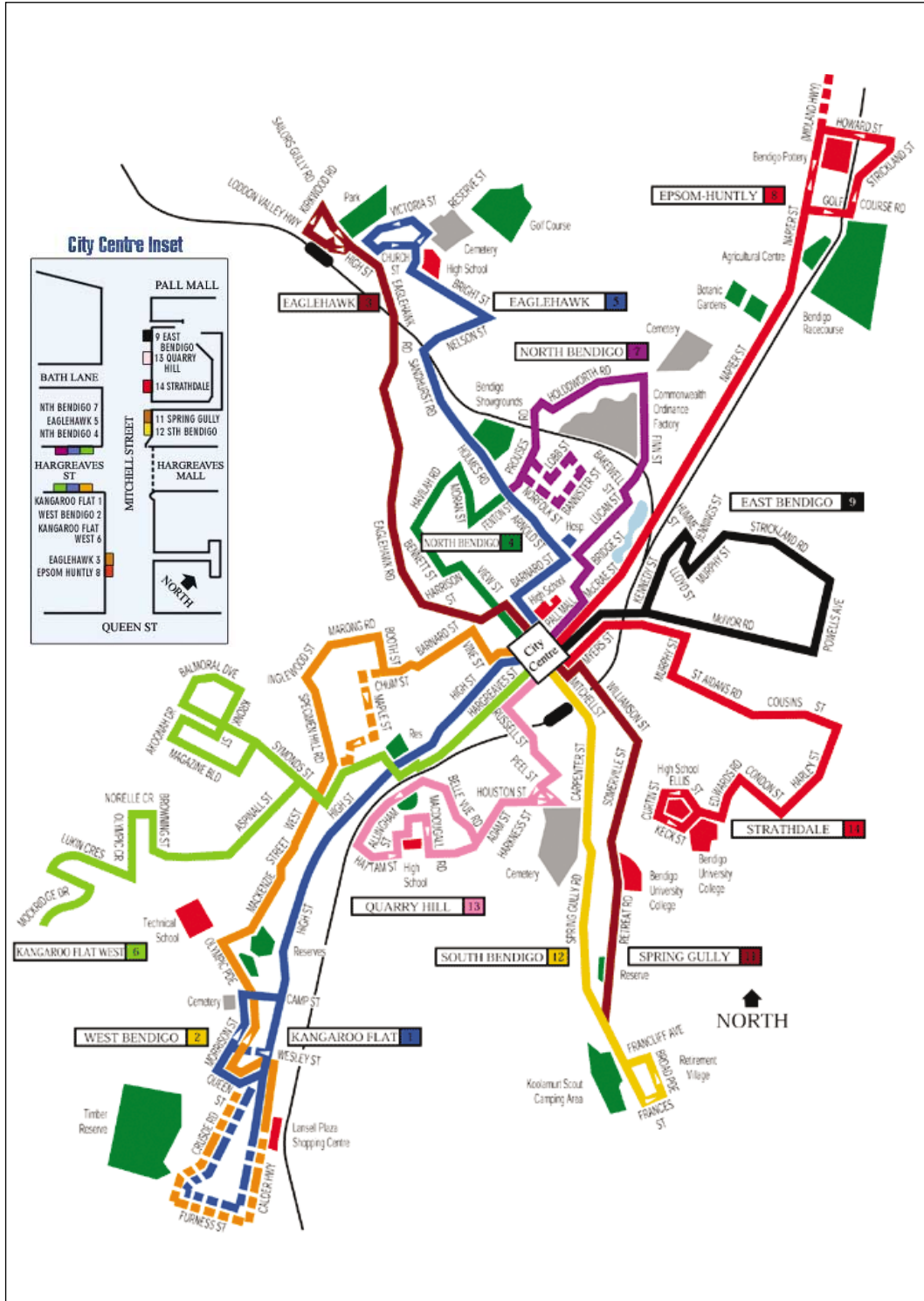
This ticket is only available to holders of a Victorian Seniors Card. The ticket expires one full year from the day it was first validated.

Regional City Bus Transport Networks

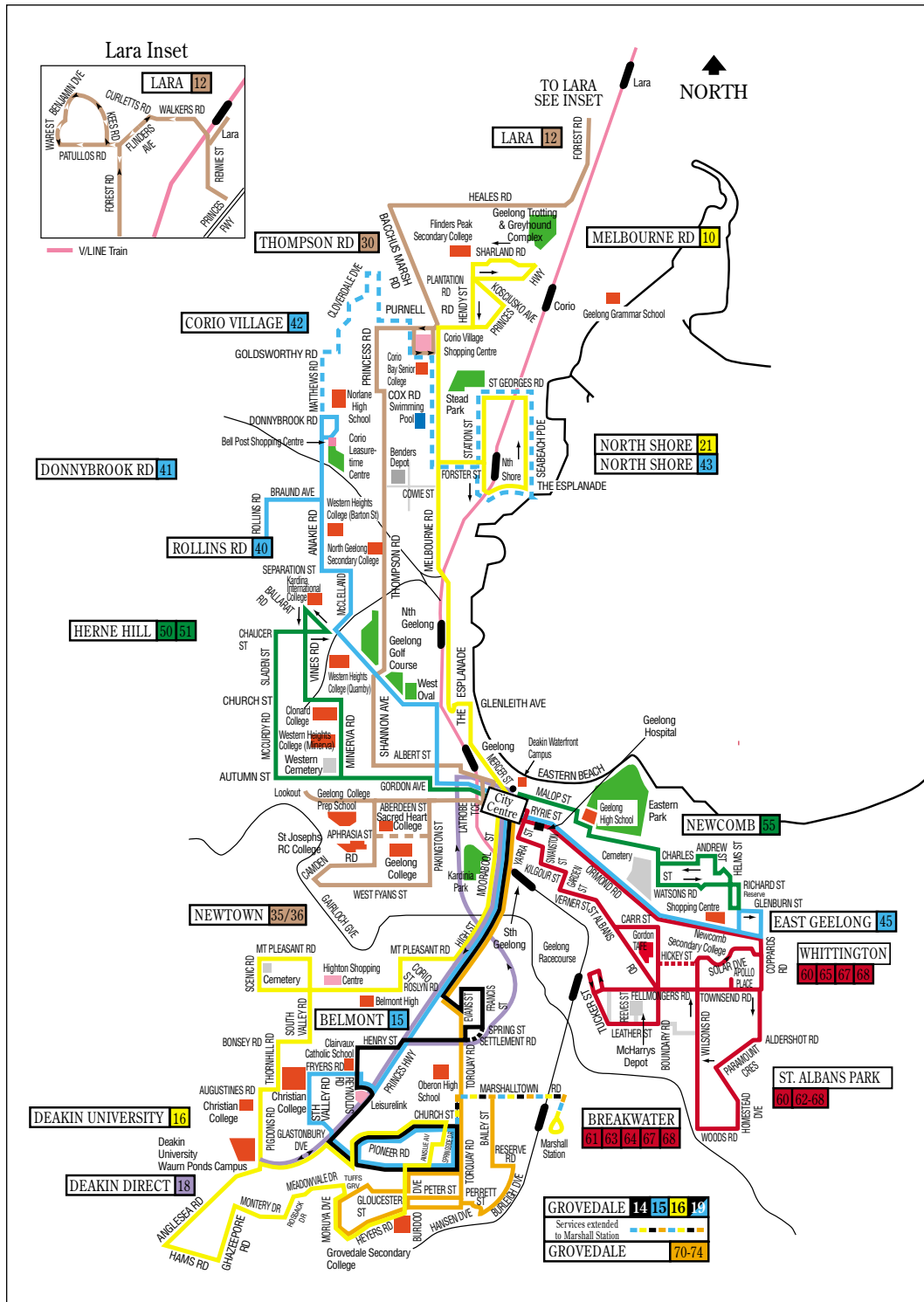
Ballarat Transit System



Bendigo Transit System



Geelong Transit System



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 Connewarre	\$3.50	\$1.80	\$6.10	\$2.90	\$24.80	\$14.20
Bellarine zone 2	Barwon Heads Ocean Grove Warrington Drysdale Clifton Springs	\$4.40	\$2.10	\$8.40	\$4.00	\$27.40	\$19.40
Bellarine zone 3	Torquay Jan Juc Portarlington	\$5.60	\$2.60	\$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	\$33.80	\$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.

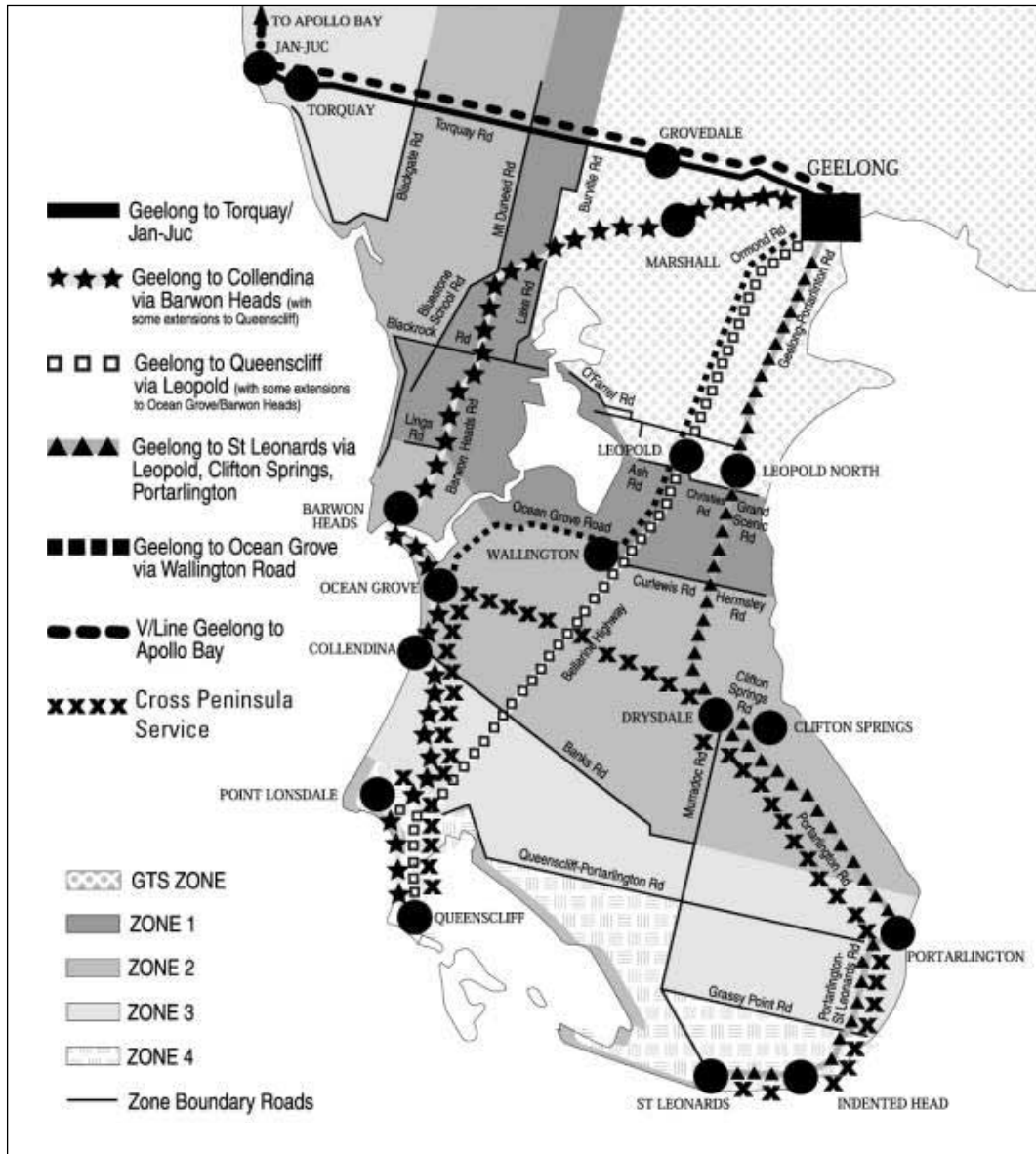
Zone boundaries

	Bellarine Highway	Portarlington Road	Barwon Heads Road, Ocean Grove – Point Lonsdale Road	Surfcoast Highway
GTS / Bellarine zone 1	Christies Road	Christies Road / Grand Scenic Road	Lake Road (closest end to Geelong)	Burville Road (opposite Geelong Airport)
Bellarine zone 1 / 2	Warrington Road (Warrington Road itself is Zone 2)	Curlewis Road / Hermesley Road	Lings Road	Mt Duneed Road
Bellarine zone 2 / 3	Banks Road	Banks Road	Banks Road	Blackgate Road

For more information:

- Phone McHarry's Buslines on (03) 5223 2111 or go to www.mcharrys.com.au
- Phone Benders Busways on (03) 5278 5955 or go to www.kefford.com.au/keff_benders.htm

Bellarine Peninsula public transport network map



La Trobe Valley

Latrobe Valley Buslines runs a bus service in the La Trobe Valley, which uses a section-based fare structure as shown in the following table. 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 ticketed services (including V/Line link services and interstate services);
- urban bus services in the following regional cities:
 - > Bacchus Marsh
 - > Ballarat
 - > Bendigo
 - > Castlemaine
 - > Geelong
 - > Horsham
 - > Melton
 - > Moe
 - > Morwell
 - > Sale
 - > Seymour
 - > Shepparton
 - > Traralgon
 - > Warrnambool, and
- 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 booking or travelling.

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

On V/Line reserved services, Free pass holders and infants may reserve a seat free of charge.

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

For more information on free travel passes, contact the Metlink Central Pass Office on (03) 9619 1159 or (03) 9619 1650.

Concessions – no card required

Infants

Children under 4 years old travel free on public transport in Victoria, but they must be accompanied by a parent or guardian. On V/Line reserved services, seats for children under 4 years old may be reserved without charge.

Children

Children under 15 years of age are eligible for concession fares on public transport in Victoria.

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) 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; and
- 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.

Concession Cards

The following concession cards entitle the holder to concession fares on Victorian Public Transport unless otherwise stated.

Victorian Public Transport Concession Card

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. War Veteran and War Widow/ers (code V) concession cards are issued by the Metlink Central Pass Office. Contact (03) 9619 1159 or (03) 9619 1650.

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

Students must be Australian Citizens, 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.

War Veterans/War Widows (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).

This card is also available to persons previously entitled to a DVA Victorian War Widow/er Transport Concession Card who is not entitled to any other type of concession card (e.g. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

Victorian Seniors Card

This card is available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week.

Victorian Seniors Cards are issued by the Department of Victorian Communities ((03) 9603 8860) or www.seniorscard.vic.gov.au

Victorian Seniors Card holders can also apply for a Seniors Sunday Pass (see page 12). Victorian Seniors Card holders are the only people entitled to travel using a Seniors Daily Metcard.

Australian Pensioner Concession Cards

These cards are issued by Centrelink and the Department of Veterans' Affairs.

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 Health Care Card

This card is issued by Centrelink. 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. Nearly all recipients of the DVA War Widow/er Transport Concession Card are eligible for another concession card, such as the Victorian Seniors Card.

The DVA War Widow/er Transport Concession Card will no longer be issued. Current cards are valid until they expire. This change will not alter who is eligible for a concession. Any DVA War Widow/er Transport Concession Card holders who are not eligible for another concession is eligible for a Victorian Public Transport Concession Card (code W) and should apply to the Metlink Central Pass Office. Information on this change will be mailed to all cardholders in late 2006.

International Student Identification Card (ISIC)

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

This card will not be recognised for concession travel after 31 December 2006. Alternative arrangements for students studying at institutes close to the Victorian border are being finalised for 2007.

Free Travel Passes

The following Free Travel Passes entitle the holder to free travel on Victorian Public Transport unless otherwise stated.

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. Free travel will not be extended 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 Pass

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.

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	✓	✓	✓	✓

Travel Trainer Authority (code TT)

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The Travel Trainer Authority 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 (03) 9619 1159 or (03) 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. 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 (03) 9619 1159 or (03) 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)****Judge's Pass (code JP)**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The Judge's 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 (03) 9619 1159 or (03) 9619 1650).

Victorian Black Book Pass (code BB)

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 obtain a new pass at the Metlink Central Pass Office (telephone (03) 9619 1159 or (03) 9619 1650).

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 obtain a new pass at the Metlink Central Pass Office (telephone (03) 9619 1159 or (03) 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 obtain a new pass at the Metlink Central Pass Office (telephone (03) 9619 1159 or (03) 9619 1650).

Red Book and VC Red Book Pass (code RB)

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 obtain a new pass at the Metlink Central Pass Office (telephone (03) 9619 1159 or (03) 9619 1650).

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 (03) 9619 1159 or (03) 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 (03) 9619 1159 or (03) 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 (03) 9619 1159 or (03) 9619 1650).

Free Travel Vouchers

In addition to transport concessions provided to Victorian Seniors Card holders and Pensioners, the Victorian Government provides the bonus of free travel on public transport within Victoria. This privilege is provided through the issue of free travel vouchers.

Victorian Pensioner Free Travel Voucher

Each year, Centrelink and the Department of Veterans' Affairs issue Victorian pensioners with a Victorian Pensioner Free Travel Voucher. The voucher can be exchanged for the following types of tickets:-

At any Premium station or The MetShop:

- a Seniors Daily Metcard (Aged Pensioners only), or
- a concession Daily ticket.

At any V/Line staffed station or V/Line agent:

- an Economy class V/Line Day Return ticket, or
- two Economy class V/Line Single tickets (to return on a different day).

Pensioners can use their vouchers for interstate travel on CountryLink or Great Southern Railway 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 voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station or V/Line agent in advance of travelling.

Passengers who have lost or damaged their Victorian Pensioner Free Travel Voucher should contact the Centrelink Teleservice centre on 132 300.

Seniors Off-Peak Free Travel Vouchers

Victorian Seniors Card holders also will be issued with two Seniors Off-Peak Free Travel Vouchers that can be exchanged for either:

- a Seniors Daily Metcard;
- a V/Line Off-Peak Day Return ticket; or
- two V/Line Off-Peak Single tickets (for return on a different day).

Vouchers can only be redeemed for Economy Class V/Line tickets and cannot be upgraded to First Class.

Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey.

Vouchers can be exchanged for CountryLink or GSR tickets.

Seniors can redeem their Off-Peak travel vouchers for travel on the following V/Line services:

- Any service on Saturday and Sunday.
- Services on Tuesdays, Wednesdays and Thursdays that arrive into Melbourne after 9.30 am.
- Services on Tuesdays, Wednesdays and Thursdays departing Southern Cross before 4 pm and after 6 pm.
- Other services on days and times as determined by the Director of Public Transport.

The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station or V/Line agent in advance of travelling.

Seniors Off-Peak Free Travel Vouchers will not be replaced if lost or stolen.

Access passes

Touchcards and Access Passes

Touchcards and Access Passes are issued by the Metlink Central Pass Office. It does not entitle the holder to free public transport – a free travel pass must be carried at all times when travelling on public transport. Touchcards and Access Passes must be validated in the metropolitan area when entering a train station or boarding a tram or bus.

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 manual ramp deployed by the driver from 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 to deploy a bridging plate at the door threshold.

People using wheelchairs and scooters can currently access low-floor trams from platform stops on Routes 109, 96, 6, 8 and 72. At the time of this manual going to press, there are around 88 accessible 'platform'-style tram stops on the Melbourne tram network.

The Department of Infrastructure's Public Transport Division in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible trams stops. During 2006, more accessible stops will be commissioned. Contact Yarra Trams on 1800 800 166 for more information on accessible routes and stop locations.

Buses

Over 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. The driver deploys a manual ramp from the door at the bus stop kerb.

Passengers should contact the relevant operators to find out which services are operated with low-floor buses. Some bus companies' timetables also show which services are operated by 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 deployed by the conductor on request. 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 on request to further assist passengers.

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 using wheelchairs or scooters 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 able to be accommodated.

Service animals

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

CHAPTER 8***Bicycles, surfboards and other items******Bicycles and 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, or
- 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 20kg 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.

Accompanied Item	Fee per trip	Sprinter & Velocity	Locomotive	Coach
Luggage	Nil	✓	✓	✓
Bicycles	Nil	✓	✓	X
Surf skis, sailboards, canoes, etc.	\$3.70	X	✓	X
Prams & shopping jeeps etc.	Nil	✓	✓	X
Scooters & petrol driven vehicles	Nil	X	X	X
Wheelchairs	Nil	✓	✓	✓
Animals	\$16.10 per animal	X	✓	X
Guide Dogs	Nil	✓	X	✓
Hearing Dogs	Nil	✓	✓	✓

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 15kg), 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; and
- 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.

Fees for lost keys and uncollected items	
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 all public transport services.

Other animals can travel subject to the following conditions:

Metropolitan services

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

Dogs on leads are permitted on metropolitan trains 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.

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 must be accompanied by their owner. 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.

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.

A refund or replacement may apply in the following circumstances:

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

Unused tickets

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

Metcard

For unused 2 hour, 2 hour x 10, 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).

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.

Surrendered tickets

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, “**enforcement activity**” means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of a ticket surrenders the ticket to an authorised officer while travelling in a passenger vehicle, he or she will be issued with a travel permit for the balance of the travel authorised by the ticket up to a maximum of seven days travel.

A surrendered ticket will be retained by the authorised officer or the member of the police force to whom the ticket was surrendered, or by the Department of Infrastructure, at least until –

- (a) a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or
- (b) all enforcement activities to which the ticket is relevant are concluded.

When either of the events referred to in the immediately preceding paragraph occurs, the following conditions apply in respect of the surrendered ticket –

- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area –
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned except as provided in the next succeeding dot point.
- If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area and –
 - (a) applies for the return of the ticket; and
 - (b) presents evidence of the relevant entitlement –
to the Department of Infrastructure within 28 days of a decision to not proceed with any enforcement activity, or of the conclusion of all enforcement activities, to which the ticket is relevant, the ticket will be returned if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the ticket was fraudulently or, in some other way, dishonestly obtained or used –
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned –
except as provided in the next succeeding dot point.
- If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Infrastructure for the return of that ticket within 28 days of the conclusion of all enforcement activities to which the ticket is relevant and satisfies the Department that he or she was not a party to the deception or dishonesty –
 - (a) if the ticket has any remaining unused value, it will be returned to the original holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.

- If the enforcement activities culminated in a successful prosecution of the holder of the ticket, the informant may seek an order for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Infrastructure within 28 days of the Court's decision –
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued and either –
 - (a) the penalty specified in the notice is paid before an enforcement order in respect of the notice is made; or
 - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order is paid –and if the holder of the ticket makes application to the Department of Infrastructure within 28 days of the payment of the penalty or amount (as the case may be), the ticket will be returned to the holder if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If –
 - (a) an infringement notice was issued; and
 - (b) the notice was lodged with the Infringements Registrar; and
 - (c) the notice was subsequently revoked by a Court; and
 - (d) under section 69 of the **Infringements Act 2006**, the matter is not referred to the Court –and if the holder of the ticket makes application to the Department of Infrastructure within 28 days of receiving the notice under section 69(3) of the **Infringements Act 2006** from the Infringements Registrar that the matter will not be referred to the Court –
 - (e) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (f) whether or not the ticket is returned under paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued, but later withdrawn and either –
 - (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
 - (b) an official warning is given to the holder of the ticket –and if the holder of the ticket makes application to the Department of Infrastructure within 28 days of receiving the notice of withdrawal or warning letter (as the case may be) –
 - (c) if the ticket has any remaining unused value, it will be returned to the holder; and

- (d) whether or not the ticket is returned under paragraph (c), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- Unless the ticket is a ticket referred to in the first dot point above, if a decision was taken to not proceed with any enforcement activity to which the ticket is relevant, and if the holder of the ticket makes application to the Department of Infrastructure -
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- An application under the last preceding dot point must be made no later than 28 days after the holder of the ticket receives advice from the Department of Infrastructure that no enforcement activity to which the ticket is relevant will proceed.

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 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;
- being bent, punched through, torn or cut;
- being chewed;
- water damage;
- being 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, he/she will receive a combination of Metcards that equals or exceeds the amount of the refund calculated. An administration fee of \$9.80 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).
- 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.
- 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 is 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 and www.conxmelbourne.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.

Lost or Stolen tickets

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 for which a duplicate ticket (or tickets) may be issued.

Metcard

Lost or stolen Student Passes or Yearly Metcards may be replaced with a duplicate ticket (or tickets) upon completion of the declaration form 'Application for Replacement Periodical Ticket' which must be completed and signed, with the signature witnessed by a Police Officer.

Applications for a duplicate ticket (or tickets) must be made at the place of issue of the original ticket. For Yearly Metcards issued through a Commuter Club, applications must be made at the Stationmaster's Office at Flinders Street Station.

Declaration forms are available from any Premium station. A duplicate ticket fee of \$12.00 applies.

V/Line

Lost or stolen reserved seating tickets will be replaced if reported before the day of travel at any staffed V/Line station on completion of an application form.

A lost or stolen Date-to-Date ticket will be replaced with a duplicate ticket at any staffed V/Line station on completion of an application form. A duplicate ticket fee of \$12.00 applies.

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.
- The ticket has not been reported lost, stolen or invalid.
- If the calculated refund amount is a positive amount.
- If specific criteria listed in the following 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'; and
- 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 (03) 9619 2187.

CHAPTER 10***General and Special Ticketing Conditions******Application of Chapter***

The conditions in this chapter apply to all classes of tickets and all services unless otherwise specified.

V/Line and Metropolitan tickets**Peak period travel on V/Line trains**

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 (Mon–Fri). However, passengers may travel on V/Line services to or from Ardeer, Deer Park, Rockbank, Melton, Diggers Rest, Sunbury, Craigieburn, and Pakenham with a valid Metcard at any time. 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 the conditions set out later in this chapter under the Heading “Validation and Revalidation 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 (Queen’s 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.

A ticket issued by or on behalf of the Public Transport Ticketing Body remains the property of that Body at all times.

Validity of ticket

A ticket is valid for a journey in a passenger service or an entry to 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 revalidated 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 to rely on that ticket; 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.

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 passenger 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 passenger 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 or which an operator is required to accept 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 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 to 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 or validated–

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 to a designated area authorised by the Metcard; and
- (b) if the Metcard authorises more than one journey or entry to 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 to 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 revalidate 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.

Examples

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

- (a) a ticket validating machine is inaccessible because there are so many people around the machine that the machine cannot be reached; or
- (b) a person is unable to validate the Metcard because of his or her physical or mental disability and is unable to have the ticket 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.

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.

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.

The officer can also request the person to provide evidence of name and address.

Report of Non-Compliance

To report an offence an officer will compile a 'Report of Non-Compliance', which contains a summary of the non-compliance 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, if deemed appropriate, an infringement notice is generated and posted to the alleged offender.

Infringement Notice procedures

Upon receiving an infringement notice a person has 42 days (from the notice date) to deal with the matter. If the penalty amount is paid within 42 days, the matter is finalised and no further action is taken. If the penalty amount is not paid within 42 days, Penalty Reminder Notices are generated and sent to the same address to remind the alleged offender of the overdue payment. The Penalty Reminder Notice adds additional administration costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 42 days from the date of the Penalty Reminder Notice. 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.

Where no contact has been made with the DOI within either of the two 42-day periods mentioned above, and the infringement notice remains unpaid, the matter is transferred to the Infringements Court (a division of the Magistrates' Court), for enforcement. Once the matter has transferred to the Infringements Court, any enquiries about the matter must be directed to the Infringements Court, not the Department of Infrastructure.

The Infringements Court telephone enquiry number is (03) 9611 7600 or toll free 1800 150 410. Unpaid infringement notice matters for children are handled by the Children's Court (03) 8601 6700.

Objections to Infringement Notices

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to GPO Box 2797, Melbourne, Vic. 3000 or fax (03) 9665 9400; or by email to tia@doi.vic.gov.au. Upon receipt of a request for review, the infringement process is put on hold, which means the 42 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

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

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

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

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, Infringement Administration	1300 135 066
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CHAPTER 13***Definitions and Interpretation*****Definitions**

In this manual, the following definitions apply:

“authorised officer” has the same meaning as in section 208 of the **Transport Act 1983**.

The relevant text of section 208 reads: **“authorised officer”** means a person authorised by the Secretary under section 221A or 221AB.

“authorised person” has the same meaning as “authorised person (ticketing)” in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: **“authorised person (ticketing)”** means—

- (a) an authorised officer; or
- (b) a member of the police force; or
- (c) a person employed by a passenger transport company or a bus company who has duties in relation to the issue, inspection or collection of tickets for travel in a passenger vehicle or for entry to a designated area; or
- (d) a person (other than a person referred to in paragraph (a) or (c)) appointed in writing by a passenger transport company or a bus company or the Secretary or the Director for the purposes of these Regulations; or
- (e) if a bus company is a natural person, that person.

“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” has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads: **“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 person or body that is a passenger transport company.

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

“concession entitlement” means an entitlement to rely on a concession ticket for travel in a passenger vehicle or entry to a designated area set out in Chapter 6.

“concession ticket” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**concession ticket**” means a ticket that, in accordance with conditions determined and published under section 220D of the **Transport Act 1983**—

- (a) authorises a holder of the ticket to travel in a passenger vehicle, or to enter a designated area, at a price less than the full price to travel in the passenger vehicle or to enter the designated area; or
- (b) authorises a holder of the ticket, or a person accompanying the holder of the ticket, to free travel in a passenger vehicle or free entry to a designated area.

“**designated area**” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**designated area**” means—

- (a) an area of land or an area within premises owned or occupied by a passenger transport company that is designated by the passenger transport company by means of signs in or near the area as an area for entry to which a ticket valid for that entry is required; or
- (b) if a railway station is specified by the Director in a notice published in the Government Gazette as a station to which this paragraph applies—
 - (i) a platform at that station;
 - (ii) a waiting room or area adjoining a platform from which the platform can be accessed without the need to pass a ticket validating machine or a ticket barrier;
 - (iii) an area between a platform and any ticket validating machine, or ticket barrier, that it is necessary to pass to gain access to the platform.

“**Director**” has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads: “**Director**” means the Director of Public Transport under this Act.

“**electronic ticket barrier**” means a 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, train or bus service conducted by an operator.

“passenger vehicle” means a tram, train or bus operated by or on behalf of an operator.

“public commercial passenger vehicle” has the same meaning as in section 86(1) of the **Transport Act 1983**.

The relevant text of section 86(1) reads: **“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.

“stopover” means any break of journey where a passenger has voluntarily elected to change services and delay the completion of his or her 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” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: **“ticket”** means a ticket, pass, card, permit, authority, device, symbol or other thing issued for travel in a passenger vehicle or entry to a designated area.

“**ticket barrier**” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**ticket barrier**” means a barrier which is intended to be used to regulate access to or egress from a 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**” has the same meaning as “ticket validating machine” in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**ticket validating machine**” means a machine which is designed and intended to be used to electronically record information about a ticket when the ticket is inserted into the machine, or presented to the machine for scanning, regardless of whether or not at any particular time the machine is in working order.

“**train**” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**train**” includes a single carriage (whether powered or not) which does not form part of a set or series of carriages.

“**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 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 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 services, the Melbourne Tram Network map in Chapter 2; and
- (c) for bus services, the Melbourne Public Transport Map in Chapter 2.

For the purposes of this manual, the fact that a tramway is not laid entirely in public streets or roads does not prevent a vehicle running on that tramway from being characterised as a tram.

For the purposes of this manual—

- (a) if a ticket is valid for a person’s journey, the ticket authorises that journey; and
- (b) if a ticket is valid for a person’s entry to a designated area, the ticket authorises that entry to the designated area.

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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