



Victoria Government Gazette

No. S 41 Monday 5 March 2007
By Authority, Victorian Government Printer

METCARD TICKETING CHANGES ON 4 MARCH 2007: REPLACEMENT AND REFUND ARRANGEMENTS

From Sunday 4 March 2007, locations included within Metcard Zone 3 have been included within an expanded Metcard Zone 2.

It is expected that the majority of customers will have used up their Zone 3, 2+3 and 1+2+3 tickets before 4 March 2007, following a significant advertising campaign which commenced in December 2006. The majority of tickets issued since mid-January 2007 have also included a printed reminder for customers to use up Zone 3 tickets before 4 March.

Customers who have not used up Zone 3, 2+3 or 1+2+3 tickets may continue to use them – there is no need to apply for a refund or replacement tickets. To assist customers who have pre-purchased, the following changes to ticketing conditions have been introduced.

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 following conditions (the amending conditions) which amend the conditions under section 220D published in the Victoria Government Gazette No. S31 dated Monday 19 February 2007 (the March 2007 conditions).

The amending conditions take effect from and including the date of their publication in the Government Gazette.

Amending Conditions

In Chapter 2 of the March 2007 conditions, immediately before the heading “**Bus Routes extending outside the Metcard area**”, **insert** –

“Special conditions for Metcards issued before 4 March 2007

“Metcards issued before 4 March 2007 for travel in Zone 3 within the meaning of previous conditions may be used in Zone 2 as defined in these conditions. Metcards issued before 4 March 2007 for travel in Zone 2 within the meaning of previous conditions may be used in Zone 2 as defined in these conditions.”

In Chapter 10 of the March 2007 conditions, at the end of the paragraph commencing “A refund or replacement may apply in the following circumstances:” **insert** –

- Metcards issued before 4 March 2007.”

In Chapter 10 of the March 2007 conditions, immediately before the heading “**Refund procedures**” **insert** –

Metcards issued before 4 March 2007

In view of the abolition of the former metropolitan Zone 3, transitional refund arrangements for Metcards issued before 4 March 2007 will apply from Monday 5 March 2007 to Saturday 2 June 2007 to assist customers. This temporarily expands the standard refund conditions.

These transitional arrangements do not apply to Customers with Zone 3 tickets who can continue to use their tickets within Zone 2 as defined in these conditions.

Customers with Zone 1+2+3 or Zone 2+3 tickets can apply to have their tickets replaced at Connex Premium Stations within the former Zone 3 (after 9.30 am Monday to Friday) or at CBD stations (between 9.30 am and 4.00 pm and after 6.30 pm Monday to Friday). Customers will be provided with a fixed combination of replacement tickets, nominated by Connex, that are at least equal to the value of the tickets being exchanged.

SPECIAL

If customers would prefer to receive a refund for unused Zone 1+2+3 or Zone 2+3 tickets, they can apply to Onelink via the standard refund form. Refund fees are waived in these cases.

Only unused tickets may be exchanged or refunded (e.g. partly used 2 hr, Daily, Weekly or Monthly tickets are not eligible for exchange or refund). Yearly ticket holders will be eligible for a pro-rata refund. In the case of the tickets issued through an employer as part of a Commuter Club, refunds will generally be provided to the employer so that payroll deductions can be reduced. Trips remaining on 5xDaily or 10x2hr tickets count as unused tickets and may be refunded or replaced.

Dated 5 March 2007

JIM BETTS
Director of Public Transport

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