



Victoria Government Gazette

No. S 377 Monday 12 November 2012
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Transport (Compliance and Miscellaneous) Act 1983 CONDITIONS UNDER SECTION 220D

I, Jim Betts, Secretary to the Department of Transport, pursuant to section 220D of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determine and publish in the Government Gazette the following conditions (the 2012 Metcard Amending Conditions – General) which amend the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (General) (effective 12 March 2011) published in the Victoria Government Gazette No. S 77 dated Thursday 10 March 2011 as amended by the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** published in the Victoria Government Gazette No. S 131 dated Wednesday 20 April 2011, the Victoria Government Gazette No. S 210 dated Thursday 30 June 2011, the Victoria Government Gazette No. S 242 dated Monday 25 July 2011, the Victoria Government Gazette No. S 430 dated Friday 23 December 2011 and the Victoria Government Gazette No. S 375 dated Monday 12 November 2012.

The 2012 Metcard Amending Conditions – General take effect on and from 12 November 2012.
Dated 12 November 2012

JIM BETTS
Secretary

SPECIAL

2012 AMENDING METCARD CONDITIONS – GENERAL

The conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (General) (effective 12 March 2011) published in the Victoria Government Gazette No. S 77 dated Thursday 10 March 2011 (the General Manual) as amended by the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** published in the Victoria Government Gazette No. S 131 dated Wednesday 20 April 2011, the Victoria Government Gazette No. S 210 dated Thursday 30 June 2011, the Victoria Government Gazette No. S 242 dated Monday 25 July 2011, the Victoria Government Gazette No. S 430 dated Friday 23 December 2011 and the Victoria Government Gazette No. S 375 dated Monday 12 November 2012 (respectively the First Amending Conditions, the Second Amending Conditions, the Third Amending Conditions, the Fourth Amending Conditions and the Fifth Amending Conditions), are amended as follows.

In these amending conditions, after this paragraph, a reference to the General Manual is a reference to the conditions contained in the General Manual as amended by the First Amending Conditions, the Second Amending Conditions, the Third Amending Conditions, the Fourth Amending Conditions and the Fifth Amending Conditions.

The amendments made by these amending conditions apply in respect of entitlements to use a public transport service that are subject to the conditions contained in the General Manual and that are able to be exercised on or after the commencement of these amending conditions, including entitlements that existed, but had not been exercised, before these amending conditions were published in the Government Gazette.

After Chapter 1 of the General Manual **insert** the following new chapter –
‘CHAPTER 1A – CESSATION OF THE METCARD TICKETING SYSTEM
Purpose and Application

The purpose of the conditions in this chapter is to govern the final stages of the phasing out and cessation of the Metcard ticketing system.

The conditions in this chapter apply notwithstanding anything to the contrary in any other chapter of this manual. If there is any inconsistency between a condition in this chapter and a condition in any other chapter in this manual, the condition in this chapter prevails to the extent of that inconsistency.

Availability of Metcards

As at 12 November 2012, only 2 hour, Daily, Seniors Daily and City Saver Metcards are available for sale. These Metcards may only be purchased on board trams and buses. All other Metcards have been withdrawn from sale and Metcards are not available from any other points of sale.

On 29 December 2012, the remaining Metcards will be withdrawn from sale.

Use of Metcards

A Metcard, purchased or otherwise lawfully acquired before the withdrawal from sale of the relevant type, may continue to be used subject to the remaining conditions in this chapter and all other conditions in this manual relevant to the use of the Metcard that are not inconsistent with the remaining conditions in this chapter.

All ticket validating devices for validating or re-validating Metcards at the entrance to designated areas are being progressively de-activated and removed. On and after 12 November 2012, a Metcard will be valid for an entry to a designated area where the ticket validating devices have been de-activated or removed, or for a journey on a train commencing from that railway station, only if the Metcard had previously been validated and the whole of the journey or the entry conforms with a journey or an entry authorised by it. On and after 12 November 2012, a Metcard that had not been previously validated prior to an entry to a designated area where the ticket validating devices have been de-activated or removed is not capable of being made valid for that entry or for a journey on a train commencing from that railway station.

On and after 12 November 2012, a 2 hour or Daily Metcard cannot be used as an extension ticket for a Yearly, Monthly or Weekly Metcard if the passenger's journey ends at a railway station where the ticket validating devices have been de-activated or removed.

On and after 12 November 2012, the holder of a Metcard who is relying on the Metcard for an entry to a designated area where the ticket validating devices have been de-activated or removed and who is entering or leaving the designated area through a staffed ticket barrier must produce the Metcard for inspection by a barrier attendant before entering or leaving that designated area.

Metcard validators on trams and buses will be de-activated after the completion of passenger services for 28 December 2012.

No Metcard, whether validated or not, is –

- (a) valid for an entry to a designated area after 3.00 am on 29 December 2012, unless the entry is associated with a journey in a train on a passenger service that was scheduled to commence before that time; or
- (b) valid for a journey in a train, tram or bus on a passenger service scheduled to commence after 3.00 am on 29 December 2012.

Special Refund and Replacement Rules

Most Metcards that are unused, partly used or defective can be replaced on the spot at Premium Stations with the unused or remaining value loaded as myki money onto an existing or purchased myki. Alternatively, Metcards can be mailed to OneLink for replacement with myki money loaded onto an existing myki. The administration fee does not apply for replacement of unused, partly used or defective Metcards with myki money.

Metcards will not be issued as replacement tickets.

The unused or remaining value of any Metcard submitted for replacement with myki money will be calculated based on the fares applicable from 1 January 2012 irrespective of the date the ticket was issued.

If a refund (rather than replacement) is required, the refund amount will be paid by cheque and an administration fee of \$9.80 per application will apply and will be deducted from the refund. A refund will not be paid unless there is a positive balance after the administration fee is deducted. For applications submitted for refund, the calculation of the remaining value will be based on the fare applicable at the date the ticket was issued.

The remaining value of partly used Metcards will be calculated on a pro-rata basis based on the number of unused days/trips remaining.

Partly used multi-trip Metcards with unused trips remaining submitted more than twelve (12) months after date of last validation may be refunded or replaced with myki money, subject to the applicable conditions for refunds and replacements.

If a Metcard is visibly damaged it cannot be replaced at Premium Stations and the application must be mailed to OneLink. Replacement will be with myki money or a refund will be made by cheque. An administration fee of \$9.80 applies for damaged Metcards and will be deducted from the remaining value.

Applications mailed to OneLink

Metcards may be mailed to OneLink for refund or replacement with a completed 'Metcard Replacement or Refund Application Form'. Applicants should select the type of refund or replacement required on the form. Where no selection is made a cheque refund will be provided where applicable. The two options for refund or replacement are:

- Remaining unused value to be loaded as myki money onto an existing myki. Applicant to endorse their myki card number on the form. The myki money will be recorded on the card when it is next presented to a fare payment device or card vending machine after the application is processed. or
- Remaining unused value to be refunded by cheque.

The maximum myki money balance that can be loaded or stored on a myki is \$999.99. Myki money to be loaded onto an existing myki will be limited to amounts of up to \$800.00 to minimise the possibility that the combined value of any existing myki money on the card and the amount to be loaded as myki money exceeds \$999.99. If the myki money to be loaded to an existing myki exceeds \$800.00, the entire amount will be paid by cheque instead and the administration fee will not apply. Remaining unused Metcard value cannot be paid part myki money and part cheque.

Metcard replacement at premium stations

Most unused, partly used and defective Metcards may be replaced on the spot at Premium Stations with the remaining value loaded as myki money onto an existing or purchased myki.

A maximum of ten Metcards can be replaced per transaction. Customers with more than ten Metcards should mail their tickets to OneLink using the Metcard Replacement or Refund Application Form. To avoid delays applications for replacement in person should be made during off-peak times (9.30 am to 4.00 pm and after 6.00 pm on weekdays or all day Saturdays, Sundays and Public Holidays).

At stations there is a limit of \$250 per transaction that can be loaded as myki money subject to a maximum total of \$999.99 that can be stored on the myki. Metcards should be mailed to OneLink if replacement with myki money would result in these limits being exceeded.

Yearly Metcard replacement with myki

Yearly Metcards that are defective, damaged, lost, stolen, or require transfer of zone will be replaced with a new myki, free of charge. If required, holders can also exchange partly used Yearly Metcards with a myki. Yearly Metcards can only be replaced at the issuing location.

An 'Application for Replacement of Yearly Metcard' form must be completed. If the Yearly Metcard is lost or stolen or the ticket number is unreadable, the signature on the form must be witnessed by a Police Officer.

An interim myki will be issued with a zone 1+2 full fare 7 day myki pass loaded at the issuing location. The balance of days remaining will be loaded as a myki pass onto a new myki (taking into account the interim entitlement issued) and the myki will be registered and mailed to the holder's home address. The myki pass will commence when the holder first touches on the myki. If less than 28 days remain, the balance will be loaded as myki money at the rate of 1/325 of the current Yearly Metcard fare for the applicable zone(s) for each remaining day. If transfer of zone is required the remaining balance will be loaded as myki money only, which the holder can use to purchase a myki pass for the zone(s) required.

Yearly Metcards which expire beyond 28 December 2012 must be exchanged for a myki pass for continued travel beyond this date. [Efforts will be made to contact holders of these Metcards before this date to exchange their Yearly Metcard for a myki pre-loaded with a myki pass valid to the expiry date of their Yearly Metcard at the issuing location.](#)

If the Yearly Metcard to be exchanged is lost or stolen, an 'Application for Replacement of Yearly Metcard' form must be completed and the signature witnessed by a Police Officer.

A myki pass that is exchanged for, or replaces, a single zone Yearly Metcard only authorises travel in the zone for which it is valid. It does not authorise free weekend travel in the other Metropolitan zone.'

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