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Transport (Compliance and Miscellaneous) Act 1983 CONDITIONS UNDER SECTION 220D

I, Dean Yates, Secretary to the Department of Transport, Planning and Local Infrastructure, pursuant to section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determine the conditions contained in the Victorian Fares and Ticketing Manual (effective 1 January 2014) to which entitlements to use the public transport services specified in that manual are to be subject (the January 2014 Conditions).

The January 2014 Conditions take effect from and including 1 January 2014 and replace the following conditions determined under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** –

- (a) the conditions contained in the Victorian Fares and Ticketing Manual (myki) (effective 1 January 2013), published in the Victoria Government Gazette No. S 450 dated Friday 21 December 2012;
- (b) the conditions published in the Victoria Government Gazette No. S 103 dated Friday 22 March 2013;
- (c) the conditions published in the Victoria Government Gazette No. S 293 dated Tuesday 20 August 2013;
- (d) the conditions contained in the Victorian Fares and Ticketing Manual (General) (effective 1 January 2013), published in the Victoria Government Gazette No. S 451 dated Friday 21 December 2012;
- (e) the conditions published in the Victoria Government Gazette No. S 104 dated Friday 22 March 2013;
- (f) the conditions published in the Victoria Government Gazette No. S 183 dated Thursday 23 May 2013;
- (g) the conditions published in the Victoria Government Gazette No. S 376 dated Thursday 24 October 2013 –

which are revoked on the January 2014 Conditions taking effect.

Dated 20 December 2013

DEAN YATES
Secretary to the Department of Transport, Planning and Local Infrastructure

SPECIAL

Transport (Compliance and Miscellaneous) Act 1983
VICTORIAN FARES AND TICKETING MANUAL
(effective 1 January 2014)

CHAPTER 1: LEGAL STATUS

Legal status and application

The contents of this manual set out conditions that have been determined under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983**, except for:

- the contents of Chapters 1 to 15 and 17 and 18 that are in green text;
- the contents of Chapter 16.

The conditions in this manual (the Conditions) take effect from and including 1 January 2014.

The Conditions, as in force from time to time, apply to the classes of tickets specified below 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.

In the immediately preceding paragraph, ‘entitlement’ means an entitlement that is able to be exercised on or after the commencement of the conditions in this manual, including an entitlement that existed, but had not been exercised, before the conditions in this manual were published in the Government Gazette.

The classes of tickets referred to above are:

- mykis;
- V/Line tickets;
- Regional Bus Tickets;
- Day Passes;
- Student Passes;
- Free 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 \$5 at the PTV Hubs at Southern Cross Station and 750 Collins Street, Docklands.

The manual and updates may be downloaded from ptv.vic.gov.au/fares-tickets

Role of the Secretary to the Department of Transport, Planning and Local Infrastructure and Public Transport Victoria

The role of the Secretary to the Department of Transport, Planning and Local Infrastructure is to determine and publish the conditions set out in this manual and undertake enforcement-related functions.

Public Transport Victoria is a statutory authority whose role is to administer Victoria’s train, tram and bus services and provide a single point of contact and information for customers on public transport services, fares, tickets and initiatives.

CHAPTER 2: TICKETING IN VICTORIA

Ticketing in Victoria

Introduction

Ticketing in Victoria depends on which service a passenger uses:

- myki – metropolitan trains, trams and buses, V/Line commuter trains and some regional town buses;
- V/Line paper tickets – V/Line coach and long distance train services;
- paper tickets.

Concession eligibility is consistent across all public transport services.

myki

A myki is a smartcard that works like an electronic purse, which can be used to pay for travel on public transport including metropolitan bus, tram and train services, V/Line commuter train services and myki enabled regional town bus services.

mykis suit regular or sporadic travellers. The best option for regular commuters is to purchase a myki pass for 7 or between 28 and 365 consecutive days. Less frequent travellers can use myki money for one-off trips.

Metropolitan

Metropolitan Melbourne consists of two zones. Within these zones, mykis can be used to pay for travel on trains, buses or trams.

V/Line commuter trains

mykis are valid for travel by train between metropolitan Melbourne and:

- Wendouree;
- Eaglehawk;
- Seymour;
- Traralgon;
- Marshall.

Regional bus

Many regional town buses use mykis. These and more information are detailed in Chapter 9.

Combining myki and V/Line tickets

Customers with a myki pass, who want to travel beyond their pass zone, but still within the myki zone can use myki money for the additional zones.

If customers travel beyond the myki zone boundary and have a myki pass, a V/Line ticket will need to be purchased to cover the journey between the last station in a zone for which the myki pass is valid and their destination.

The combination of myki money and a V/Line extension ticket can not be used as there is no facility to touch on or off in the non-myki area.

Non-myki – regional town bus

Many regional town buses do not accept myki. Paper tickets must be purchased from the driver to have a valid ticket for travel on these services.

Fares

A person who undertakes a journey in a passenger vehicle, or makes an entry to a designated area, for which a fare is required, must pay at least the correct fare in accordance with the conditions contained in this manual for the travel in a passenger vehicle that consists of or includes the journey or for the entry.

If a customer uses myki money to pay the fare for the whole or part of a journey or for an entry to a designated area, but does not correctly touch off the myki in accordance with the conditions contained in Chapter 8, the default fare referred to in Chapter 8 is deemed to be the correct fare for the journey or part or for the entry, subject to any applicable concession entitlements or Daily caps.

Designated areas

The correct fare for travel in a passenger vehicle in a zone or to, from or through a location, at a particular time is deemed to be the correct fare for an entry to a designated area in that zone, or at that location, at that time.

If a ticket is valid for travel in a passenger vehicle in a zone or to, from or through a location, at a particular time, the ticket is valid for an entry to a designated area in that zone, or at that location, at that time.

Validity of tickets

myki

A myki is valid for a journey in a passenger vehicle or an entry to a designated area:

- (a) if the myki has been touched on and touched off in accordance with the conditions contained in Chapter 8; and
- (b) if the myki is being used for a journey in more than two zones, there is recorded on the myki a myki pass, or a myki money balance, or a combination of these, in accordance with the applicable conditions set out under the heading 'Minimum requirements for travel' in Chapter 8; and
- (c) if the myki is a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) if the myki is used in accordance with all other conditions for its use.

Despite subparagraph (a) above, if a myki has been touched on but has not yet been touched off, and if the myki otherwise complies with the requirements of that paragraph, the myki is to be treated as valid for the relevant journey or entry until such time as the obligation to touch off the myki arises.

Despite the immediately preceding two paragraphs, a myki is not invalid for a journey in a passenger vehicle or an entry to a designated area solely because the myki was not touched off in accordance with the conditions contained in Chapter 8 if:

- (a) the myki was touched on for that journey or entry in accordance with those conditions; and
- (b) after the myki was touched on, there was recorded on the myki either:
 - (i) a myki pass or other product that authorised that journey or entry; or
 - (ii) a default fare at least equal to the correct fare for that journey or entry.

Day Pass

A Day Pass is valid for a journey in a passenger vehicle or an entry to a designated area if:

- (a) the Day Pass has been hole punched in accordance with the conditions contained in Chapter 12 under the heading 'Day Pass'; and
- (b) the journey or entry is on the day the date of which has been hole punched on the Day Pass; and
- (c) the Day Pass is used in accordance with all other conditions for its use.

Other tickets

A ticket (other than a myki or a Day Pass) is valid for a journey in a passenger vehicle or an entry to a designated area if:

- (a) any fare for the journey or entry has been paid; and
- (b) 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.

Use of ticket

The conditions in the paragraphs under this heading set out who, subject to compliance with all other applicable conditions in this manual, is entitled to use a ticket for a journey or an entry to a designated area. A ticket that is used for a journey or an entry to a designated area in contravention of those conditions is invalid for that journey or entry.

myki

If a myki has been issued with a free travel pass loaded on it, only the person in respect of whom the myki was issued is entitled to use it for a journey or an entry to a designated area.

If a registered myki (other than a myki issued with a free pass loaded on it) does not have a myki pass loaded on it, only:

- (a) the person who is registered as the cardholder in respect of the myki; and
- (b) any other person who has the consent of the person registered as the account holder in respect of the myki –

is entitled to use the myki for a journey or an entry to a designated area.

If a registered myki (other than a myki issued with a free pass loaded on it) does have a myki pass loaded on it, only whichever of:

- (a) the person who is registered as the cardholder in respect of the myki; or
- (b) another person who has the consent of the person registered as the account holder in respect of the myki –

who first uses the myki for a journey or an entry to a designated area after the myki pass was loaded on it is entitled to use the myki for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the myki while the myki pass is loaded on it.

If a myki that is not registered has a myki pass loaded on it, only the person who first uses the myki for a journey or an entry to a designated area after the myki pass was loaded on it is entitled to use the myki for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the myki while the myki pass is loaded on it.

If a myki that is not registered does not have a myki pass loaded, any person lawfully in possession of the myki may use it for a journey or an entry to a designated area.

A myki may be used by more than one person but must be used by only one such person for the whole of any journey and any related entries to a designated area or for the whole of any other entry to a designated area.

Day Pass

A Day Pass may only be used by the person to whom it is issued.

Other tickets

Unless otherwise specified in another chapter in this manual, only the person who first uses a ticket (other than a myki or a Day Pass) for a journey or an entry to a designated area is entitled to use that ticket for that journey or entry and any subsequent journey or entry to a designated area authorised by the ticket.

Damaged 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 an 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 (other than a ticket):

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

V/Line pick up and set down restrictions

Where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions may apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed online at ptv.vic.gov.au. The tickets of customers boarding or alighting at stations in contravention of these restrictions are not, or cease to be, valid for travel on the relevant V/Line train service.

Pick up and set down restrictions also apply in the metropolitan area on bus route number 684 operating between Melbourne and Eildon. These restrictions are set out in the timetable for the service and the tickets of customers boarding or alighting from buses in contravention of these restrictions are not, or cease to be, valid for travel on the service.

Unaccompanied children

Parents and guardians are responsible for the safety of children travelling alone on metropolitan and regional services. Public transport staff cannot accept responsibility for unaccompanied children.

On V/Line services, children under 10 years old cannot travel alone. They must travel with a responsible person, except when travelling with other children to and from school. In circumstances where a child under 10 years of age is found travelling alone, V/Line staff or coach drivers will escort the child to the next staffed V/Line station and transfer them to station staff who will contact the police to have the child returned to their parent or guardian.

Children aged 10–15 years may travel alone on V/Line services but the sole responsibility for the safety of the child remains with the parent or guardian who has care of the child.

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 or Public Transport Victoria is and remains the property of Public Transport Victoria.

Delayed/disrupted/replaced services

When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

Overland services

Where V/Line tickets are accepted on the Overland train service, V/Line fares will apply, but the relevant operator's ticketing conditions will apply. Reservations are required.

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.

References on tickets

A reference on a ticket to 'Ticketing Conditions' is a reference to the conditions in this manual.

Liability of operators

An operator whose passenger services are entitled to be used by a customer is not responsible to that customer 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 customer, 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 customers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a customer 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 customers.

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

A ticket which an operator is required to accept is subject to any alteration which the operator may make to any customer service to which that ticket relates during the currency of the ticket and the customer 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 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 section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** and which replace the conditions contained in this manual, any ticket of that type that, immediately before the replacement conditions take effect:

- (a) has been issued but not used; or
- (b) has been used and is still able to be validly used –

may be used or continue to be used (as the case requires) after the replacement conditions take effect, 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 customer 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 Public Transport Victoria may specify in a notice published in the Government Gazette in relation to that type of ticket.

CHAPTER 3: CONCESSIONS AND FREE TRAVEL

Concession fares

Concession fares apply throughout Victoria.

Only a customer who is eligible for concession may use a concession ticket.

Children under 4 travel free on all public transport services in Victoria, but they must be accompanied by a responsible person.

The following customers are eligible to travel using a concession ticket:

- children 16 years and under;
- Victorian and interstate Seniors Card holders;
- Australian Pensioner Concession Card holders;
- holders of a Health Care Card with a Victorian address;
- eligible primary, secondary and tertiary students;
- war veterans/war widows;
- asylum seekers.

Customers aged 17 years and over using a concession ticket must carry appropriate proof of concession entitlement.

The table on the following pages lists the concession categories, the benefits and the documentation required to be eligible for a concession fare. Forms, if required, can be downloaded from the PTV website.

myki

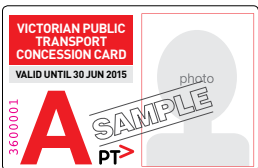

Only a customer who is eligible for concession may use a concession myki which must be encoded with a customer category that reflects the customer's eligibility. myki automatically calculates fares at the concession rate when customers touch on and off.

If a customer changes concession category, such as from Asylum Seeker to Victorian Health Care Card or to full fare, then the customer must purchase the correct myki.

If a customer's entitlement to concession expires they will no longer be allowed to travel using a concession myki and must obtain a full fare myki to travel. For this reason it is recommended that customers do not purchase a myki pass with an expiry date beyond the expiry date of their concession entitlement.

Where a change in a customer's circumstance results in a requirement to carry a different myki card type (for example, a child changes to a Health Care Card holder, or a Health Care Card holder changes to a Victorian senior), the customer must obtain a new myki. A refund of any remaining balance on the old myki is available at no charge (see Chapter 13).

Customer concession categories and codes


Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Asylum Seeker (Code A) 	50 per cent of full fare.	Customer must: <ul style="list-style-type: none"> ● hold a VPTCC printed with Code A; ● be aged 17 and over; ● hold or be applying for a bridging visa under the Migration Act 1958 (Cth); ● be receiving aid from a PTV recognised asylum seeker assistance provider; ● hold no other form of valid public transport concession entitlement.
Australian Pensioner Concession Card (Code PC or GC)	50 per cent of full fare. One Pensioner Free Travel Voucher annually to Victorian residents.	Customer must hold an Australian Pensioner Concession Card issued by Centrelink or the Department of Veterans Affairs. Cards from all states and territories are accepted. This concession applies only to the cardholder and does not extend to any dependants named on the card. 
Child (Code CH)	50 per cent of full fare.	Customer must be aged 4–16 years inclusive. Children who wish to purchase a myki student pass must obtain a customer category 'S' myki.



Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Disability Support Pension Carer Payment recipient (Code DSP or CAR)	<p>50 per cent of full fare.</p> <p>Free travel on Saturdays and Sundays for trips wholly in one or two adjacent zones.</p> <p>If the concession myki is registered in the name of the recipient, two Pensioner/Carer Off-peak Free Travel Vouchers to Victorian residents.</p>	<p>Customer must:</p> <ul style="list-style-type: none"> ● hold an Australian Pensioner Concession Card printed with Code DSP or CAR; ● be aged less than 60 years; ● be a resident of Victoria. <p> Holders of Disability Support Pensioner (Blind) Concession Cards should apply for a Vision Impaired (VI) free travel pass from PTV.</p>
Victorian Health Care Card (Code HC or GC)	50 per cent of full fare.	<p>Customer must hold a Health Care Card issued by Centrelink with a Victorian address.</p> <p>The concession applies only to the cardholder and does not extend to any dependents named on the card. Confirmation of Concession Card Entitlement Vouchers can be used while a Health Care Card application is being processed.</p>



Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Primary or Secondary Student (Code S)	50 per cent of full fare.	<p>Customer must hold a VPTCC printed with Code P or S. To be eligible for a VPTCC (Code P or S) the customer must:</p> <ul style="list-style-type: none"> ● be a full-time Victorian primary or secondary school student who attends a school listed in the Approved List of Schools on the PTV website; ● be an Australian Citizen or a permanent resident of Australia or have proof that they are an overseas exchange student, student with refugee status or student in receipt of an Australian Awards Scholarship; ● be undertaking an approved full time course (secondary students). <p>Except as described above, international students (including Special Category visa holders) are not eligible for student concessions.</p> <p>Student identification cards issued by schools are not accepted as entitlement to concession travel on public transport.</p>

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Tertiary Student (Code T)	50 per cent of full fare.	<p>Customer must hold a VPTCC printed with Code T or T½. To be eligible for a VPTCC (Code T or T½) the customer must:</p> <ul style="list-style-type: none"> ● be full-time Victorian tertiary student who attends a college, TAFE or university listed in the Approved courses in Tertiary Institutions Register on the PTV website; ● be undertaking an approved full time course that is delivered on campus; ● be an Australian Citizen or a permanent resident of Australia or have proof that they are an overseas exchange student, student with refugee status or student in receipt of an Australian Awards Scholarship. <p>Except as described above, international students (including Special Category Visa holders) are not eligible for student concessions.</p> <p>Student identification cards issued by tertiary institutions are not accepted as entitlement to concession travel on public transport.</p> <p>Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card (VPTCC Code T½).</p> <p>Concession cards are not issued for courses of less than 10 weeks duration.</p>
Interstate Seniors (Code AS or GC)	50 per cent of full fare.	<p>Customer must hold an interstate Seniors Card.</p> <ul style="list-style-type: none"> ● international seniors are not eligible for concession. ● holders of Commonwealth Seniors Health Care Cards are not eligible.

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Victorian Seniors (Code VS)	<p>50 per cent of full fare.</p> <p>Free travel on Saturdays and Sundays for trips wholly in one or two adjacent zones.</p> <p>Two or four Seniors Off-peak Free Travel Vouchers annually to Victorian residents.</p> <p>Seniors Daily cap for travel in Zones 1 and 2.</p>	<p>Customers must hold a Victorian Seniors Card.</p>  <p>To be eligible for a Victorian Seniors Card the customer must:</p> <ul style="list-style-type: none"> ● be a Victorian resident; ● be aged 60 years or over; ● work less than 35 hours per week. <p>Victorian Seniors Cards are issued by the Department of Health – contact 1300 797 210 for more information.</p>

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
<p>War Veterans/ War Widows (Code V)</p> 	<p>50 per cent of full fare. One Free Travel Voucher provided annually to Victorian residents.</p>	<p>Customer must:</p> <ul style="list-style-type: none"> hold a Department of Veterans Affairs Gold or White Card or previously be entitled to a DVA Victorian War Widow/er Transport Concession Card;  <ul style="list-style-type: none"> have documentary evidence of their partner/spouses overseas war/peacemaking service; not be entitled to any other type of concession card. <p>The VPTCC (Code V) is produced on a myki to give a combined myki and concession card.</p> <p>The only person who may use this myki for a journey or an entry to a designated area is the person whose name and photograph appear on the myki.</p>

The Victorian Public Transport Concession Card (VPTCC)

Victorian Public Transport Concession Cards for students (VPTCC Codes P, S, T and T½)

Application forms are available from most staffed railway stations, online at ptv.vic.gov.au, by calling the PTV call centre on **1800 800 007** (6 am–midnight daily) or from the PTV Hubs at Southern Cross Station and 750 Collins Street, Docklands. Forms can be processed and concession cards issued at most staffed railway stations and the PTV Hub at 750 Collins Street, Docklands.

Primary Students

Secondary Student

Tertiary Students

Tertiary Students Half Year



Other Victorian Public Transport Concession Cards (VPTCC Codes A and V)

Application forms are available online at ptv.vic.gov.au, by calling the PTV call centre **1800 800 007** (6 am–midnight daily) and from the PTV Hub at 750 Collins Street, Docklands. Application forms for the Asylum Seeker Concession Card are also available from asylum seeker assistance providers. Forms may be submitted by post to PTV at PO Box 4724, Melbourne 3001 or application can be made in person at the PTV Hub at 750 Collins Street, Docklands.

Free travel passes


The Victorian Government provides free travel passes to specific categories of public transport customers. These are described in the table below.


Unless otherwise indicated free travel passes are loaded onto a myki with a full fare card design and personalised with the customer's name and photograph. A personalised myki with a free travel pass may only be used for a journey, or an entry to a designated area, by the person whose name and photograph appear on it.



On V/Line reserved services, seats for free travel pass holders and infants may be reserved free of charge.

Free travel categories (CODE)	Eligibility
Animal Assistance Pass See Chapter 14	For eligibility criteria contact PTV on (03) 9619 1159 .
Bus Driver Travel Pass (AB)	For eligibility criteria contact PTV on (03) 9619 1159 .
Re-deployee Travel Pass (AE)	No new applications being accepted.

Free travel categories (CODE)	Eligibility
Access Travel Pass (ATP) 	The customer must: <ul style="list-style-type: none"> ● be able to travel independently on Victoria's public transport network; and ● be unable to use the ticketing system due to a disability; and ● have their application certified by an appropriate medical professional; and ● be a Victorian resident. Customers using an Access Travel Pass are not required to touch on and touch off but are encouraged to if able.
Charitable Organisations Travel Pass (CO)	No new applications being accepted.
Employee Travel Pass (FE)	For eligibility criteria contact PTV on (03) 9619 1159 . The Employee Travel Pass is issued on a myki with a grey card design.
First Class Pass (FC)	For eligibility criteria contact PTV on (03) 9619 1159 . Issued on a paper ticket.
Federal Parliamentarian Travel Pass (FP)	For eligibility criteria contact PTV on (03) 9619 1159 .
Governor's Travel Pass (GM)	For eligibility criteria contact PTV on (03) 9619 1159 .
Gold Pass Elite (GP)	No new applications being accepted.
Gold Pass Travel Card (GT)	No new applications being accepted.
Federal Police Travel Pass (RA)	For eligibility criteria contact PTV on (03) 9619 1159 .
Judge's Travel Pass (GE)	For eligibility criteria contact PTV on (03) 9619 1159 .
Red Book Travel Pass (RB)	No new applications being accepted.
Retired Employee Dependent Travel Pass (RD)	For eligibility criteria contact PTV on (03) 9619 1159 .
Retired Employee Travel Pass (RE)	For eligibility criteria contact PTV on (03) 9619 1159 .
State Parliamentarian Travel Pass (SP)	For eligibility criteria contact PTV on (03) 9619 1159 .
Scooter/Wheelchair Travel Pass (SW)	The customer must: <ul style="list-style-type: none"> ● have a permanent and severe disability; and ● depend of a scooter or wheelchair for mobility outside the home; and ● have their disability certified by an appropriate medical professional; and ● be a Victorian resident.

Free travel categories (CODE)	Eligibility
Transit Police Travel Pass (TP)	For eligibility criteria contact PTV on (03) 9619 1159 .
Travel Trainer Pass (TT)	<p>The Travel Trainer Pass is issued to an organisation and is transferrable between employees or agents of that organisation. It is only valid for travel on a journey during which the employee or agent of the organisation is engaged in training a client of the organisation to use public transport.</p> <p>The Travel Trainer Pass is issued on a myki which is not personalised with a name and photograph.</p> <p>The organisation must:</p> <ul style="list-style-type: none"> ● be a registered not-for profit organisation; and ● have a primary focus of providing rehabilitation, education or employment programs for people with a disability; and ● provide and deliver travel training to persons with a disability; and ● service multiple clients.
EDI/TPI War Veterans' Travel Pass (TV)	For eligibility criteria contact PTV on (03) 9619 1159 .
Victorian Black Book Travel Pass (BB)	For eligibility criteria contact PTV on (03) 9619 1159 .
Victoria Police Travel Authority	<p>There is no myki for this free travel. Officers show their current Victoria Police Identification Authority to access free travel. This is also available to Protective Service Officers.</p>
	
<p>Note, a green coloured Victorian Police identification is not valid for free travel.</p>	
Vision Impaired Travel Pass (VI)	<p>The customer must:</p> <ul style="list-style-type: none"> ● be assessed as legally blind by an ophthalmologist or optometrist; and ● have less than 6/60 correction vision in the better eye or > 80 per cent field of vision loss; and ● be a Victorian resident. <p>The Vision Impaired Travel Pass is issued on a myki with a separate card design.</p> <p>Customers using a Vision Impaired Travel Pass are not required to touch on and touch off, but must show the card to public transport staff when requested.</p> <ul style="list-style-type: none"> ● Other states' cards are accepted.



Free travel categories (CODE)	Eligibility
War Veteran's Travel Pass (WV)	The customer must: <ul style="list-style-type: none"> ● Hold a Department of Veteran Affairs Gold card with EDA or TPI embossed; and ● have undertaken war/peacemaking or peacekeeping services overseas; and ● provide documented evidence of ongoing or a lump sum compensation from DVA for injury/illness related to this services; and ● have their illness/injury confirmed by the treating doctor; and ● be a Victorian resident.
Widow of WWI Veteran	The customer's partner/spouse must have a DVA Gold Card embossed 'War Widow' and: <ul style="list-style-type: none"> ● have documentary evidence of their partner/spouse's overseas war service; ● be a Victorian resident.

Benefits

The free travel passes are issued in respect of, and may be used on:

- metropolitan services;
- V/Line services;
- urban bus services in regional cities;
- regional services that have a contract or service agreement with Public Transport Victoria.

Free travel passes do not necessarily apply to: NSW TrainLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses. Customers should check with the relevant operator before booking or travelling.

In order to travel on a V/Line service for which a reservation is required, the free travel pass customer should phone **1800 800 007** (6 am – midnight daily) to reserve a seat prior to travel.

Application process

Customers who do not currently have a free travel pass and who may be eligible should contact PTV on **(03) 9619 1159**.

A summary of the eligibility criteria and documentation/verification required for some common free travel passes is shown in the table earlier in this chapter.

A customer who is eligible for a free travel pass will have their first myki provided at no charge; charges may apply for obtaining subsequent (replacement) mykis.

If a myki with a free travel pass becomes defective or is lost or stolen, the customer should contact PTV on **(03) 9619 1159** to obtain a new myki and have a new free travel pass issued.

How to use a free travel pass

A customer using a myki with a free travel pass must touch on and touch off to travel in the usual way (except for Vision Impaired Travel Pass and Access Travel Pass mykis, which may be used as a flash pass to receive free travel and do not need to be touched on and off).

If a myki loaded with a free travel pass stops working, the customer should contact PTV as soon as possible to obtain a replacement myki.

Lost or stolen free travel passes should be reported immediately to PTV on **(03) 9619 1159**.

Free travel pass expiry

If entitlement to a free travel pass expires, the myki will be blocked and is no longer valid for travel.

In many cases, free travel entitlement does not expire. However, customers will still be required to obtain a new myki when the card expires. PTV will contact pass holders before the expiry date to advise of the free travel pass renewal process.

Companion Card

The Companion Card is issued by the Department of Health to people who require the assistance of a companion. It provides free travel for the carer/companion of the card holder on all public transport services.

A Companion Card does not entitle the card holder to concession fares or free travel – the card holder must have a valid ticket or free travel pass.

The carer/companion and the Companion Card holder must travel together and the card holder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

The carer/companion to the Companion Card holder must be able to provide all necessary assistance to the card holder (including personal hygiene tasks). Companions who are not capable of assisting the card holder must pay the appropriate fare for the journey.

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

Companion Cards issued in other states are accepted in Victoria.

For more information, contact the Department of Health on **1800 650 611**.

Companion card



DHS Carer Cards

Customers with a Victorian Carer Card issued by the Department of Human Services will receive:

- Two Pensioner/Carer Off-peak Free Travel Vouchers annually for Victorian residents; and
- Free travel on Sundays for trips wholly in one or two adjacent zones.

Concession fare

Customers who also hold either:

- a Victorian Seniors Card;
- a Victorian Public Transport Concession Card (VPTCC);
- an Australian Pensioner Concession Card, or
- a Victorian Health Care Card

can purchase a concession myki (electronically coded CFS).

Full fare

Customers who don't hold a form of eligibility for concession fares, can purchase a full fare myki (electronically coded FFS) which allows access to the above benefits.

For more information on the Carer Card, contact the Department of Human Services on **1800 901 958**.



Free travel vouchers

The Victorian Government provides free travel vouchers each year as listed in the table below.

Concession category	Annual free travel vouchers
Victorian Pensioners	1 x Victorian Pensioner Free Travel Voucher
Victorian Seniors Card holders	
• Melbourne metropolitan area	2 x Seniors Off-peak Free Travel Vouchers
• Regional Victoria.	4 x Seniors Off-peak Free Travel Vouchers
DHS Carer Card holders	2 x Pensioner/Carer Off-peak Free Travel Vouchers
Disability Support Pension and Carer Payment recipients (if the concession myki is registered in the name of the recipient).	2 x Pensioner/Carer Off-peak Free Travel Vouchers
War Veterans/Widows	1 x Victorian War Widow/er Free Travel Vouchers

Free travel voucher redemption

The Free travel vouchers can be exchanged for the following types of tickets:

- a Day Pass;
- an Economy class V/Line Daily ticket (see below for conditions); or
- two Economy class V/Line single tickets (to return on a different day) (see below for conditions).

Free travel vouchers can be exchanged for a Day Pass at metropolitan Premium Stations and the PTV Hub at 750 Collins Street, Docklands. For more information on Day Pass, see Chapter 12. **The customer must present the voucher when redeeming or booking their ticket.**

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

Free Travel Vouchers must be redeemed and used for travel before the expiry date on the voucher.

Victorian Pensioner Free Travel Vouchers

Victorian pensioners can use their vouchers for interstate travel wholly on NSW TrainLink 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.

Pensioner Free Travel Vouchers will be replaced if lost or stolen by contacting Centrelink on **132 300**.

Seniors Off-peak Free Travel Vouchers

Vouchers can only be redeemed for off-peak 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 not be exchanged for NSW TrainLink or GSR tickets.

Standard ticket conditions apply.

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

Pensioner/Carer Off-peak Free Travel Vouchers

Vouchers can only be redeemed for off-peak 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 not be exchanged for NSW TrainLink or GSR tickets.

Standard ticket conditions apply.

Pensioner/Carer Off-peak Free Travel Vouchers will not be replaced if lost or stolen.

CHAPTER 4: MYKI TICKETING

What is myki?

myki is a smartcard that works like an electronic purse, which can be used to pay for travel on public transport including metropolitan bus, tram and train services, V/Line commuter train services and myki enabled regional bus services.

The myki smartcard technology enables a money value and/or a travel pass to be stored on the card.

myki money (see Chapter 5) is suitable for daily or occasional travellers. Customers simply need to top up their myki with money before travelling and then touch on and off for each trip so that myki can automatically calculate the correct fare. The fare will then be deducted from the card balance at the end of each trip.

A myki pass (see Chapter 6) can be purchased for 7 or between 28 and 365 consecutive days to make travel easier and cheaper for regular travellers. Customers still need to touch on and off for each trip.

myki can store both myki money and myki passes. The myki pass covers travel in the zone(s) for which it is valid, and myki money is charged to pay for any travel outside of the myki pass zone(s).

Where is myki valid

mykis are issued in respect of the public transport services specified in the next succeeding paragraph and may be used on those services subject to all other relevant conditions in this manual.

The public transport services on which a myki can be used are:

- the train services provided by Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) operating on the railway lines depicted as Zone 1 or Zone 2 on the Melbourne train network map in Chapter 9.
- the tram services provided by KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074) operating on the tramways depicted as Zone 1 or Zone 2 on the Melbourne tram network map in Chapter 9.
- the bus services operating on the bus routes specified in the paragraphs and tables under the headings 'Melbourne bus zones' and 'Metropolitan bus routes extending outside the Melbourne metropolitan area' and 'Other bus routes' in Chapter 9.
- the V/Line commuter train services operating on the railway lines depicted as myki zones on the Regional train myki zones map in Chapter 9.
- V/Line parallel coach services.
- bus services operating on the bus routes depicted on a map under the heading 'myki on the regional town bus network' in Chapter 9, including:
 - Bacchus Marsh
 - Ballarat
 - Bellarine
 - Bendigo
 - Churchill
 - Geelong
 - Kilmore
 - Latrobe Valley
 - Moe
 - Morwell
 - Seymour
 - Traralgon
 - Wallan
 - Warragul.

How to use a myki

Once a myki is purchased and topped up with myki money or a myki pass, to use the myki, customers only need to touch on to a myki reader at a railway station or on a bus or a tram and touch off as required.

A successful touch on or touch off is indicated by the myki reader beeping, displaying coloured lights (depending on the card type) and displaying the card balance as long as the card is held to the reader.

A myki must be touched on in order for it to be valid for a journey or entry to a designated area. A myki must be touched off in accordance with the conditions in Chapter 8.

Also, using myki money, failure to touch off will result a default fare being applied, which may be higher than the fare that would have been paid had touch off occurred. More information on default fares can be found in Chapter 8.

For travel in three zones or more, customers who are using myki money, either on its own or in conjunction with a valid myki pass, must ensure that they have sufficient myki money to pay the fare for all of the journey that is to be covered by myki money.

Where to buy a myki

Full fare and concession mykis are available from the following locations:

- staffed metropolitan railway stations;
- myki enabled staffed V/Line railway stations;
- 7-Eleven and other myki retailers;
- V/Line myki agents;
- myki machines at myki enabled railway stations, selected tram stops and bus interchanges, and the PTV Hub at Southern Cross Station;
- online from ptv.vic.gov.au;
- by calling **1800 800 007** (6 am – midnight daily);
- on board myki enabled buses*; and
- the PTV Hub at 750 Collins Street, Docklands.

* except for Doncaster Park and Ride and on bus routes 401 and 601.

When obtaining a myki, customers can generally choose to have their myki registered or leave it unregistered.

A myki card must be topped up with at least \$1 or a myki pass at purchase.

myki Visitor Pack

A myki Visitor Pack is primarily designed to suit tourists and visitors to Melbourne and Victoria. The pack comprises a myki card, an amount of pre-loaded myki money (providing one day's travel in Zone 1), instructions on how to use and manage the myki, an inner Melbourne map, a protective wallet, and discount vouchers for popular visitor attractions. It is available from selected hotels and visitor accommodation, and the PTV Hubs at Southern Cross Station and 750 Collins Street, Docklands.

myki Starter Pack

myki Starter Packs are available from Australia Post outlets in selected regional towns in which mykis are valid on local town buses.

A Starter Pack comprises a myki card, an amount of pre-loaded myki money, and information on how to use and manage the myki.

myki purchase price

The price of a myki is shown below.

	Price
Full fare myki	\$6.00
Concession myki (Child, Senior, General Concession)	\$3.00

myki Visitor Pack

	Card	Pre-loaded myki money	Total price
Full fare	\$6.00	\$8.00	\$14.00
Concession myki (Child, Senior, General Concession)	\$3.00	\$4.00	\$7.00

myki Starter Pack

	Card	Pre-loaded myki money	Total price
Full fare	\$6.00	\$5.00	\$11.00
Concession myki (Child, Senior, General Concession)	\$3.00	\$3.00	\$6.00

Where to top up a myki

For maximum convenience, customers are encouraged to use auto top up for myki money. mykis can also be topped up:

- at staffed metropolitan stations;
- at staffed myki enabled V/Line stations;
- at 7-Eleven stores, other myki retailers and V/Line myki agents;
- at myki machines at railway stations, selected tram and bus stops and the PTV Hubs at Southern Cross Station and 750 Collins Street, Docklands;
- online at ptv.vic.gov.au;
- by calling **1800 800 007** (6 am – midnight daily);
- on board myki enabled buses*.

* except for Doncaster Park and Ride and on bus routes 401 and 601.

Auto top up

Registered account holders can choose to set an automatic top up of any amount between \$10 and \$250 onto their myki from a nominated bank account or credit card when the myki money balance falls to or below a minimum threshold.

The minimum threshold is selectable, and can be any amount from \$10 to \$250. Auto top up cannot be used to top up a myki pass.

Auto top up is only available for registered mykis and must be set up online at ptv.vic.gov.au or through the PTV call centre on **1800 800 007** (6 am – midnight daily).

When an auto top up is initially set up, the auto top up amount will be deducted from the customer's bank account or credit card and credited to the myki money balance regardless of the balance on the myki. After this time the myki is topped up by the chosen amount as soon as the myki money balance falls to or below the specified level and is generally deducted from the customer's bank account or credit card overnight.

If sufficient funds are not available in the bank account or credit card to cover the auto top up, the amount credited to the myki money balance will be deducted from the balance and the auto top up cancelled.

Customers are advised to update their auto top up settings in the event their bank account or credit card details change.

If a myki has a negative myki balance and an auto top up does not take the balance up to the applicable minimum balance required for travel (see Chapter 8), the myki is not valid for travel or entry to a designated area until the balance has been topped up to at least that level.

Note that customers using auto top up and travelling in more than two zones (for example, on V/Line commuter train services) need to ensure they have enough myki money to pay for the fare for their trip before travelling in order to have a valid ticket. Customers may choose to set the auto top up threshold at an amount at least equal to the fare for the most expensive trip they take in order to ensure they always have a valid ticket.

Time taken to credit myki balance

Instant top up

When customers top up myki money or load a myki pass at a myki machine, staffed railway station, PTV Hub, 7-Eleven or other myki retailer, V/Line myki agent or on board a bus, the value or pass is recorded on the myki immediately.

Website and call centre

When customers top up myki money or load a myki pass via the myki website or PTV call centre, the amount to be topped up or pass to be loaded is downloaded to myki equipment so it can be recorded on the customer's myki when it is next presented to a myki machine or myki reader.

Customers are advised it may take 24 hours or longer for online and call centre top ups to process and be downloaded to equipment. The value will be added to the customer's card when they next touch on or use a myki machine.

If a myki is not used within 90 days, the funds will be sent to archive. To retrieve funds from archive, a myki must be touched on or topped up at a myki machine, retailer or myki enabled railway station. Archived funds will take 24 hours to be reallocated to the myki.

BPay

Top ups via BPay must first be processed by the customer's bank and may take up to five days for the value to be able to be recorded on the myki.

Auto top up

An auto top up amount is credited to a customer's myki immediately the first time a customer touches on or uses a myki machine after the myki money balance falls to or below the specified threshold level.

myki balance

Unless the value of a top up is recorded on the myki, it does not form part of the card's myki money balance. Unless a myki pass is recorded on the myki, the pass cannot be used for travel.

If a customer finds there is insufficient myki money balance to travel, or that a myki pass has not been recorded, they must top up at a myki machine, staffed railway station, retail agent or on board a bus.

Registered myki

Customers may apply to register their myki at any time. Customers can register immediately at ptv.vic.gov.au or by calling the PTV call centre on **1800 800 007** (6 am – midnight daily).

Registration provides balance protection (for myki money and myki pass) in the event that the myki is reported as lost or stolen. A lost/stolen myki should be reported to the PTV call centre on **1800 800 007** (6 am – midnight daily) as soon as possible.

In addition, customers with a registered myki can establish an online account and set up auto top up for added convenience.

Some personal details are required for the registration process.

Registration is recommended for all myki customers, particularly customers who use a myki pass, so that the value on the myki is protected if lost or stolen.

Registration is free.

Personalisation with name

When applying for a registered myki via the website or PTV call centre, a customer may choose to have their name printed on their myki. This option is free and is only available at the time of purchase.

Unregistered myki

Customers do not need to supply any details to obtain and use an unregistered myki except to allow the card to be posted if purchased via the website or call centre – personal details will then be removed.

An unregistered myki is not covered for balance protection if lost or stolen. An unregistered myki can be registered at any time.

Managing a myki for someone else

A person may manage a myki on behalf of someone else – for example, a parent/guardian may manage a child's account. This should be set up at the time of applying for a myki.

The account holder can manage up to eight active myki cards (including their own) online and through the PTV call centre on **1800 800 007** (6 am – midnight daily).

myki card designs and customer categories

Most mykis have one of four card designs which indicate the type of fare category applicable to the customer.

All mykis are electronically encoded with a customer category which reflects eligibility for full fare, concession fare or free travel and any other applicable benefits. Only one category can be stored on the myki at any one time and this is used by the system to calculate the correct fare.

myki card designs are shown below. Customer categories which can be loaded are detailed in Chapter 3. (Note that all card designs may be either blue or green themed).

Full fare



For customer categories CC, F, FFS and most free travel pass categories.

Child concession



For customer category CH.

Seniors concession



For customer category VS.

General concession



For customer categories A, AS, CAR, CFS, DSP, GC, HC, PC, S and T.

Privacy and the myki ticketing system

The State Government understands and respects customers' right to privacy and is committed to privacy protection. Public Transport Authorities are subject to the **Information Privacy Act 2000**.

The myki ticketing system is managed and operated by Public Transport Victoria (PTV). PTV has developed a Privacy Policy to regulate the way that it collects, uses and handles personal information. A summarised privacy statement, and the full policy, may be obtained on request by calling the PTV call centre on **1800 800 007** (6 am – midnight daily) or viewed at **ptv.vic.gov.au**

CHAPTER 5: MYKI MONEY**What is myki money?**

myki money is a dollar amount paid into the account associated with a customer's myki and recorded as value on the myki. In this manual this process is called "topping up" or "loading" myki money.

The value recorded on the myki forms the myki money balance and can be used to pay for travel on public transport services.

With myki money, the correct fare for any journey is automatically calculated after the customer has touched on and touched off public transport.

Fares are calculated according to where and when the customer travels, and are automatically deducted from the myki money balance when the customer touches off. In addition, Daily caps apply for travel.

In order to guarantee automatic correct fare calculation for a trip, the customer must use the correct touch on and touch off behaviour, otherwise a default fare may be charged.

The myki money balance can be checked at any time on any 7-Eleven and other myki retailers, myki machine, myki check, at the PTV Hubs and staffed railway stations.

The remaining balance is displayed whenever a customer touches on or off. Customers can also check balances by calling the PTV call centre on **1800 800 007** (6 am – midnight daily) or, if the myki is registered, at **ptv.vic.gov.au**

It is the customer's responsibility to maintain sufficient balance to cover all travel made.

Where to top up myki money

myki money can be topped up at the locations set out in the following table, using the payment methods shown. The nearest myki outlet can be found by accessing the myki location finder available from **ptv.vic.gov.au**

Location	Payment methods						
	Minimum top up amount	Maximum top up amount	Notes	Coins	EFTPOS~	Credit card	Auto top up
Staffed metropolitan and V/Line myki enabled railway stations	\$1	\$250	Yes	Yes	Yes	Yes [◇]	No
myki machines at railway stations, selected tram stops and bus interchanges, and the PTV Hubs	\$1	\$250	Yes [§]	Yes [§]	Yes	Yes ^{◇~}	No
7-Eleven and other myki retailers and V/Line myki agents	\$1	\$250	Yes	Yes	Yes*	Yes*	No
Online at ptv.vic.gov.au [^]	\$10	\$250	No	No	No	Yes [◇]	Yes
By telephone – PTV call centre on 1800 800 007 (6 am – midnight daily) [^]	\$10	\$250	No	No	No	Yes [◇]	Yes
On board myki enabled buses**	\$1	\$20	Yes	Yes	No	No	No

§ No change provided when topping up myki money at a myki machine. 5 cent coins not accepted.

* Where facilities available. [◇] Visa and Mastercard only. [~] PIN may be required.

[^] myki money will not be credited to the card immediately. See Chapter 4.

**except Doncaster Park and Ride and on bus routes 401 and 601.

To avoid delaying buses, customers are encouraged to top up before boarding at a 7-Eleven or other myki retailer, railway station, or bus interchange where top up facilities are available.

Customers who board a bus at the Doncaster Park and Ride are not permitted to purchase or top up a myki on board the bus. Mykis are not available for purchase, and mykis are not permitted to be topped up, on metropolitan bus route number 401 or metropolitan bus route number 601.

Customers travelling on V/Line commuter train services must top up prior to boarding as there will be no top up facilities offered by the conductor.

The maximum myki money balance a customer is permitted to have on their myki is \$999.99.

BPay is available through the customer's bank account.

Auto top up is available for registered mykis only, providing extra convenience and security.

Calculating myki money fares

myki money fares are calculated automatically when the customer touches on and touches off their myki for each trip. However, should a customer wish to calculate the price to be paid when using myki money for a single trip, the following steps apply:

- determine the zones required for travel (see Chapter 9);
- determine the full fare based on the 2 hour fare for the zone(s) within which the travel takes place (see Chapter 7);
- apply any concession discounts (see Chapter 3);
- apply any off-peak discounts (in this chapter);
- modify the fare for any existing products (in this chapter).

Daily travel is capped at a fixed daily price. Once a Daily cap has been reached, a customer can make unlimited journeys across all modes of public transport within the applicable zone(s) until the end of the day and pay no more than the daily fare.

For some customers, or on certain days, additional caps may exist which will cap the fare at a lower daily rate than the standard Daily cap (in this chapter).

Note that a reference to a day means the period commencing at 3am and ending at the following 3 am, and a reference to a particular day (e.g. Sunday) means the period commencing at 3 am on that day and ending at 3am on the following day.

Automatic fare calculation

Fares are calculated automatically as a customer travels, and the appropriate deductions from the myki money balance take place each time a customer touches off.

Where a discount (for example, for concession or off-peak travel) would result in a fare which includes a fraction of a cent, the fare will be rounded to the nearest whole cent.

When customers using myki money have a valid 2 hour or Daily product for their zone(s) of travel, no further fares are deducted for travel in the relevant zone(s) while the product is valid.

If the deduction of a fare results in a customer's myki money balance falling below \$0.00, the customer will not be permitted to use myki money to touch on again until they have topped up the myki to at least \$0.00 (even if they are within a zone for which a current product exists on the myki).

Single trip

The maximum fare for a single trip is the 2 hour fare for the zone(s) travelled in. When a myki is touched off, a 2 hour 'product' is created on the myki. A 2 hour product authorises unlimited travel in the zone(s) travelled in until two hours after the start of the next full hour after the myki was first touched on, except where the first touch on is made between 6 pm and 11.59 pm, in which case the product expires at the end of the day.

Where a trip is entirely within a zone overlap, the fare charged and product created will be for the zone for which the fare is lowest. Where fares are the same, the fare charged and product created will be for the lower numbered zone.

To ensure customers are able to complete long journeys on V/Line services, where touch off indicates that a journey consisting of travel in at least 6 zones has been made (since the last touch on), the expiry time of the product will be extended by an additional hour for every multiple of 6 zones travelled in.

Number of zones travelled in	Product created
1 – 5	2 hour
6 – 11	3 hour
12 – 13	4 hour

Within the zone(s) covered by the product a customer may board any train, tram or bus before the expiry of the product even if the customer's journey ends after the product's expiry.

Daily capping

This is the maximum fare charged for unlimited travel in the zone(s) in which travel takes place on a single day.

The Daily cap for concession myki is 50 per cent of the full fare Daily cap.

myki keeps track of fares paid, and zones travelled in, during a day. When the total paid on a day reaches the Daily cap for the zone(s) travelled in on that day, a Daily product for the zone(s) is created on the myki.

A Daily product is also created after a 2 hour fare is paid for a zone(s) in which a customer has previously travelled that day and for which the Daily cap has been reached.

Within the zone(s) covered by the product a customer may board any train, tram or bus before the expiry of the product even if the journey extends beyond the product's expiry.

In addition to the normal Daily cap, the following caps apply when using myki money for certain customers or certain days of the week. Where more than one type of cap is applicable on a day, the lowest cap will apply.

Weekend and Public Holiday Daily Cap

Customers using myki to travel entirely within Zones 1 and 2 on a Saturday, Sunday or public holiday will pay no more than \$6.00 per day. No concession discount applies.

Seniors Daily Cap

Customers using myki with customer category VS (Victorian Seniors Card holders) to travel entirely within Zones 1 and 2 on Monday to Friday will pay no more than \$3.90 per day. (Travel in these zones on Saturday and Sunday is free).

Off-peak discounts

Fares for all journeys in 3 or more zones receive an off-peak discount, except where touch off occurs within Zone 1 before 9am on a business day or touch on occurs within Zone 1 between 4pm and 6pm on a business day.

Customers must touch on and touch off to receive the applicable off-peak discount. The discount for off-peak travel is 30 per cent (this is applied after any concession discount). Customers who do not touch on and off correctly will be charged a default fare that is a peak fare.

For customers travelling off-peak, the equivalent peak fare contributes toward the Daily cap, even though a reduced fare is paid. For example when a full fare customer travels three zones off-peak, 100 per cent of the standard fare will be counted towards the Daily cap even though only 70 per cent of the standard fare has been paid.

Free travel

The free travel listed below is applied automatically when a customer touches on and touches off:

- **early bird travel** – all mykis provide free travel on electrified Melbourne train services when touch on and touch off both occur before 7.15am on a weekday (Monday to Friday). No product is created on the myki as a result of this travel;
- **free Saturday and Sunday travel** – customers travelling using concession mykis coded VS (Victorian Seniors Card holders), DSP or CAR (Disability Support Pensioners and Carer Payment recipients) receive free travel on Saturdays and Sundays for journeys in only one or two consecutive zones. For travel in more than two zones the fare for the entire journey will be charged;
- **free Sunday travel** – customers travelling using mykis coded FFS or CFS (DHS Carer Card holders) receive free travel on Sundays for journeys in only one or two consecutive zones. For travel in more than two zones the fare for the entire journey will be charged.

Existing products

Where a product already exists on a customer's myki (a 2 hour product, Daily product or a myki pass) that is valid for a zone(s) and the customer makes a journey that consists of, or includes, travel in a zone(s) for which the existing product is not valid, the fare for the journey is the 2 hour fare for all zones for which the existing product is valid combined with the zone(s) for which the existing product is not valid minus the 2 hour fare for all zones for which the existing product is valid. Where this occurs and the existing product is a 2 hour product, the product on the myki is changed to include the additional zone(s).

Default fares

If a customer fails to touch off at the end of a journey, a default fare is charged the next time they touch on. This fare assumes the customer took the longest possible trip on the service they used and is calculated according to the same rules as the fare that would have been charged had the customer touched off.

However, the default fare may be higher than the customer would have otherwise paid if they had touched off their myki. For more information on default fares, see Chapter 8.

Telebus surcharge

There are eight Telebuses operating bus routes in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.

Customers 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 fare), or they may be picked up or dropped off at home (and pay a small surcharge).

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).

For more information, phone Invicta Bus Services **9735 3400** or go to invictabus.com.au/telebus.html.

	Full fare	Concession
Telebus surcharge	\$1.00	\$0.50

CHAPTER 6: MYKI PASS**What is a myki pass?**

A myki pass is an authority to travel within a zone or range of zones for a specified number of consecutive days. A myki pass for 7 or between 28 to 365 consecutive days can be purchased.

A myki pass can only be used if the myki money balance is \$0.00 or greater.

Once purchased, a myki pass will be activated the first time the customer uses the myki to travel, or to enter a designated area, within a zone for which the pass is valid and for which there is no other existing product (such as another myki pass or where travel has been paid for by myki money) on the myki. The myki pass will be valid for the number of days authorised by it, commencing the day of activation.

Note that a public transport day begins at 3am and ends at the following 3am. For example, a 28 day myki pass that is activated on 1 May will expire at 3am on 29 May. A myki with a myki pass loaded on it must be touched on and off in the usual way to travel.

A myki pass must be activated within 12 months of purchase, or the pass will cease to be able to be activated and will expire. However, if it is activated within that period, the pass remains valid as set out in the preceding paragraphs.

Only one pass may be active at a time, although two passes may be stored at any one time on a single myki. For example, a new pass can be purchased before the expiry of an existing pass, and will be activated when the customer touches on and off (in a zone for which the pass is valid) after the expiry of the existing pass.

Important Note: No refunds will be given if an unregistered myki is lost or stolen, even if the myki was paid for by credit card or EFTPOS.

Customers using myki passes are encouraged to register their myki to protect against loss. Registering a myki is free and can be done by visiting ptv.vic.gov.au or by calling the PTV call centre on **1800 800 007** (6 am – midnight daily).

Where to purchase a myki pass

A myki pass can be loaded at the following locations using the payment methods shown:

Location	Payment methods				
	Notes	Coins	EFTPOS~	Credit card	myki money
Staffed metropolitan and myki enabled V/Line railway stations	Yes	Yes	Yes	Yes [†]	Yes
myki machines at railway stations, selected tram stops and bus interchanges, and the PTV Hubs	Yes [§]	Yes [§]	Yes	Yes ^{†~}	Yes
7-Eleven and other myki retailers and V/Line myki agents	Yes	Yes	Yes*	Yes*	Yes
Online at ptv.vic.gov.au [^]	No	No	No	Yes [†]	No
By telephone – PTV call centre on 1800 800 007 (6 am – midnight daily) [^]	No	No	No	Yes [†]	No

§ 5 cent coins not accepted. Maximum change provided is \$10.

† Visa and Mastercard only. * Where facilities available. ~ PIN may be required.

^ myki pass will not be loaded onto the card immediately.

Rounding

If a myki pass fare is shown as, or is calculated to be, an amount ending in a multiple of one cent, that amount may be rounded up to the next 10 cents at the point of sale. In that case, the rounded amount is deemed to be the fare.

7 day myki pass

The 7 day myki pass is valid within the zone(s) programmed on the pass from the day of activation until the end of the day six days after the day it was activated. For example, if a pass is first activated on a Tuesday, it expires at the end of the following Monday (3 am Tuesday).

Concession myki pass fares are 50 per cent of the full fare.

28–365 day myki pass

The fare for a 28–365 day myki pass can be calculated by multiplying the number of days required by the myki pass daily rate.

When calculating a fare for more than 69 days, use the 70–365 daily rate for all days purchased. In some cases it may be cheaper to purchase 70 days rather than fewer days.

When a myki pass for 325–365 days is purchased, the fare will be the cost of a 325 day pass (the equivalent of up to 40 days free).

Concession myki pass fares are 50 per cent of the full fare.

Commuter Club

A Commuter Club scheme is available for employers or other organisations to purchase 365-day myki passes on behalf of the organisation's employees/members/volunteers at a discount rate of 10 per cent. 365-day myki passes (electronic myki code CC) purchased through the Commuter Club are valid for use on metropolitan trains, trams and buses.

It is up to the organisation how they choose to offer employees a Commuter Club myki, for example, salary package, one-off payment etc. It is also at the discretion of the organisation whether they pass on all or part of the discount to their employees; for example, some organisations may choose to deduct a handling fee.

The myki Commuter Club is available to organisations. It is not open to individuals. An organisation requires a minimum of 10 people to register.

For more information on how the myki Commuter Club works or to register an organisation, email commuterclub@ptv.vic.gov.au

Travel beyond myki pass zone(s)

If a myki pass holder wishes to travel outside the zone(s) for which the pass is valid, they should have sufficient myki money on their myki, prior to travel, to pay for the additional travel.

The cost of the trip is the 2 hour fare for all zones for which the pass is valid combined with the additional zone(s), minus the 2 hour fare for all zones for which the pass is valid.

Daily capping will continue to apply for travel outside the zone(s) for which a myki pass is valid in the usual way.

Customers travelling on a V/Line commuter train service whose journeys are entirely within the myki zones shown on the Regional train myki zone map in Chapter 9, must have a single valid V/Line ticket or use a myki for the entire journey.

Customers travelling on a V/Line commuter train service whose journeys include travel within the myki zones shown on the Regional train myki zone map in Chapter 9, but commence or end beyond those zones, must either:

- (a) have a single valid V/Line ticket for the entire journey; or
- (b) use a myki pass for all or part of the journey within the myki zones and have a valid Single or Daily V/Line ticket for the remainder of the journey. (Note: myki money cannot be used for any part of such a journey.)

However, customers using Yearly, Date-to-Date, or Weekly V/Line tickets may extend their journey by purchasing a Single or Daily V/Line ticket for the additional travel to the new location. A myki cannot be used to extend travel on these tickets.

Student passes – myki

Student passes are available to full-time primary or secondary students, who possess a valid Victorian Public Transport Concession Card, for travel on the services specified in the table below.

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:

- Yearly and first half-yearly student passes start on 1 January.
- Second half-yearly passes start on 1 July.
- First half-yearly passes expire 31 July.

Yearly and second half-yearly passes expire on the last day of February the following year.

Student passes are available from staffed railway stations. A student pass is valid for unlimited travel on all train, tram and bus services within the zone(s) of validity until the expiry of the pass. The pass is valid for economy class travel only on V/Line train and coach services.

Student passes are loaded onto a concession myki electronically coded 'S' and are only valid when used in conjunction with the Victorian Public Transport Concession Card with which they are purchased.

When travelling on a service with myki equipment, the customer must touch on and touch off the student pass in the usual way. *When travelling on other services, both the student pass and the associated concession card must be carried and shown on request to an authorised person.*

	Half-yearly	Yearly
Victorian Student Pass (statewide)	\$261.00	\$501.00
Ballarat Transit Pass (Zone 8)	\$205.50	\$392.60
Bendigo Transit Pass (Zone 13)	\$180.80	\$325.40
Geelong Transit Pass (Zone 4)	\$205.50	\$392.60

For other regional (non-myki) student pass prices see Chapter 12.

CHAPTER 7: MYKI FARES**Metropolitan fares**

myki money				
	2 hour		Daily	
	Full	Conc	Full	Conc
Zone 1	3.58	1.79	7.16	3.58
Zone 2	2.48	1.24	4.96	2.48
Zone 1 + 2	6.06	3.03	12.12	6.06

myki pass				
	7 day pass (7 days)		28 – 365 day pass (Daily rate)	
	Full	Conc	Full	Conc
Zone 1	35.80	17.90	4.40	2.20
Zone 2	24.80	12.40	2.92	1.46
Zone 1 + 2	60.60	30.30	6.80	3.40

Other daily caps	
	Zones 1 + 2
Seniors	3.90
Weekend + Public holiday cap	6.00

V/Line commuter train fares for travel to/from Zone 1

myki money								
Travel between Zone 1 and	2 hour				Daily			
	Peak		Off-peak		Peak		Off-peak	
	Full	Conc	Full	Conc	Full	Conc	Full	Conc
Zone 2	6.06	3.03	N/A	N/A	12.12	6.06	N/A	N/A
Zone 3	9.80	4.90	6.86	3.43	19.60	9.80	13.72	6.86
Zone 4	11.20	5.60	7.84	3.92	22.40	11.20	15.68	7.84
Zone 5	13.00	6.50	9.10	4.55	26.00	13.00	18.20	9.10
Zone 6	14.80	7.40	10.36	5.18	29.60	14.80	20.72	10.36
Zone 7	16.20	8.10	11.34	5.67	32.40	16.20	22.68	11.34
Zone 8	18.20	9.10	12.74	6.37	36.40	18.20	25.48	12.74
Zone 9	20.20	10.10	14.14	7.07	40.40	20.20	28.28	14.14
Zone 10	21.80	10.90	15.26	7.63	43.60	21.80	30.52	15.26
Zone 11	24.00	12.00	16.80	8.40	48.00	24.00	33.60	16.80
Zone 12	25.80	12.90	18.06	9.03	51.60	25.80	36.12	18.06
Zone 13	27.60	13.80	19.32	9.66	55.20	27.60	38.64	19.32

myki pass						
Travel between Zone 1 and	7 day pass (7 days)		28–69 day pass (Daily rate)		70–365 day pass (Daily rate)	
	Full	Conc	Full	Conc	Full	Conc
Zone 2	60.60	30.30	6.80	3.40	6.80	3.40
Zone 3	65.60	32.80	7.76	3.88	7.76	3.88
Zone 4	75.00	37.50	8.88	4.44	8.80	4.40
Zone 5	79.60	39.80	9.42	4.71	9.12	4.56
Zone 6	85.40	42.70	10.10	5.05	9.42	4.71
Zone 7	94.20	47.10	11.16	5.58	9.78	4.89
Zone 8	100.20	50.10	11.86	5.93	10.22	5.11
Zone 9	108.40	54.20	12.82	6.41	10.38	5.19
Zone 10	115.60	57.80	13.72	6.86	10.92	5.46
Zone 11	122.40	61.20	14.48	7.24	11.22	5.61
Zone 12	130.60	65.30	15.44	7.72	11.48	5.74
Zone 13	137.20	68.60	16.28	8.14	11.80	5.90

See Chapter 6 for more information on myki passes, and Chapter 3 for more information on concessions.

All other V/Line commuter train and regional town bus fares

myki money				
Number of zones travelled	2 hour		Daily	
	Full	Conc	Full	Conc
1	2.20	1.10	4.00	2.00
2	3.60	1.80	7.20	3.60
3	2.94	1.47	5.88	2.94
4	3.92	1.96	7.84	3.92
5	4.48	2.24	8.96	4.48
6	5.60	2.80	11.20	5.60
7	6.86	3.43	13.72	6.86
8	7.84	3.92	15.68	7.84
9	9.10	4.55	18.20	9.10
10	10.36	5.18	20.72	10.36
11	11.34	5.67	22.68	11.34
12	12.74	6.37	25.48	12.74

Shaded fares include off-peak discount

myki pass						
Number of zones travelled	7 day pass (7 days)		28 – 69 day pass (Daily rate)		70 – 365 day pass (Daily rate)	
	Full	Conc	Full	Conc	Full	Conc
1	20.40	10.20	2.86	1.43	2.86	1.43
2	36.00	18.00	5.00	2.50	5.00	2.50
3	39.80	19.90	5.32	2.66	5.32	2.66
4	42.00	21.00	5.52	2.76	5.52	2.76
5	44.00	22.00	5.78	2.89	5.78	2.89
6	55.80	27.90	7.04	3.52	7.04	3.52
7	65.60	32.80	7.76	3.88	7.76	3.88
8	75.00	37.50	8.88	4.44	8.80	4.40
9	79.60	39.80	9.42	4.71	9.12	4.56
10	85.40	42.70	10.10	5.05	9.42	4.71
11	94.20	47.10	11.16	5.58	9.78	4.89
12	100.20	50.10	11.86	5.93	10.22	5.11

CHAPTER 8: MYKI GENERAL CONDITIONS**Touch on/touch off**

A myki must be touched on and touched off for each journey in a passenger vehicle or entry to a designated area for which the myki is used, in accordance with the following paragraphs.

However, if a customer is not able to touch on or touch off the myki as required in those paragraphs because an operational myki reader is not available, the requirements set out in those paragraphs do not apply.

An operational myki reader is to be taken as being not available only if:

- (a) no myki reader near where the customer boards or leaves the vehicle or enters or leaves the designated area (as is applicable) is able to be operated so as to enable the myki to be touched on or touched off and it would be unreasonable to require the customer to touch on or touch off the myki at a myki reader which is able to be so operated; or
- (b) the customer is unable to touch on or touch off the myki because of a physical or intellectual disability and is unable to have the myki touched on or touched off on their behalf by an accompanying person or an authorised person.

Touch on/touch off – train

For a journey on a train that commences from a platform which is not, or is not part of, a designated area, a customer must touch on the myki before boarding the train.

For a journey on a train that ends at a platform which is not, or is not part of, a designated area, a customer must touch off the myki as soon as there is a reasonable opportunity to do so after leaving the train.

For an entry to a designated area and for a journey on a train that commences from a platform which is, or is part of, that designated area, a customer must touch on the myki before, while or immediately upon entering, the designated area.

For a journey on a train that ends at a platform which is, or is part of, a designated area and for the entry to the designated area that is made when a customer leaves the train, the customer must touch off the myki immediately before leaving, or while leaving, the designated area.

For an entry to a designated area if a customer leaves the designated area without undertaking any travel, the customer must touch off the myki immediately before leaving, or while leaving, the designated area.

If a replacement vehicle is provided for a train service and the replacement vehicle does not have any myki operating equipment on board, customers using a myki for travel must touch on using a myki reader at the departure railway station and touch off using a myki reader at the destination railway station.

Touch on/touch off – bus

For a journey on a bus:

- (a) unless subparagraph (b) applies, a customer must touch on the myki immediately upon boarding the bus;
- (b) if it is necessary for a myki to be purchased or for value to be loaded on a myki on board the bus in order for the myki to be able to be touched on, the customer must touch on the myki as soon as possible after the myki has been purchased or value has been loaded;
- (c) a customer must touch off the myki before leaving the bus, but not before the bus leaves the second-last bus stop in that journey.

Touch on/touch off – tram

For a journey on a tram:

- (a) a customer must touch on the myki immediately upon boarding the tram;
- (b) the customer is not required to touch off, but if the customer chooses to touch off, they must not do so before the tram leaves the second-last tram stop in that journey.

For a journey entirely within the Zone 1/2 overlap, if the customer does not touch off, the default fare they may subsequently pay may be higher than the fare they would have paid if they had touched off.

Minimum requirements for travel**Travel in one or two zones**

In order to touch on and commence travel, customers travelling in only one or two zones must have on their myki a myki money balance of at least \$0.00.

Travel in three or more zones

Customers travelling in three or more zones must have on their myki prior to travel:

- a myki pass for their entire journey and a myki money balance of at least \$0.00; or
- a sufficient myki money balance to pay for the entire journey; or
- a myki pass for part of the journey and a sufficient myki money balance to pay for the remainder of the journey.

Negative myki money balances

If a customer's myki has a valid myki pass or other valid product and a negative myki money balance, the myki is not valid for travel or entry to designated areas in zones for which the myki pass or other product is valid until the myki money balance has been topped up to at least \$0.00.

mykis on V/Line parallel coach services

myki money cannot be used for any part of a journey on a V/Line parallel coach service.

A myki may be used for a journey on a V/Line parallel coach service only if:

- (a) there is on the myki a myki pass that has been activated and is valid for all of the zones in which the customer will travel on that service; and
- (b) before the journey, the customer produces the myki to the coach driver for inspection, including electronic reading.

myki reader indicators**Touch on**

When a customer touches on at a myki reader, lights on the reader and an audible tone will alert them to the status of the touch as set out in the table below.

When a myki is presented to a myki reader and no light or tone occurs, the ticket has not been read and is not valid for travel.

Light(s)	Tone	Outcome	Reason
Green	Single positive beep (full fare and free travel) Two positive beeps (concession and commuter club)	Successful touch on	<ul style="list-style-type: none"> > myki money balance at least \$0.00; or > Valid myki pass and myki money balance at least \$0.00.
Red	Three negative beeps	Touch on failed	<ul style="list-style-type: none"> > myki money balance less than \$0.00; or > No valid myki pass for current zone and myki money balance less than \$0.00; or > Blocked myki; or > Defective myki; or > Another reason (see “myki reader messages” below).
Green and orange together	Single positive beep (full fare and free travel) Two positive beeps (concession and commuter club)	Successful touch on	<ul style="list-style-type: none"> > myki money balance at least \$0.00; or > Valid myki pass and myki money balance at least \$0.00; and > Low balance – myki pass has 3 or fewer days remaining or myki money balance below \$10; and/or > Action processed against the card since last touch on (e.g. auto top up).
Green and red together	Single positive beep (full fare and free travel) Two positive beeps (concession and commuter club)	Successful touch on	<ul style="list-style-type: none"> > myki money balance at least \$0.00; or > Valid myki pass and myki money balance at least \$0.00; and > Default fare applied for previous trip (this will occur where a customer failed to touch off at the end of their last trip).

Note that if a customer is travelling three or more zones they must have a myki pass and/or sufficient myki money balance for their journey prior to travel. In this case a successful touch on does not necessarily indicate that a customer has a valid ticket (see ‘Minimum requirements for travel’ in this chapter).

Touch off

A successful touch off is indicated by a green light and one or two positive beeps.

A red light and three negative beeps indicates the touch off failed, and a message on the screen will indicate the reason (see ‘myki reader messages’ below).

myki reader messages

Where a touch is unsuccessful, the following messages may be displayed by the myki reader:

Message	Description	Customer action
Already touched on Already touched off	The myki has been touched on/off already within the passback period.	No action necessary.
Declined – contact myki call centre	The myki has been blocked from use or has a fault.	Use another myki. Contact the PTV call centre on 1800 800 007 (6 am – midnight daily).
Multiple cards detected – try again	More than one myki has been presented to the reader at the same time. Readers can only read a single card at a time.	Present a single myki to the reader.
Please touch again	The myki has been removed from the reader too quickly and has not been read.	Re-present the myki to the reader.
Expired – time to get another myki	The myki has reached the end of its life span and must be replaced.	Use another myki. Complete replacement myki form or purchase a new myki.

Failure to touch on and touch off correctly**Default fares – myki money**

In order for the myki ticketing system to calculate the correct fare, customers must touch on and touch off correctly. If a customer using myki money does not touch off correctly, then a default fare may be charged to protect against fare evasion. The default fare is the myki money 2 hour fare for the relevant zone or zones. The concession discount (50 per cent) for customers using a concession myki is applied.

On V/Line commuter train services the conductor may reset the default fare up to the 2 hour fare for the zones of the entire route of the service in which the customer is travelling.

Customers who fail to touch off will not receive the benefit of any off-peak discounts applicable.

The system will recognise a failure to touch off by the next touch immediately following a touch on being:

- on a different mode of transport from the touch on;
- on a different vehicle (tram or bus) from the touch on;
- more than two hours after the start of the next full hour after the touch on (modified or extended in accordance with the rules in this chapter).

Where a customer fails to touch off and a default fare is payable, it will be deducted from the myki money balance at the next touch on. If this results in a negative balance, the customer will be unable to successfully touch on and must top up their myki money to a balance of at least \$0.00 to travel.

Where no product existed for the trip to which the default fare applies, the default fare will create a product for the appropriate zone(s) based on the time of the touch on to which the default fare applies, and permit travel until the expiry of this product.

The amount of any default fare deducted will count towards a Daily cap for the day on which the touch on took place.

Notwithstanding anything in the above paragraphs under this heading, if:

- (a) a customer touches on at a railway station and fails to touch off; and
- (b) the customer touches on again on a tram or a bus less than two hours after the start of the next full hour after the original touch on (modified or extended in accordance with the rules in Chapter 5); and
- (c) either touch on occurs in Zone 1 –

a default fare will not be charged for the first journey and the system will perform a normal touch off for that journey based on the location of the second touch on and charge a normal fare for that journey.

In the event that no operational myki reader is available for a customer to touch off at the end of the journey, the customer should contact the PTV call centre for a reimbursement of any amount charged in excess of the correct myki money fare.

Metropolitan default fares

Service	Full fare	Concession	2 hour product created on myki
Train			
Railway stations in Zones 1 or 2	\$6.06	\$3.03	Zone 1 – 2
Tram			
All trams	\$3.58	\$1.79	Zone 1
Bus			
Metropolitan buses	2 hour myki money fare between where a customer boards and the zone at the end of the service.		All zones between and including the zone where the customer touches on and the zone at the end of the service.

V/Line commuter train services default fares

The conductor will reset the default fare for each customer's myki to reflect the end of the commuter train services zone boundary or Zone 1, depending on the direction of travel.

To ensure the customer is charged the lowest fare, they must touch off at the end of the journey. If the customer does not touch off, the default fare will be applied.

V/Line commuter train service	Maximum default fare	
	Full fare	Concession
Ballarat line	\$18.20	\$9.10
Bendigo line	\$27.60	\$13.80
Geelong line	\$11.20	\$5.60
Seymour line	\$14.80	\$7.40
Traralgon line	\$25.80	\$12.90

Default fares – myki pass

Customers using a myki with a myki pass will not be charged a default fare unless they are commencing their journey outside the zone(s) for which their pass is valid.

Normal myki money rules apply for travel outside the zone(s) covered by the pass (including default fares).

If the customer wants to travel beyond the zone(s) covered by the myki pass, they should ensure there is a sufficient myki money balance recorded on their card to cover the additional travel.

Failure to touch on

Where a customer attempts to touch off but did not touch on at the start of their journey, the touch will be processed by the system as a touch on. In this case a default fare may subsequently be charged.

A customer who has not touched on at the start of their journey will not be able to exit via the ticket barriers at railway stations and must see a member of staff for assistance. A customer who did not touch on as required by the conditions earlier in this chapter must, at the request of an authorised person, touch on at the ticket barrier and may subsequently be charged a default fare.

Note that if a myki is not touched on it is not valid for travel and the customer may be fined.

Passback and change of mind

Passback is a time period following touch on or touch off, during which time a myki presented at a myki reader will be rejected. This will prevent a customer inadvertently touching off (or on) again immediately.

- On board trams passback is 5 seconds.
- On board buses passback is 30 seconds.
- At railway stations without ticket barriers passback is 30 seconds.
- At railway stations with ticket barriers passback is 5 seconds.

At a railway station with ticket barriers, a ticket may only be touched off at the paid area side of the barrier. If a customer touches on at a ticket barrier and does not pass through the barrier at the time the ticket is touched on, the customer will not be able to use the myki to touch on or enter through the barrier.

Change of mind is a second time period beginning immediately after the end of the passback period (after touch on only). This allows customers using a myki at a railway station to change their mind and touch off within the change of mind period without paying a myki money fare if they have not actually used a service.

At all railway stations change of mind ends 15 minutes after touch on.

There is no change of mind period on buses and trams.

CHAPTER 9: MYKI ZONES

Zones

For the purposes of the conditions contained in this manual, the routes of public transport services on which mykis can be used are divided into zones, and fares are based on the zones in which travel occurs.

The zones for Melbourne trains are defined by the Melbourne train network map. **The zones for trams are indicated by the Melbourne tram network map.** These maps are shown in this chapter.

The zones for Melbourne buses are defined in this chapter under the heading ‘Melbourne bus zones’.

The zones in regional areas are based on –

- (a) the tables under the headings ‘Metropolitan bus routes extending outside the Melbourne metropolitan area’ and ‘Other bus routes’ in this chapter; and
- (b) the maps shown in this chapter under the heading ‘myki on the regional town bus network’; and
- (c) the map shown in this chapter under the heading ‘Regional train myki zones map’.

When a customer uses myki money, zones will automatically be taken into account and the correct fare calculated.

If a customer uses a myki pass, the pass must be valid for travel in the relevant zone(s).

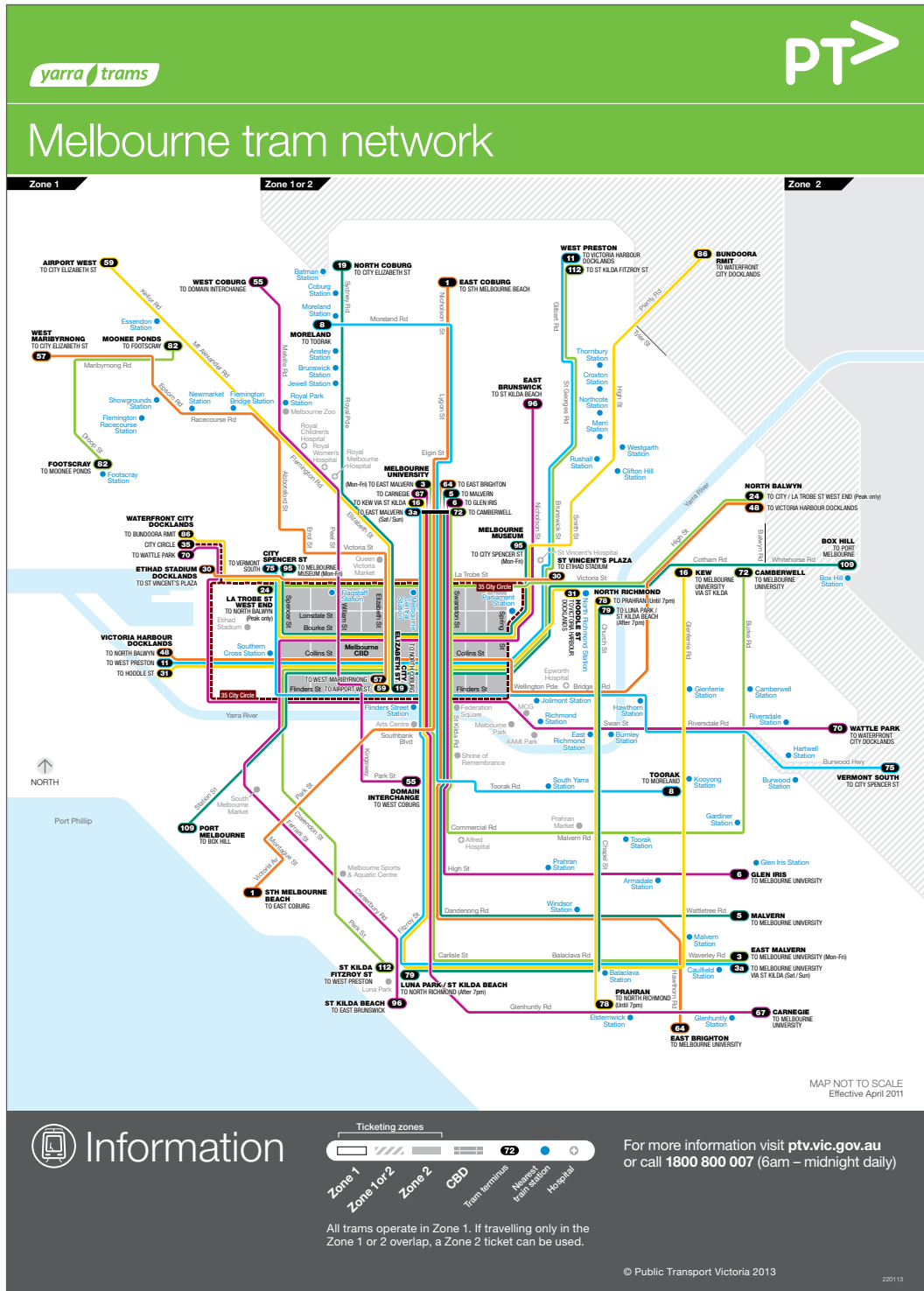
Melbourne train network map

Currently there are 81 Premium Stations in Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where customers can obtain tickets, timetables, information and change for vending machines. Most Premium Stations have customer facilities such as enclosed waiting areas and toilets.

Melbourne train network map



Melbourne tram network map



Melbourne bus zones

Maps showing the bus routes specified below are available for inspection at the PTV Hub at Southern Cross Station, on the PTV website ptv.vic.gov.au and at the Office of the Secretary, the office of Public Transport Victoria or by calling PTV on **1800 800 007** (6 am – midnight daily). To find the locations of zone boundaries refer to the map or list below.

The following bus routes are entirely within Zone 1:

223, 232, 235, 237, 238, 251, 253, 401, 402, 404, 406, 407, 409, 431, 432, 467, 468, 472, 475, 503, 504, 505, 506, 508, 510, 512, 526, 605, 606, 609.

The following bus routes are entirely within Zone 2:

232, 251, 270, 271, 273, 279, 280, 281, 282, 284, 286, 293, 295, 364, 366, 367, 418, 419, 421, 422, 423, 424, 425, 436, 437, 439, 441, 442, 443, 444, 445, 446, 447, 448, 449, 453, 455, 457, 458, 459, 460, 461, 462, 481, 484, 485, 486, 487, 488, 489, 494, 495, 497, 500, 518, 520, 528, 529, 532, 533, 535, 538, 540, 544, 554, 557, 558, 559, 564, 565, 569, 570, 572, 573, 575, 577, 578, 579, 580, 582, 631, 663, 664, 670, 671, 672, 673, 675, 676, 677, 679, 680, 681, 682, 685, 686, 687, 688, 689, 690, 691, 694, 695, 696, 697, 699, 705, 706, 708, 709, 732, 735, 736, 737, 738, 740, 745, 753, 754, 755, 757, 758, 765, 768, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 783, 789, 790, 791, 795, 796, 797, 799, 813, 814, 815, 821, 824, 825, 828, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 857, 858, 861, 885, 891, 892, 893, 894, 895, 896, 897, 898, 901, 902, 924, 925, 926, 927, 928, 929, 943, 965, 981.

The following bus routes are entirely within the overlap between Zones 1 and 2:

490, 550, 551, 553, 601.

The following bus routes are within Zone 1 and overlap with Zone 2 on the portions of the route indicated:

Route	
219	Overlaps with Zone 2 for all stops along route west of and including Duke St (Sunshine). Overlaps with Zone 2 for all stops between Asling Street (Brighton) and Warriston Street (Brighton).
220	Overlaps with Zone 2 for all stops along route west of and including Duke Street (Sunshine).
246	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
250	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
340	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
410	Overlaps with Zone 2 for all stops along route west of and including Duke Street (Sunshine). Zone 2 applies for all stops west of Darnley Street (Braybrook).
411	Overlaps with Zone 2 for all stops along route west of and including Pier Street (Altona).
412	Overlaps with Zone 2 for all stops along route west of and including Pier Street (Altona).
414	Overlaps with Zone 2 for all stops along route west of and including Grieve Parade (Brooklyn).

Route	
415	Overlaps with Zone 2 for all stops along route west of and including Bent Street (Altona).
465	Overlaps with zone 1 for all stops west of Knighton Avenue.
471	Overlaps with Zone 2 for all stops along route west of and including Grieve Parade (Altona North).
501	Overlaps with Zone 2 for all stops along route between Airport West Shoppingtown and Niddrie terminus.
527	Overlaps with Zone 2 for all stops along route north of and including Gaffney Street (Pascoe Vale).
534	Overlaps with Zone 2 for all stops along route west of Ross Street (Coburg North).
548	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg Heights).
549	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
567	Overlaps with Zone 2 for all stops along route north of Murray Road (Preston).
625	Overlaps with Zone 2 for all stops along route between Chadstone Shopping Centre and Poath Road (Hughesdale).
626	Overlaps with Zone 2 for all stops along route south of and including North Road (Ormond).
630	Overlaps with Zone 2 for all stops along route east of and including Katandra Avenue (Ormond).

The following bus routes are within Zone 2 and overlap with Zone 1 on the portion of the route indicated:

Route	
202	Overlaps with Zone 1 for all stops along route west of and including Balwyn Road (Balwyn).
285	Overlaps with Zone 1 for all stops along route west of Doncaster Road/Walnut Road intersection (Balwyn North).
400	Overlaps with Zone 1 for all stops along route south of Dohertys Road (Laverton North) and east of Sydney Street (Sunshine).
417	From Laverton – overlaps with Zone 1 for all stops along route between Laverton Station Cherry Lane.
417	To Laverton – overlaps with Zone 1 for all stops along route between Dohertys Road/Cherry Lane (Laverton North) and Laverton Station.
451	Overlaps with Zone 1 for all stops along route east of Sydney Street (Sunshine).
454	Overlaps with Zone 1 for all stops along route east of Mernda Street (Sunshine West).

Route	
456	Overlaps with Zone 1 for all stops along route east of Sydney Street (Sunshine).
493	Overlaps with zone 1 for all stops east of Lunn Court (Altona Meadows).
517	Overlaps with Zone 1 for all stops along route north west of Lower Plenty Road/Waiora Road (Heidelberg Heights).
531	Overlaps with Zone 1 for all stops along route south of and including Lorne Street/Sydney Road (Fawkner).
536	Overlaps with Zone 1 for all stops along route west of Widford Street (Glenroy).
542	Overlaps with Zone 1 for all stops along route south of and including Lytton Street (Glenroy).
555	Overlaps with Zone 1 for all stops along route south of and including Reservoir Railway Station.
556	Overlaps with Zone 1 for all stops along route south of White Street and McMahon Road (Reservoir).
562	Overlaps with Zone 1 for all stops along route south of O'Connell Street (Kingsbury).
566	Overlaps with Zone 1 for all stops along route south of O'Connell Street (Kingsbury).
693	Overlaps with zone 1 for all stops west of Hanover Street.
701	Overlaps with Zone 1 for all stops along route north of and including North Road (Hughesdale) and all stops west of and including Jasper Road/Centre Road (Bentleigh).
703	Overlaps with Zone 1 for all stops along route west from and including Monash Medical Centre/Centre Road (Bentleigh East). Overlaps with Zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
704	Overlaps with Zone 1 for all stops along route north of and including North Road (Huntingdale).
733	Overlaps with Zone 1 for all stops along route north of North Road (Oakleigh). Also overlaps with Zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
734	Overlaps with Zone 1 for all stops along route west of and including Warrigal Road (Ashwood).
742	Overlaps with Zone 1 for all stops along route south of and including Garnett Street/Huntingdale Road (Huntingdale).
766	Overlaps with Zone 1 for all stops along route west of and including Hamilton Street (Mont Albert).
767	Overlaps with Zone 1 for all stops along route between Warrigal Road/Waverley Road intersection (Chadstone) and North Road/Poath Road intersection (Hughesdale).

Route	
800	Overlaps with Zone 1 for all stops along route west of and including North Road/Princes Highway (Clayton).
802	Overlaps with Zone 1 for all stops along route west of and including Monash University (Clayton).
804	Overlaps with Zone 1 for all stops along route west of and including Monash University (Clayton).
811	Overlaps with Zone 1 for all stops along route west of and including Halifax Street (Brighton).
812	Overlaps with Zone 1 for all stops along route west of and including Halifax Street (Brighton).
862	Overlaps with Zone 1 for all stops along route west of and including Monash University (Clayton).

Parts of the following bus routes are within Zone 1 and parts are within Zone 2 as indicated. Note that most of the following routes include zone overlaps of Zones 1 and 2:

Route	
200	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
201	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).
203	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
205	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
207	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
215	Zone 1 applies for all stops along route east of and including Sydney Street (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine).
216	Zone 1 applies for all stops along route east of and including Sydney Street (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine) and south of Bay Street (Brighton).
302	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).
303	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
305	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/ Eastern Freeway (Balwyn North).

Route	
309	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
313	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
315	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
318	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
408	Zone 1 applies for all stops along route east of St Albans Road (St Albans). Zone 2 applies for all stops along route west of Darnley Street (Braybrook).
476	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/ Keilor Road (Niddrie).
477	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
478	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
479	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
483	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Avenue/ Keilor Road (Niddrie).
513	Zone 1 applies for all stops along route west of Cape Street/Burgundy Street (Heidelberg). Zone 2 applies for all stops along route east of and including Oriel Road (Heidelberg West) and north of Gaffney Street (Pascoe Vale).
530	Zone 1 applies for all stops along route south of and including Lorne Street/ Sydney Road (Fawkner). Zone 2 applies for all stops along route north of and including Bakers Road (Coburg North).
546	Zone 1 applies for all stops along route south and south west to Banksia Street. Zone 2 applies for all stops along route north and north west to Banksia Street.
552	Zone 1 applies for all stops along route south of McMahon Road (Reservoir). Zone 2 applies for all stops along route north of Dundas Street (Thornbury).

Route	
561	Zone 1 applies for all stops along route west of Grieve Street (Macleod West). Zone 2 applies for all stops along route north-east of Carawa Drive (Coburg North).
600	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
612	Zone 1 applies for all stops along route south of and including Whitehorse Road (Surrey Hills). Zone 2 applies for all stops along route north of and including Camberwell Road/ Bowen Street (Camberwell).
623	Zone 1 applies for all stops along route west of and including Warrigal Road (Chadstone). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre (Malvern East).
624	Zone 1 applies for all stops along route south of Atkinson Street/Atherton Road (Oakleigh) and west of Power Avenue/Warrigal Road (Ashwood). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
822	Zone 1 applies for all stops along route north of South Road (Bentleigh East). Zone 2 applies for all stops along route south of and including North Road (Murrumbeena).
900	Zone 1 applies for all stops along route west of and including Monash University Bus interchange (Clayton North). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
903	Zone 1 applies for all stops along route west of and including Dora Street (Heidelberg). Zone 2 applies for all stops along route east of and including Hannah Street (Preston). Overlaps with Zone 1 for all stops between Elgar Road (Surrey Hills) and North Road (Bentleigh East) inclusive. Overlaps with Zone 2 for all stops between Western Ring Road/McIntyre Rd (Sunshine North) and Somerville Road/McDonald Road (Brooklyn) inclusive.
905	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/ Eastern Freeway (Balwyn North).
906	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
907	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
908	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).

Route	
922	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
923	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
942	Zone 1 applies for all stops along route east of Mernda Street (Sunshine West). Zone 2 applies for all stops along route west of Duke Street (Sunshine).
944	Zone 1 applies for all stops along route east of and including Point Cook Rd (Altona Meadows). Zone 2 applies for all stops along route west of and including Civic Pde (Altona).
954	To Craigieburn: Zone 1 applies for all stops along route south of and including Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
954	To Melbourne: Zone 1 applies for all stops along route south of and including Belair Avenue/Pascoe Vale Road (Glenroy). Zone 2 applies for all stops along route north of and including Gaffney Street (Pascoe Vale).
956	Zone 1 applies for all stops along route south of and including Reservoir Railway Station. Zone 2 applies for all stops along route north of and including Bell Street/High Street (Preston).
958	Zone 1 applies for all stops along route south of and including Kingsbury Drive/Plenty Road (Bundoora). Zone 2 applies for all stops along route north of and including Bell Street/Upper Heidelberg Road (Heidelberg).
961	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
966	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn North).
968	Zone 1 applies for all stops along route west of and including Warrigal Road (Burwood). Zone 2 applies for all stops east of and including Burke Road (Camberwell).
980	Zone 1 applies for all stops along route west of and including Huntingdale Road (Oakleigh). Zone 2 applies for all stops along route east of Poath Road (Hughesdale).

Metropolitan bus routes extending outside the Melbourne metropolitan area

The routes listed below extend beyond Zones 1 and 2. Most of these routes include zone overlaps.

Route	
683	Zone 2 applies along the entire route. Zone 3 applies east of Allsops Road/Wickham Road (Woori Yallock).
782	Zone 2 applies north of Flinders Road/Pacific Drive (Frankston). Zone 3 applies north of Flinders Road/Pacific Drive (Frankston).
788	Zone 2 applies north of Nepean Highway/Bruce Road (Mount Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae).
970	Zone 1 applies north of Centre Road (Brighton). Zone 2 applies south of North Road (Gardenvale) to north of Nepean Highway/Bruce Road (Mt Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae).

Part of the following bus route is within Zone 3 and part is within Zone 4 as indicated:

Route	
787	Zone 3 applies east of Brendel Street (Rosebud). Zone 4 applies west of Lonsdale Street (McCrae).

The following bus route is entirely in the overlap between Zones 3 and 4:

886

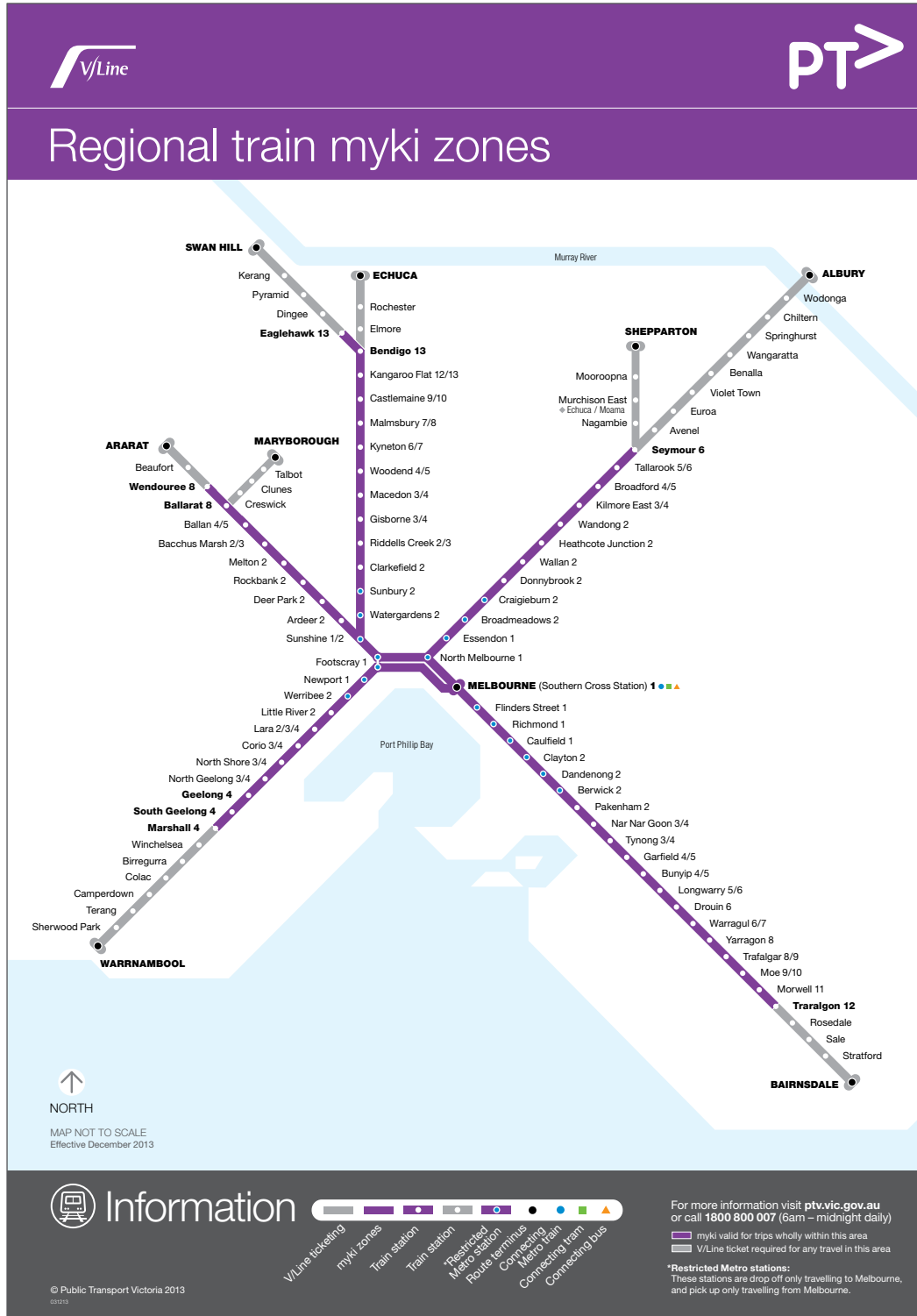
The following bus route is entirely within Zone 4:

786

Other bus routes

Route	
684	Zone 1 applies west of Eastern Fwy/Bulleen Road. Zone 2 applies west of Maroondah Highway/Goondah Lane (Healesville). For zones of stops on this route east of Maroondah Highway/Goondah Lane (Healesville), see the Eildon to Melbourne map in this chapter.

Regional train myki zones map



For more information visit ptv.vic.gov.au or call 1800 800 007 (8am – midnight daily)

myki valid for trips wholly within this area

V/Line ticket required for any travel in this area

*Restricted Metro stations: These stations are drop off only travelling to Melbourne, and pick up only travelling from Melbourne.

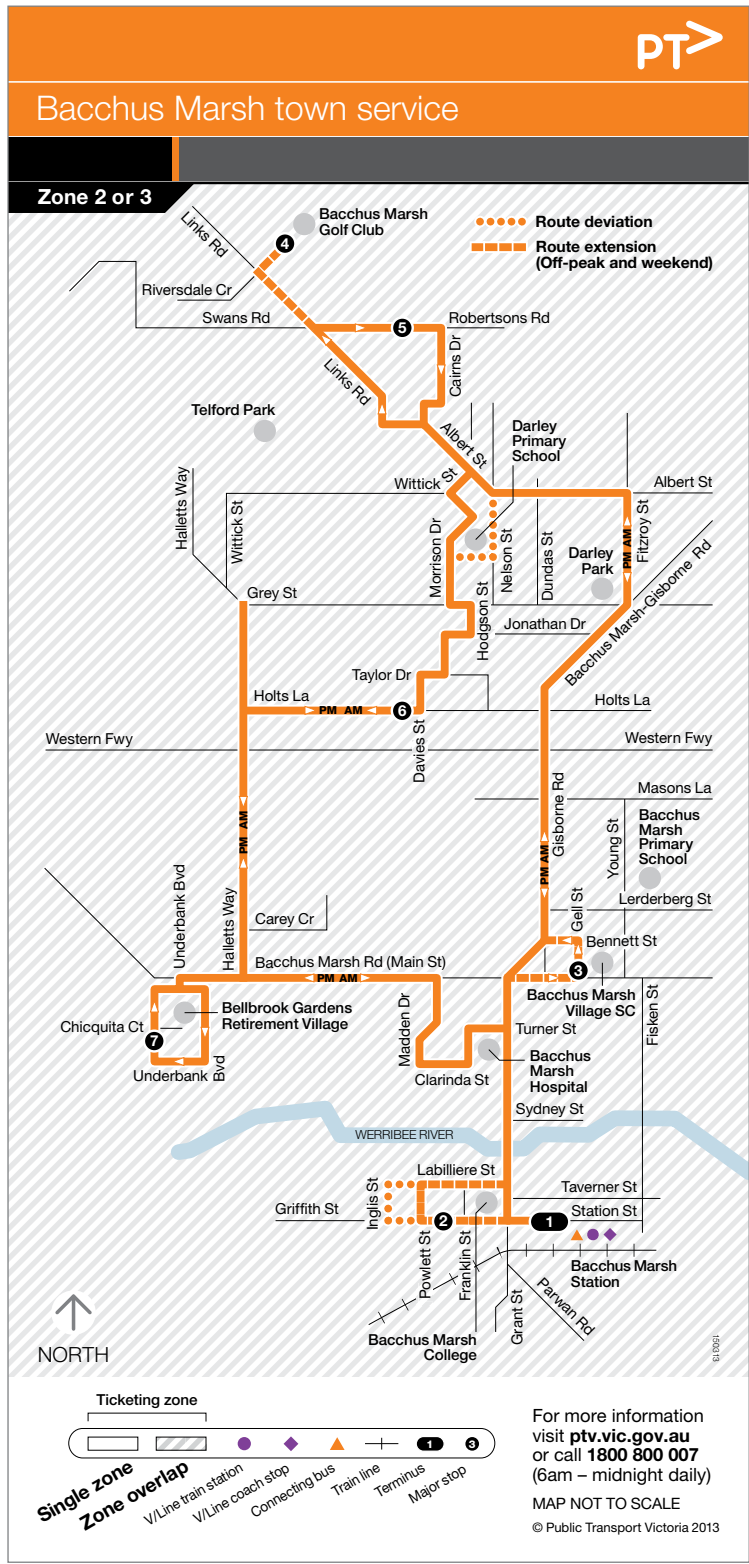
myki on the regional town bus network

The following regional town bus networks are included in the myki ticketing system and located in the zones listed below. Zone overlaps are present in some towns. For further information on other regional town bus networks contact PTV on **1800 800 007** (6 am – midnight daily).

Regional town	Zone(s)
Bacchus Marsh	2/3
Ballarat	8
Bellarine	5
Bendigo	13
Churchill	11
Geelong	4
Kilmore	3
Moe	10
Morwell	11
Seymour	6/7
Traralgon	12/13
Wallan	2
Warragul	6/7

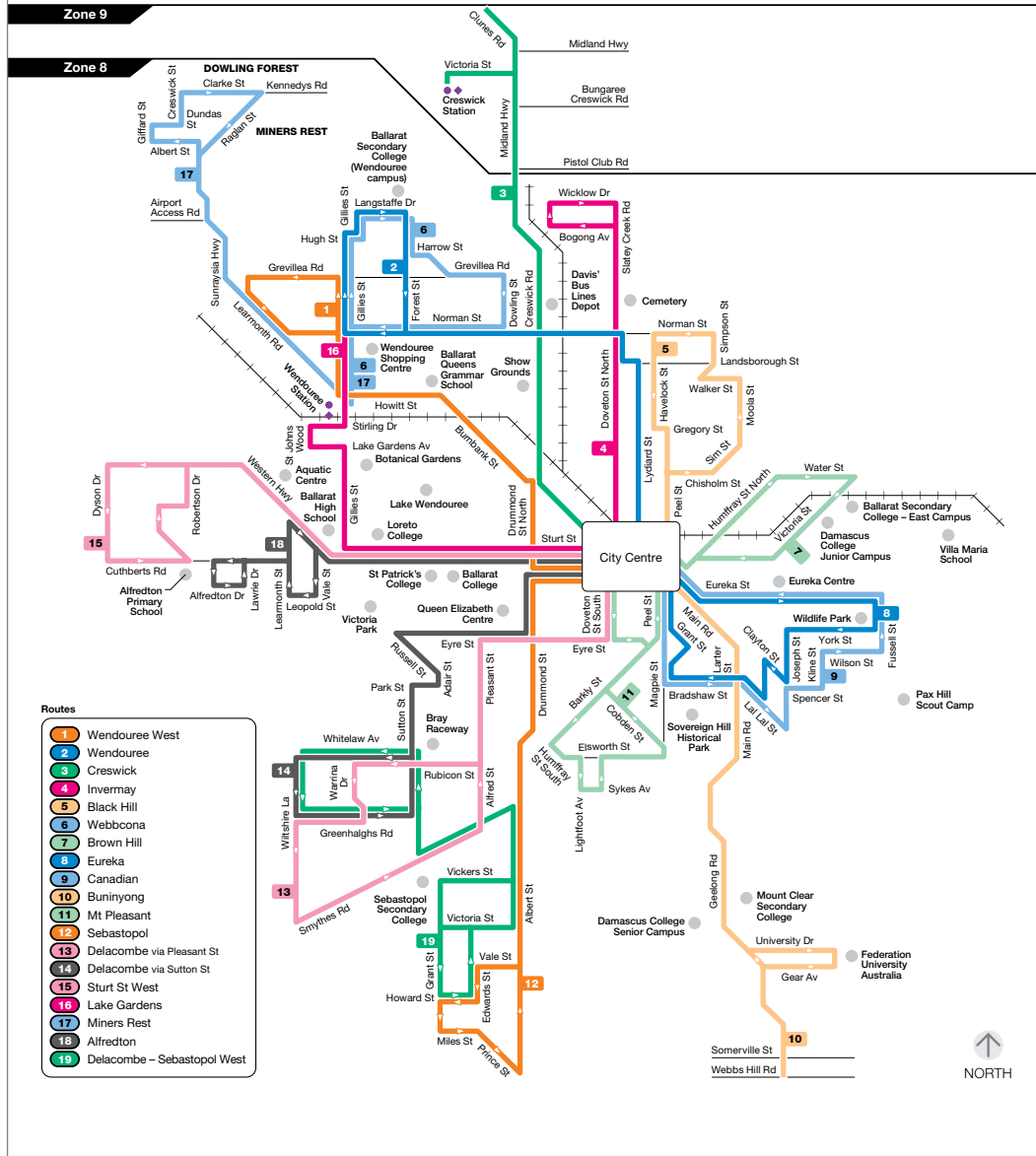
The following pages show zone maps for regional town bus services on which myki is enabled.

For fares for bus services not included in the myki ticketing system please refer to Chapter 11 and the separate [Regional Bus Fares Supplement](#) available on ptv.vic.gov.au





Ballarat bus network



- Routes**
- 1 Wendouree West
 - 2 Wendouree
 - 3 Creswick
 - 4 Invermay
 - 5 Black Hill
 - 6 Webboona
 - 7 Brown Hill
 - 8 Eureka
 - 9 Canadian
 - 10 Buninyong
 - 11 Mt Pleasant
 - 12 Sebastopol
 - 13 Delacombe via Pleasant St
 - 14 Delacombe via Sutton St
 - 15 Sturt St West
 - 16 Lake Gardens
 - 17 Miners Rest
 - 18 Alfredton
 - 19 Delacombe – Sebastopol West

Information

Ticketing zone

Single zone

V-Line train station

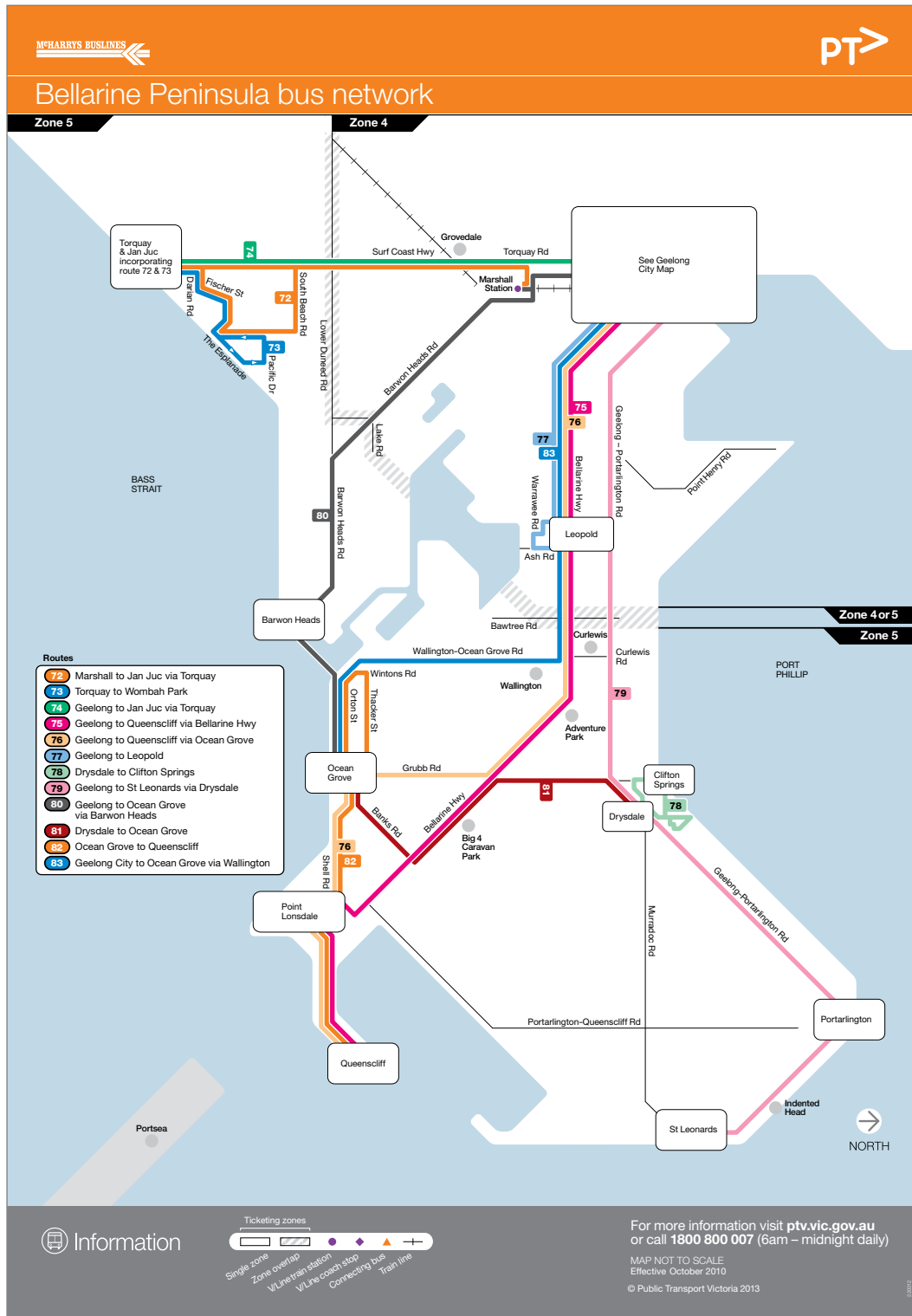
V-Line coach stop

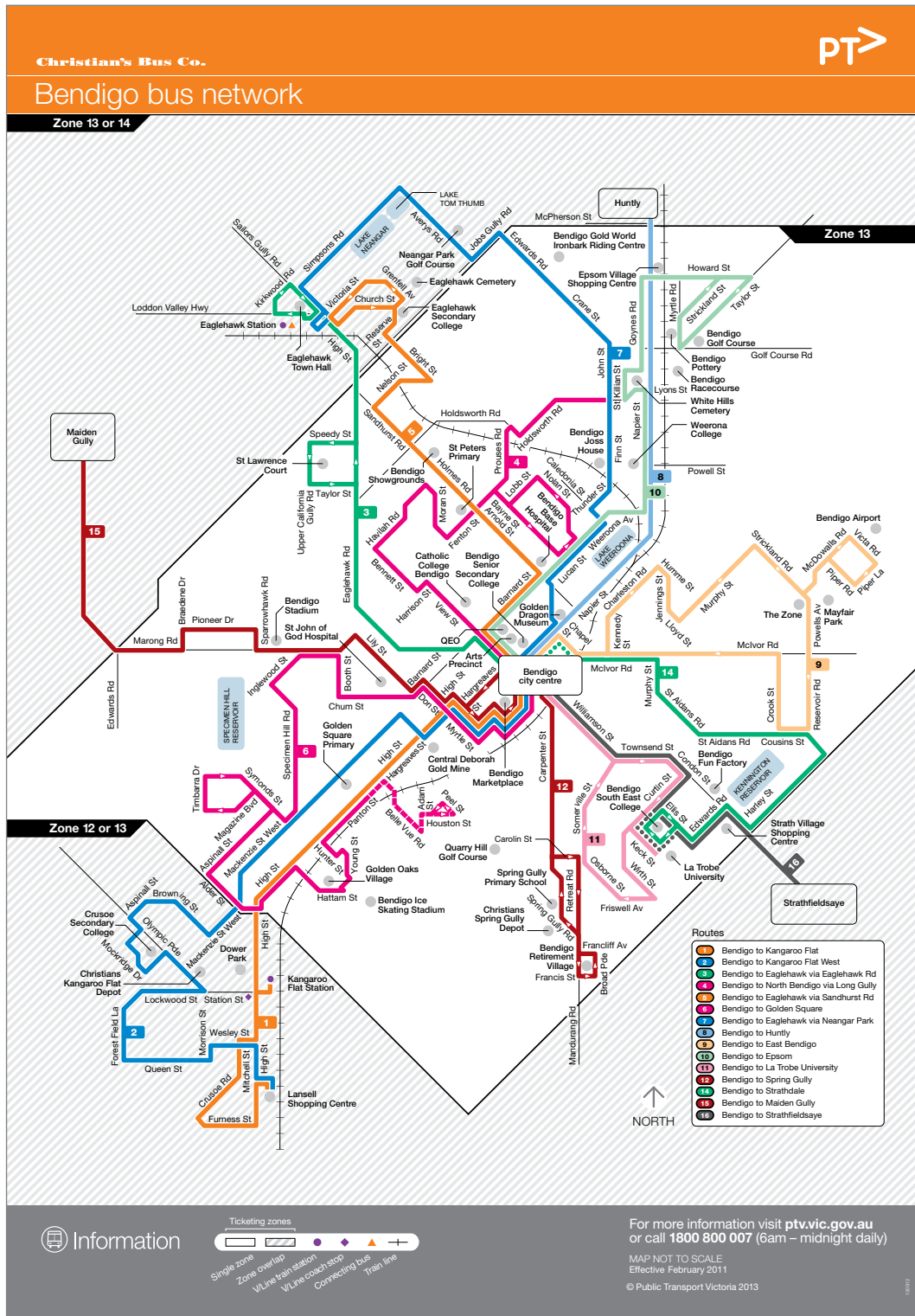
Train line

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MAP NOT TO SCALE
Effective April 2011

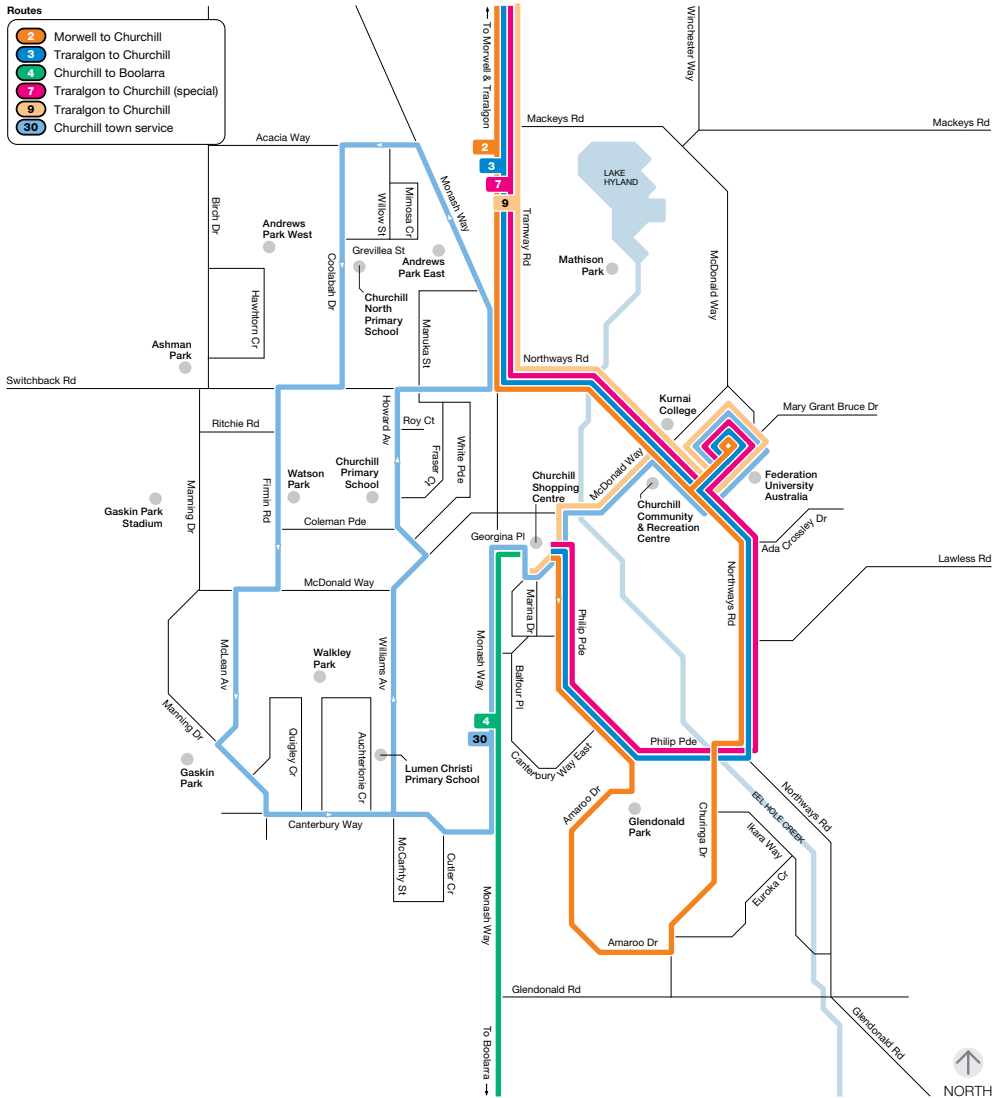
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Churchill bus network

Zone 11

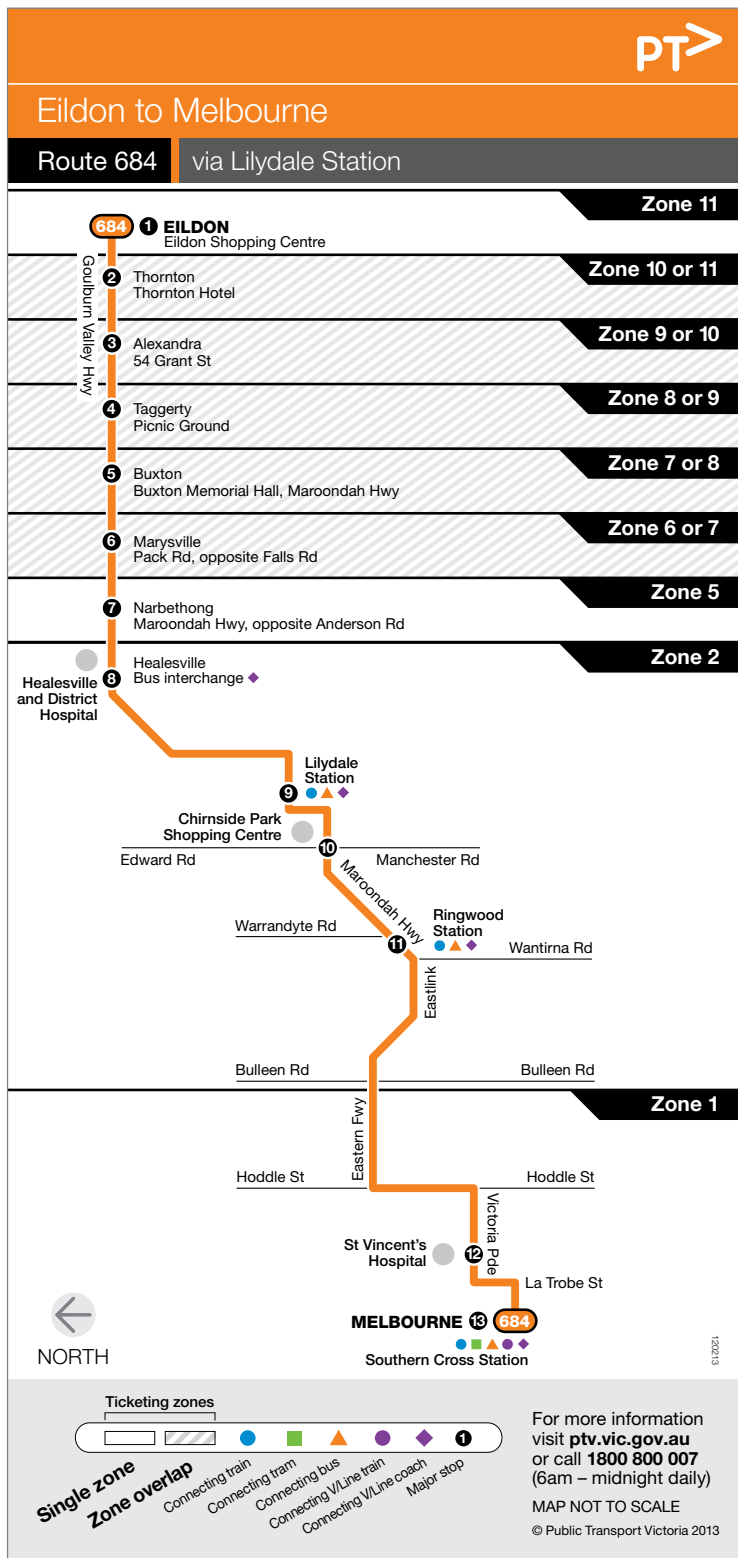


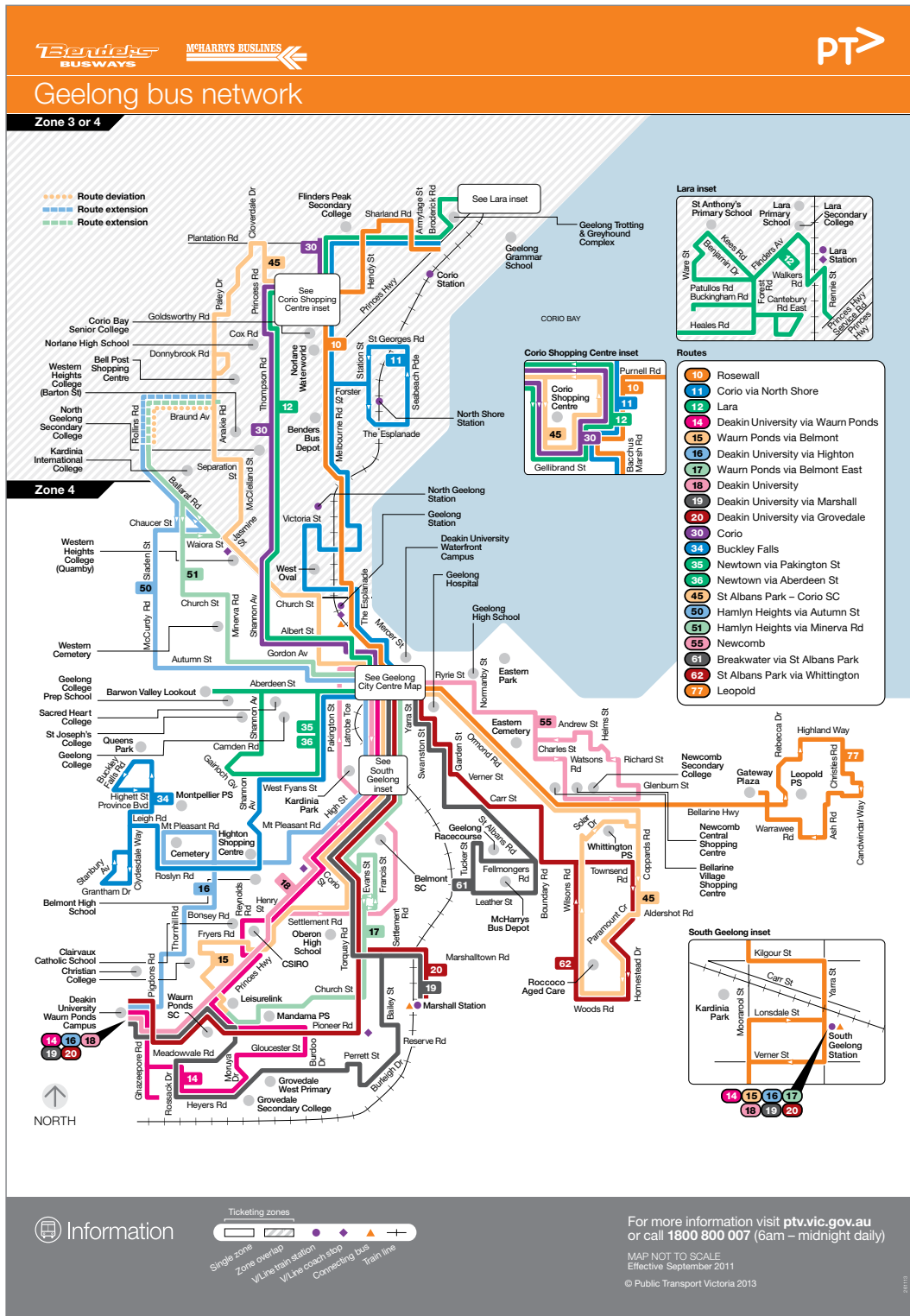
Information

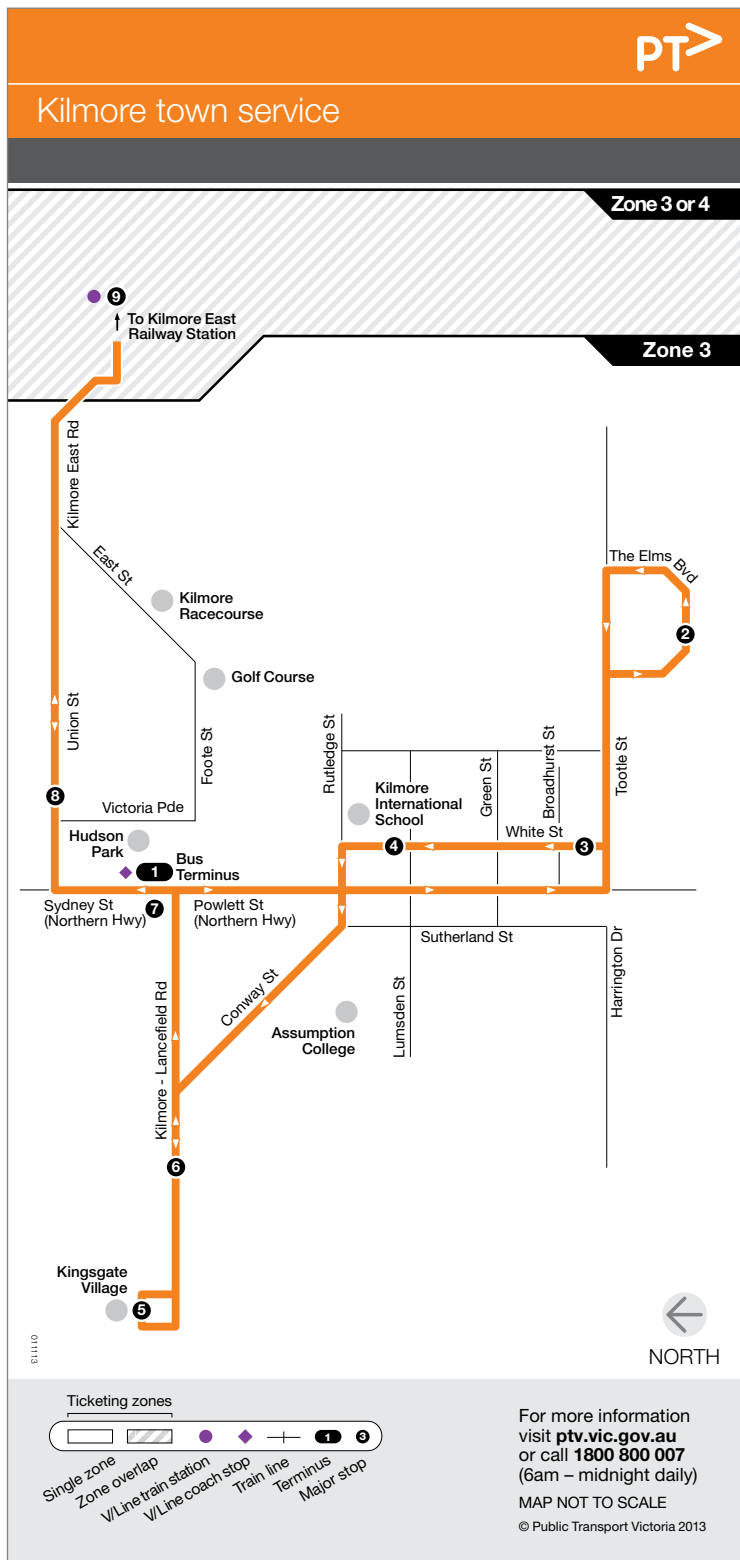


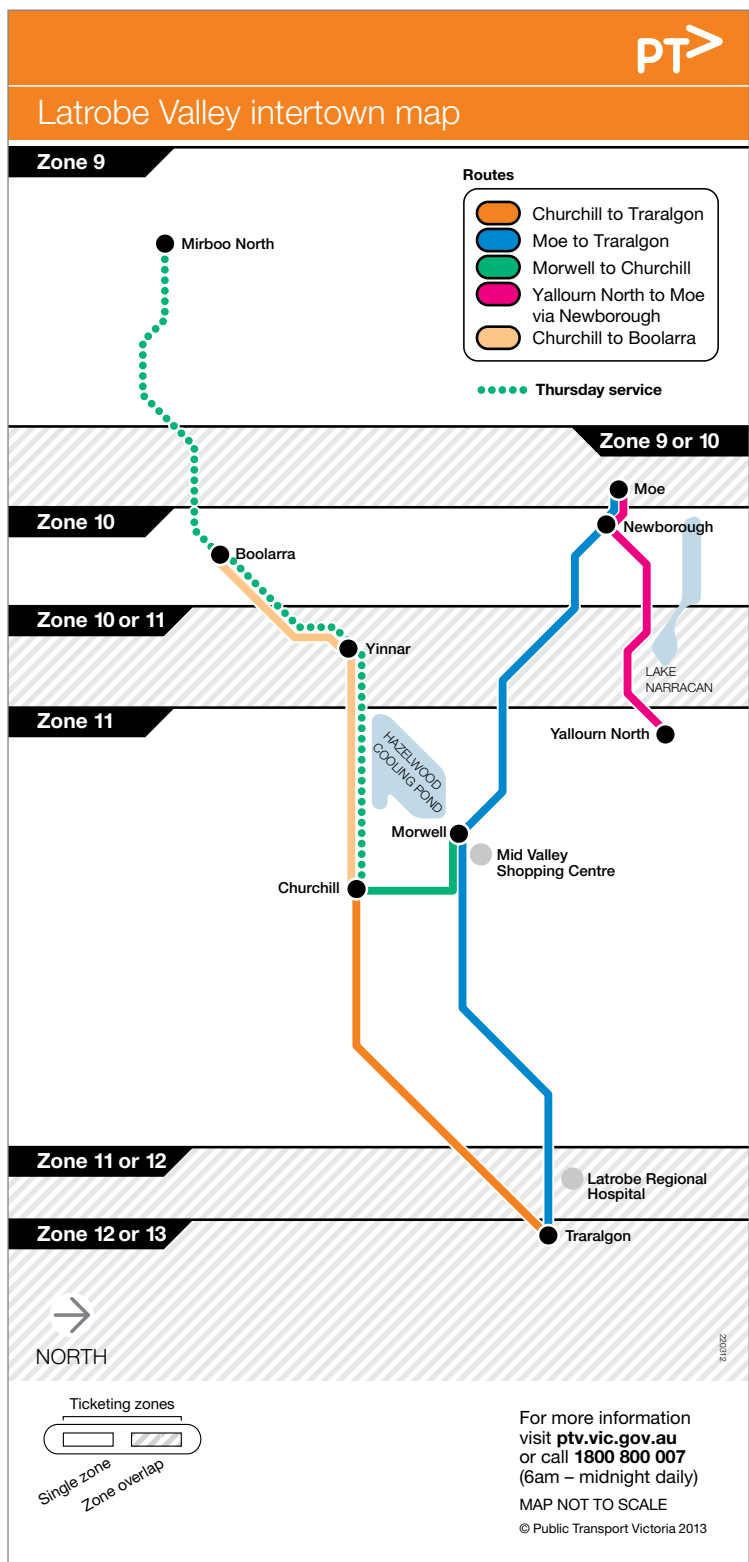
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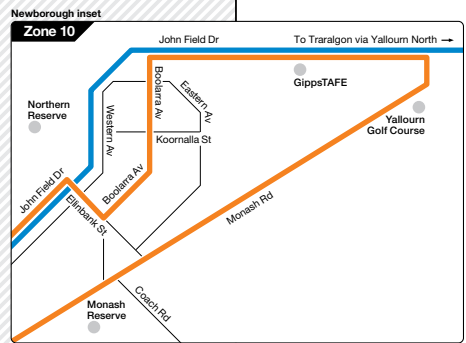
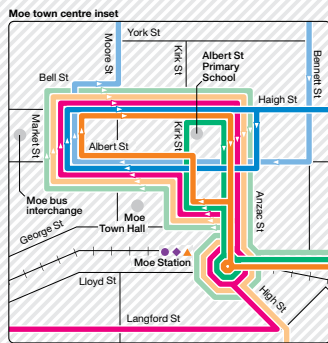
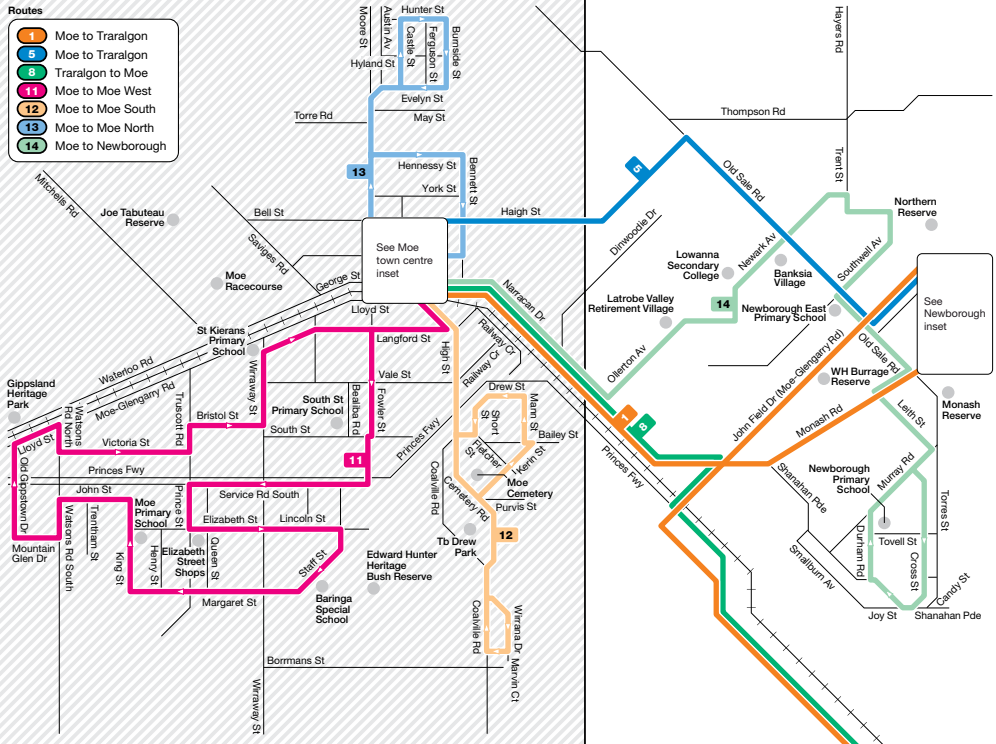


Moe bus network

Zone 9 or 10

Zone 10

- Routes**
- Moe to Traralgon
 - Moe to Traralgon
 - Traralgon to Moe
 - Moe to Moe West
 - Moe to Moe South
 - Moe to Moe North
 - Moe to Newborough



Information



For more information visit ptv.vic.gov.au or call 1800 800 007 (6am – midnight daily)

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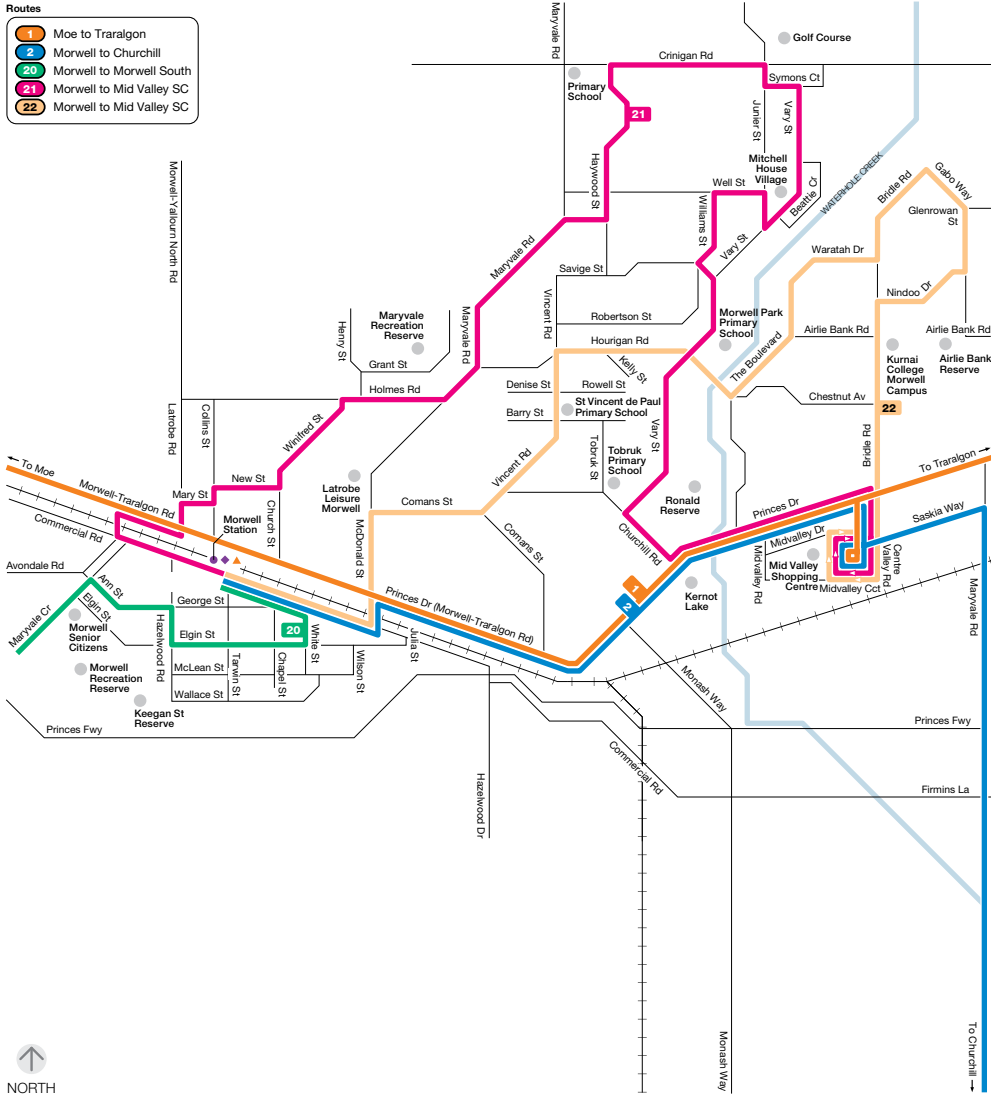
LATROBE VALLEY BUSLINES



Morwell bus network

Zone 11

- Routes**
- 1 Moe to Traralgon
 - 2 Morwell to Churchill
 - 20 Morwell to Morwell South
 - 21 Morwell to Mid Valley SC
 - 22 Morwell to Mid Valley SC



Information

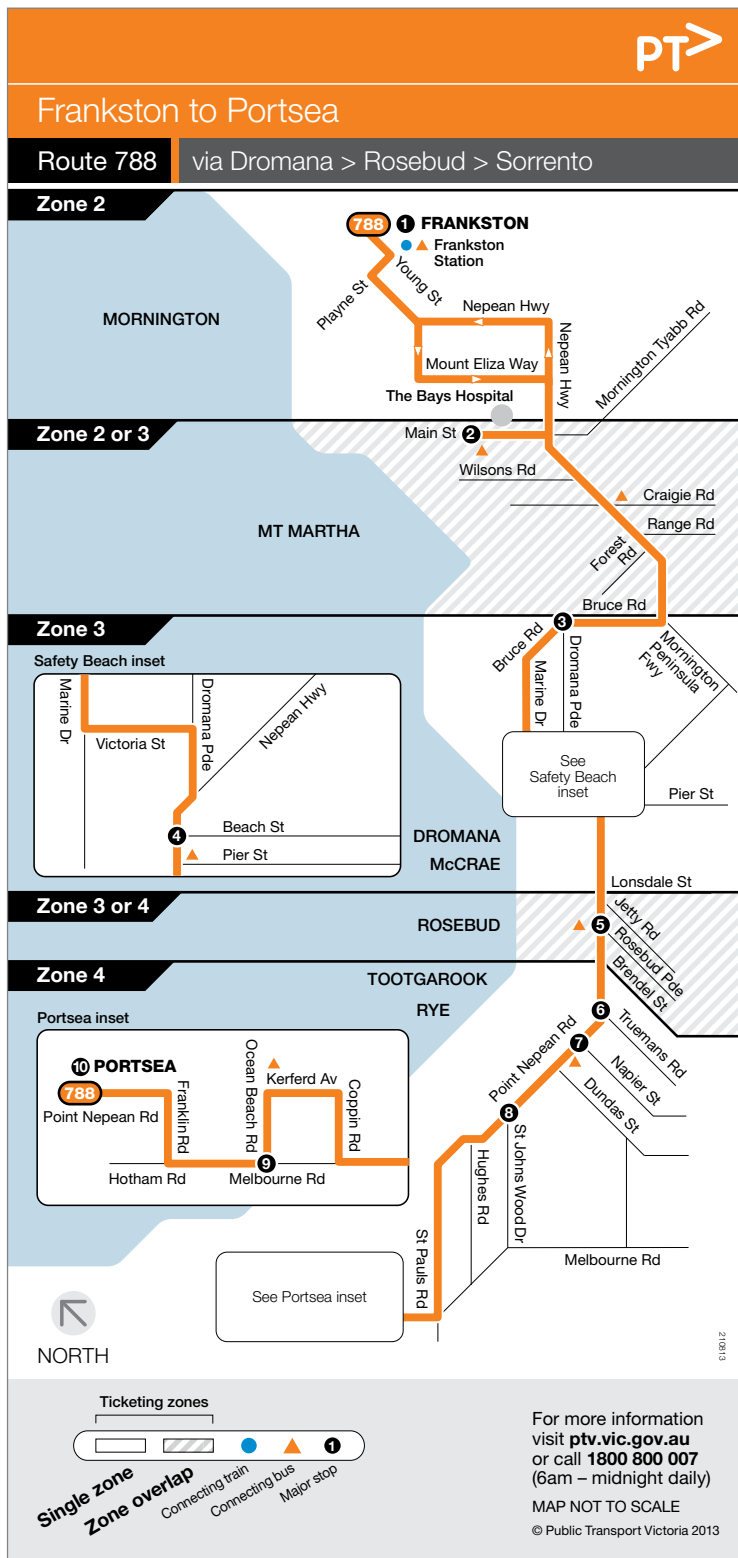


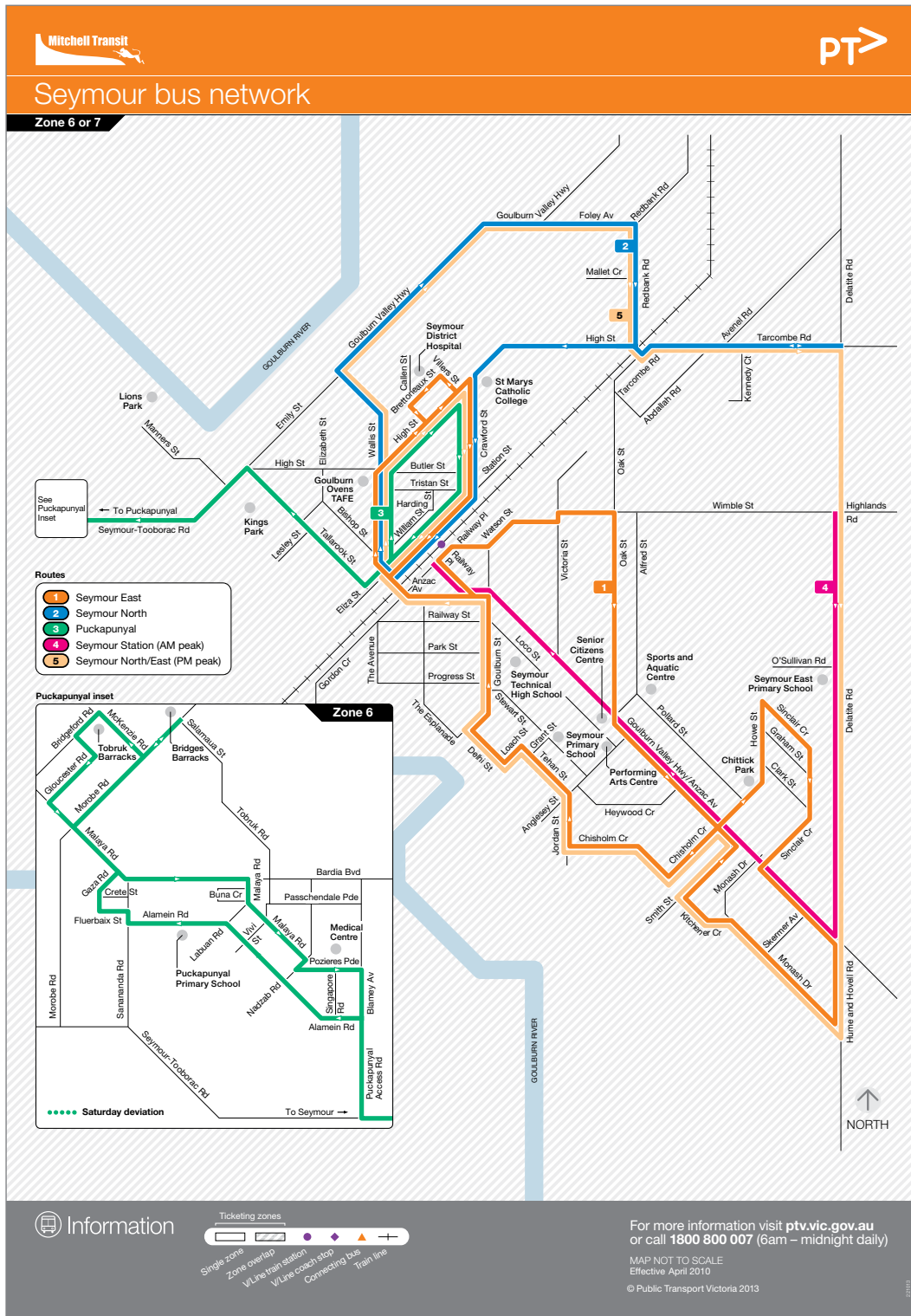
For more information visit ptv.vic.gov.au or call 1800 800 007 (6am – midnight daily)

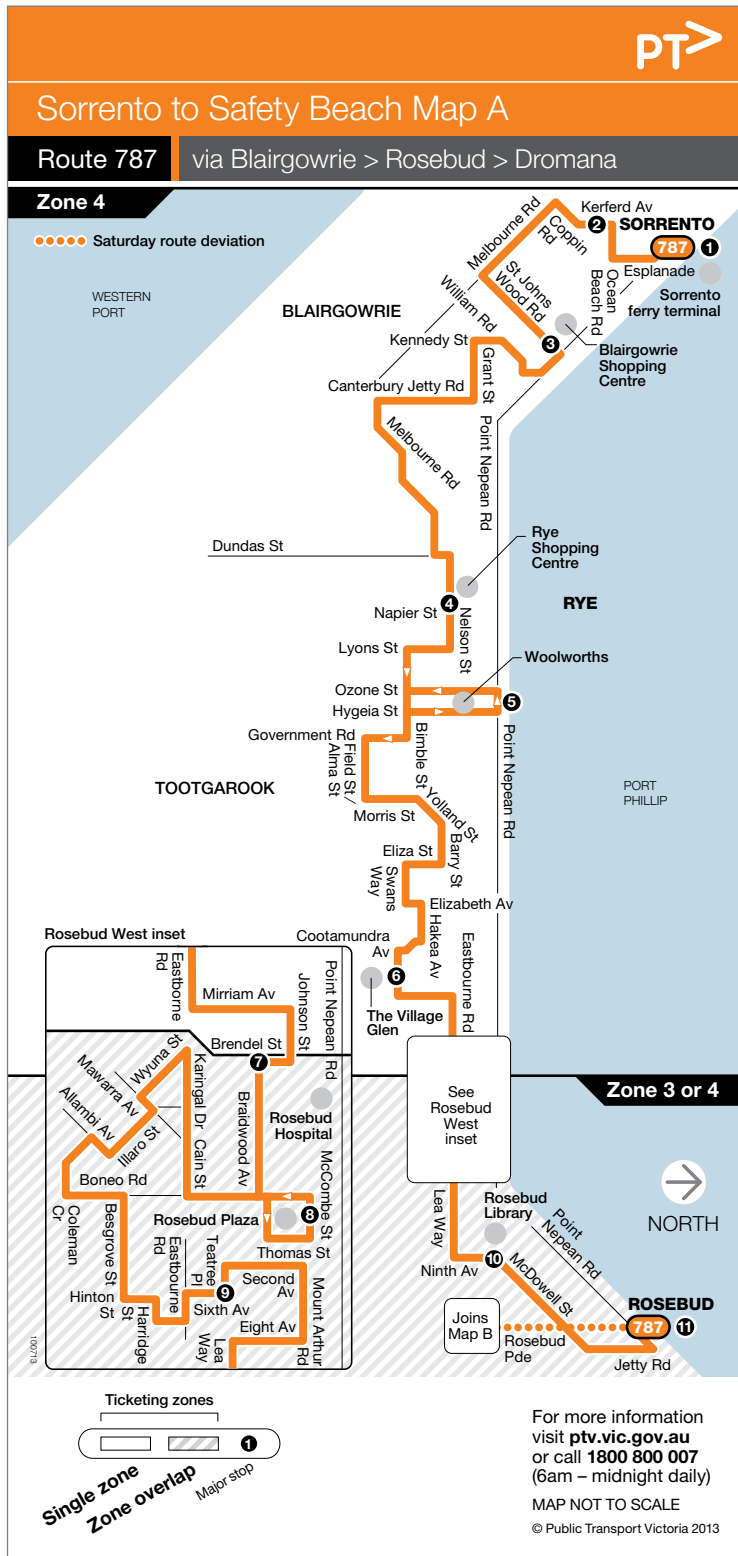
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110001







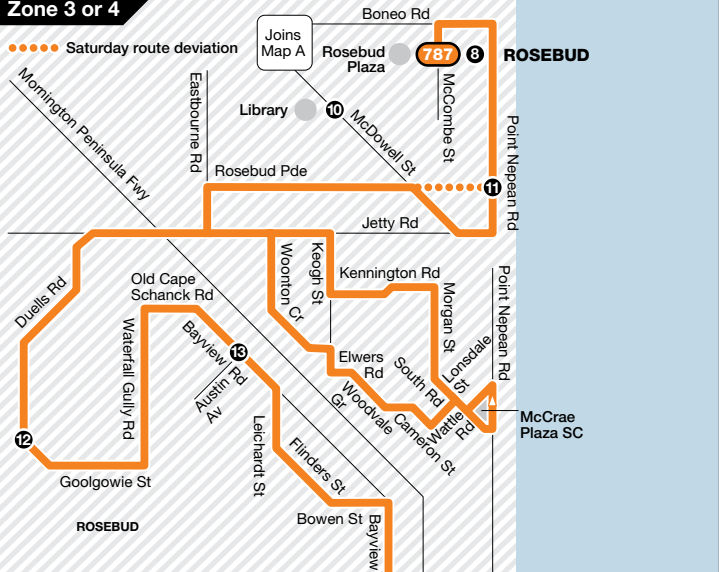


Sorrento to Safety Beach Map B

Route 787 via Blairgowrie > Rosebud > Dromana

Zone 3 or 4

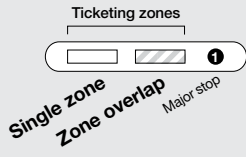
●●●● Saturday route deviation



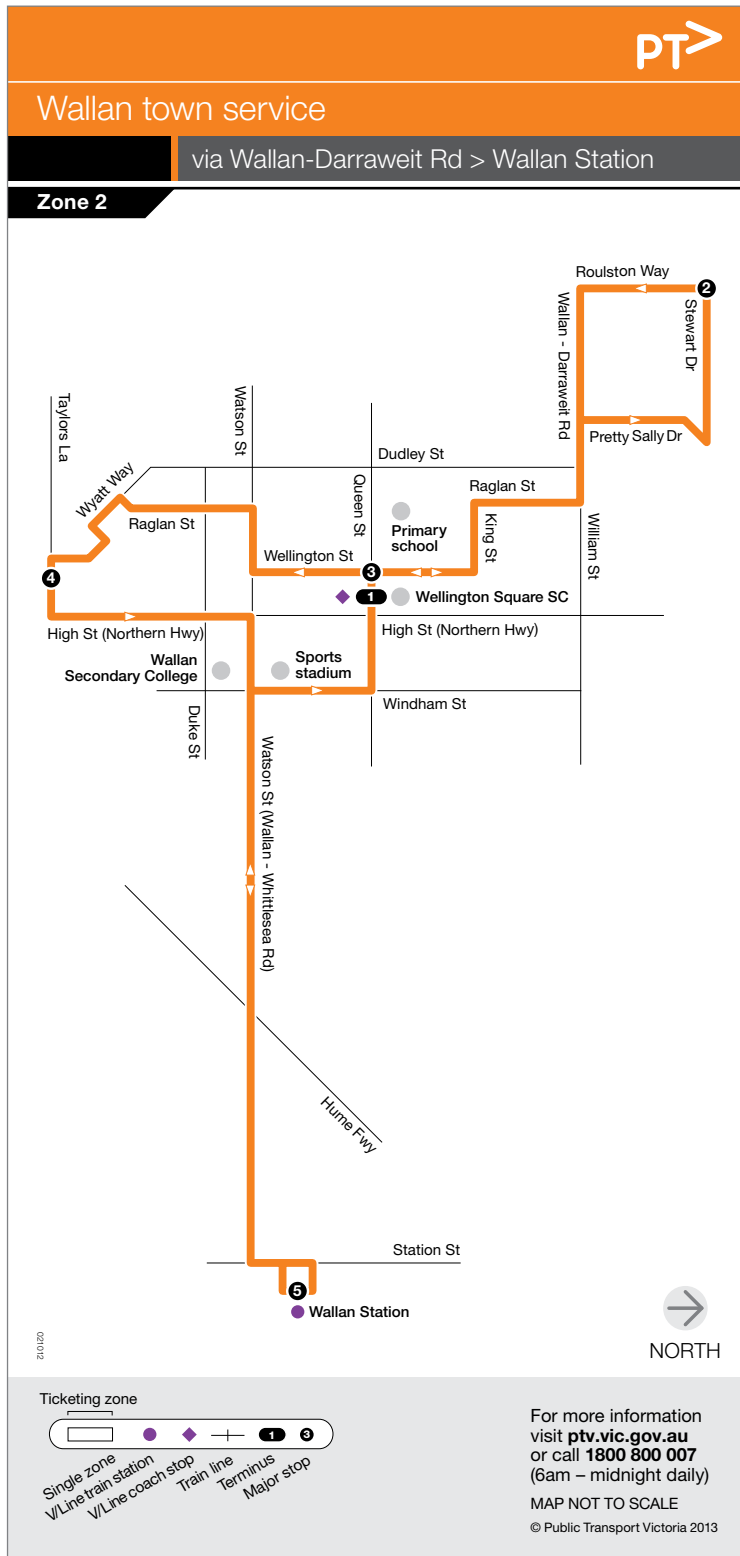
Zone 3

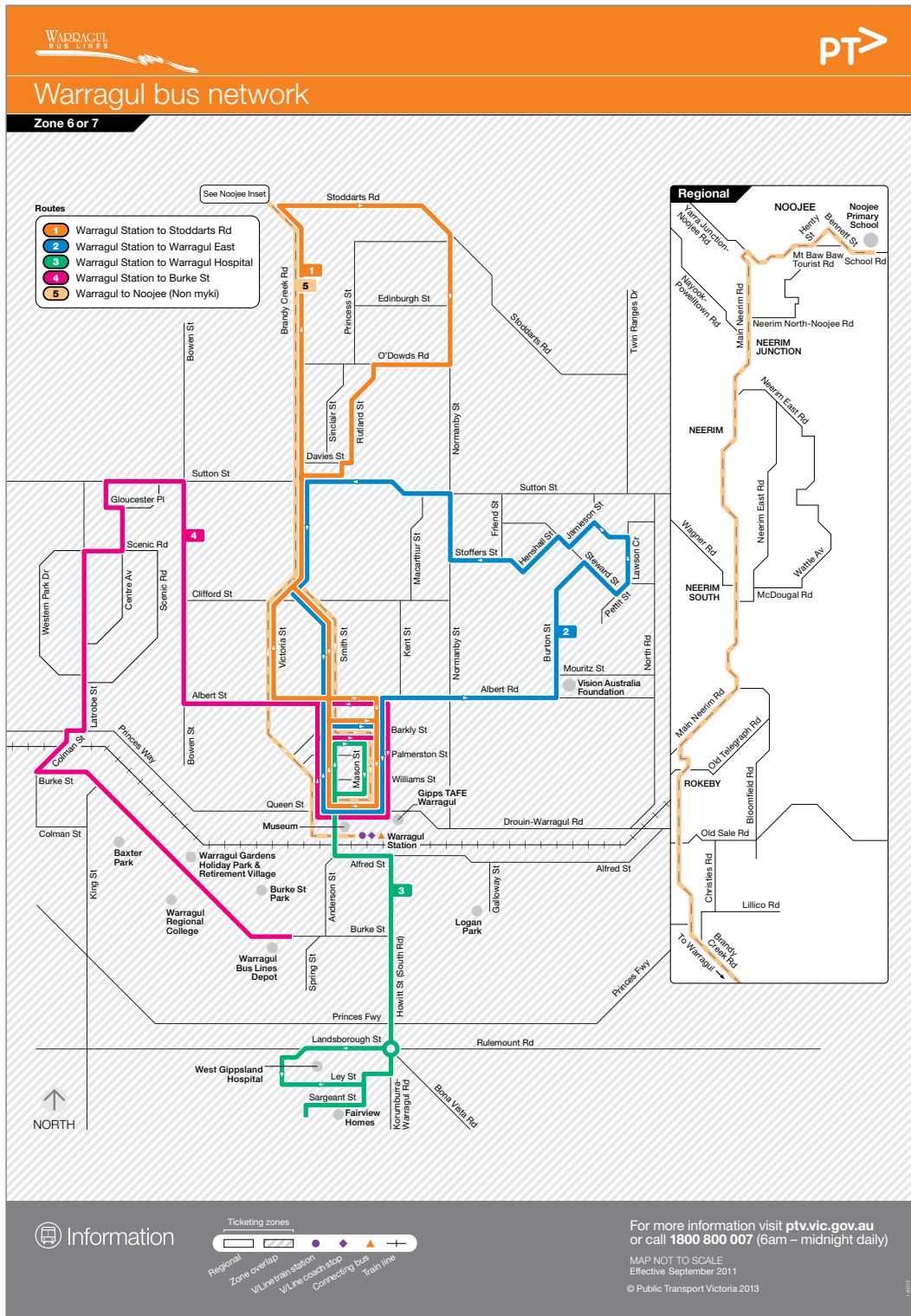


10/7/13



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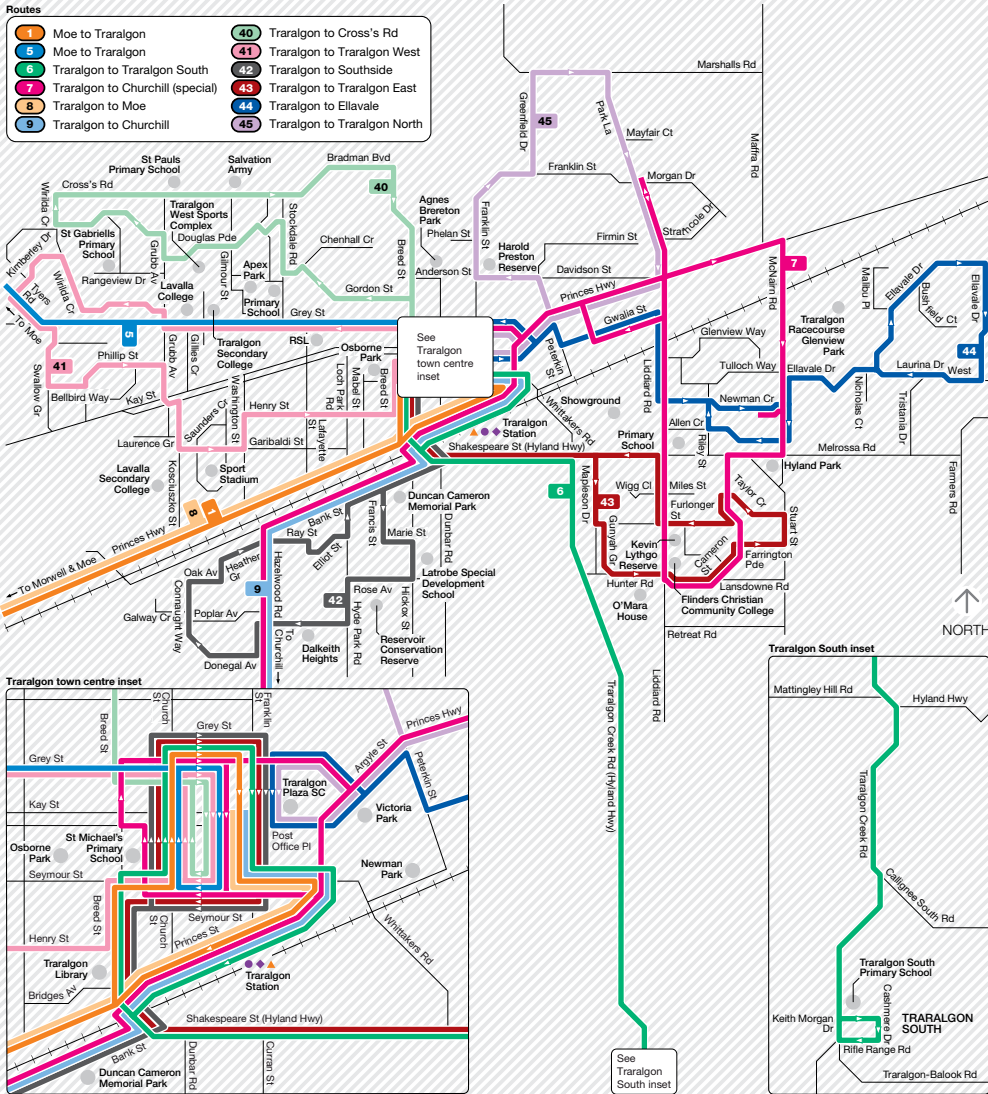
LATROBE VALLEY BUSINESS



Traralgon bus network

Zone 12 or 13

- | Routes | |
|--------|----------------------------------|
| 1 | Moe to Traralgon |
| 2 | Moe to Traralgon |
| 3 | Traralgon to Traralgon South |
| 4 | Traralgon to Churchill (special) |
| 5 | Traralgon to Moe |
| 6 | Traralgon to Churchill |
| 40 | Traralgon to Cross's Rd |
| 41 | Traralgon to Traralgon West |
| 42 | Traralgon to Southside |
| 43 | Traralgon to Traralgon East |
| 44 | Traralgon to Ellavale |
| 45 | Traralgon to Traralgon North |



Information



For more information visit ptv.vic.gov.au or call 1800 800 007 (6am – midnight daily)

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CHAPTER 10: NON-MYKI V/LINE

V/Line travel

V/Line provides rail and road coach services in regional Victoria, with train services operating to the regional cities of Albury, Ballarat, Bendigo, Geelong, Seymour and Traralgon and serving other regional centres including Ararat, Echuca, Swan Hill, 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 tickets

V/Line tickets are issued in respect of, and may be used on, the regional train and coach services specified in this chapter subject to all other relevant conditions in this manual. They also give access to metropolitan trains, trams and buses and local bus services in some regional cities.

Date-to-Date V/Line tickets for travel entirely within a myki zone remain valid until expiry.

At this stage, the myki ticketing system will not be extended to V/Line coach services or V/Line train travel beyond the myki zones shown on the Regional train myki zones map in Chapter 9. V/Net ticketing equipment will remain in service at all locations for the issue of these tickets for services for which they remain valid.

V/Line tickets are either machine-printed or hand written by staff. Samples of these tickets are shown below:

Handwritten



Date-to-date



Conductors mini Weekly



Where to buy V/Line tickets

Customers can purchase V/Line tickets:

- from staffed V/Line stations;
- from V/Line ticket agents;
- from selected metropolitan Premium Stations;
- by telephoning **1800 800 007** (6 am – midnight daily);
- online at **vline.com.au**

V/Line customers who intend to, or who are required to, rely on a V/Line ticket must purchase the ticket before travel where a reasonable opportunity exists to do so. If the location where the customers board a V/Line train or coach has facilities for the purchase of tickets (e.g. a staffed V/Line railway station or a V/Line ticket agent) the customer is deemed to have had a reasonable opportunity to purchase a ticket prior to travel. If a customer boards at an unstaffed V/Line railway station or 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.

It is an offence to travel without a valid ticket and customers who do so risk being fined.

	Staffed V/Line station	V/Line ticket agent	Train conductor	Coach driver	Phone (1800 800 007)
Ticket					
Single	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓
Off-peak Single	✓	✓	✓	✓	✓
Off-peak Daily	✓	✓	✓	✓	✓
Weekly*	✓	some			
Monthly*	✓	some			
Date-to-Date*	✓	some			
Payment methods					
Coins	✓	✓	#✓	#✓	
Notes	✓	✓	#✓	#✓	
EFTPOS	✓	some			
Credit cards [^]	✓	some			✓

Conductors and coach drivers only carry limited amounts of cash.

[^] Visa and Mastercard only.

* Weekly, Monthly and Date-to-Date tickets are not available for purchase for travel entirely within the myki zones.

Calculating V/Line ticket fares

To find out the price of a V/Line ticket the following steps normally apply:

- calculate the number of charging units between the origin and destination;
- choose a ticket type;
- determine the fare based on the ticket type and the number of charging units using the table in this chapter;
- add an upgrade to First class if available.

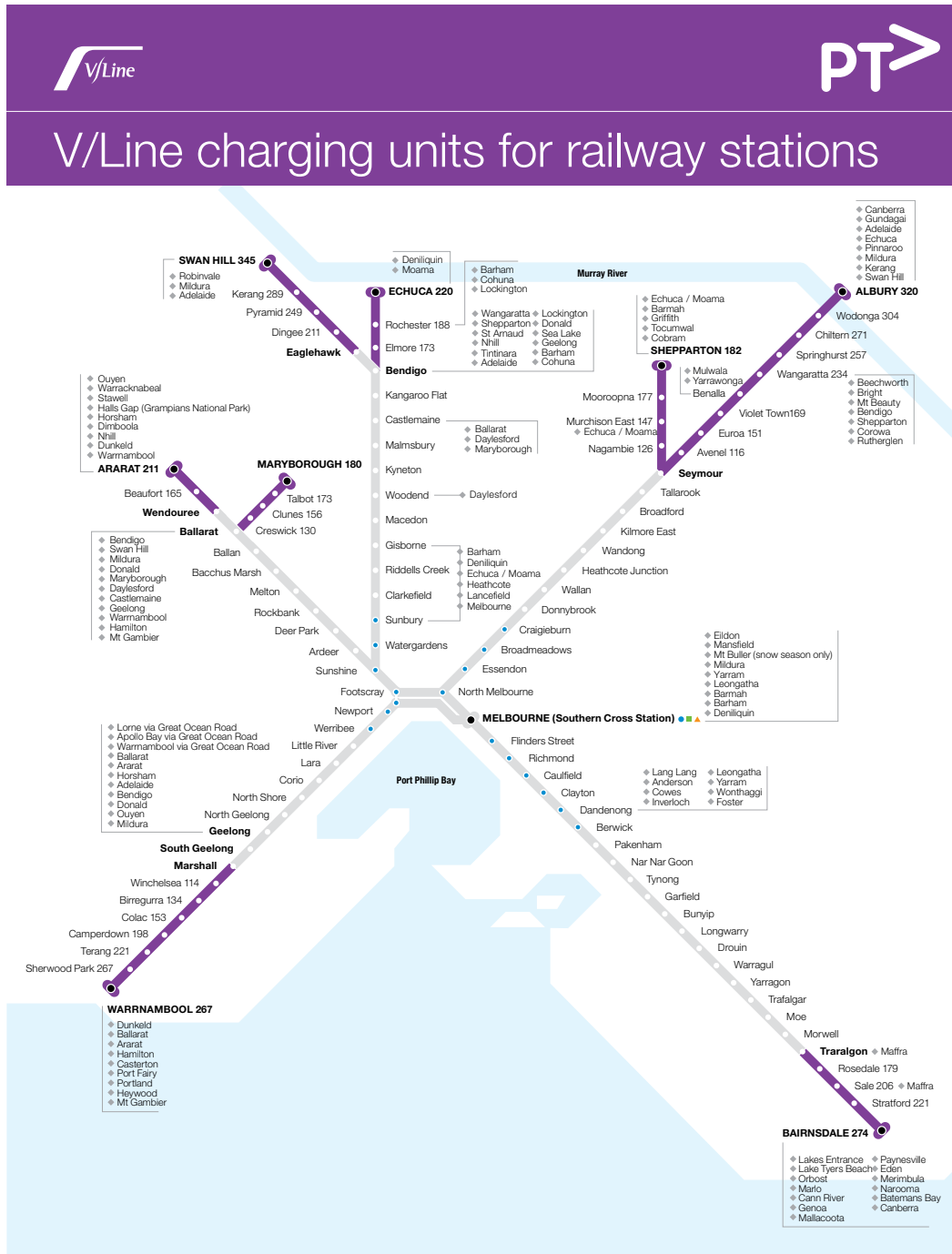
Calculating charging units

Ticket prices are based on the shortest route between a customer's origin and destination, unless they choose to take a less direct route.

Regional location to/from Zone 1

For travel between a regional location and Zone 1, look up the letter code for the regional location (see 'Melbourne to' Charging Units table) and look up the fare in the V/Line Fare Table.

V/Line charging units map



◆ Connecting coach services
 For more charging unit information see further in this chapter.

Regional location to/from Zone 2 (on same line)

For travel between a regional location and a station in Zone 2 before entering Zone 1 on the same line, find the number of charging units for the journey to Melbourne and then subtract 50 charging units.

Regional location to/from another regional location (on same line)

The number of charging units between regional locations on the same line can be calculated by subtracting the charging units to Melbourne for the destination location from the charging units to Melbourne of the origin location and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 1 Echuca to Kyneton

Melbourne to Echuca = 220 charging units

Melbourne to Kyneton = 92 charging units

220 units minus 92 units = 128 charging units

Round up to nearest 10 = 130 charging units

Example 2 Albury to Seymour

Melbourne to Albury = 320 charging units

Melbourne to Seymour = 99 charging units

320 units minus 99 units = 221 charging units

Round up to nearest 20 = 240 charging units

Regional location to/from another regional location (on different line)

The number of charging units between regional locations on different lines can be calculated by adding their charging units to Melbourne and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 3 Bairnsdale to Geelong

Melbourne to Bairnsdale = 274 charging units

Melbourne to Geelong = 73 charging units

274 units plus 73 units = 347 charging units

Round up to the nearest 20 = 360 charging units

Example 4 Wangaratta to Lara

Melbourne to Wangaratta is 234 charging units

As Lara is located in Zone 2, travel between Melbourne and Lara is included in the Wangaratta to Melbourne fare.

First class travel

V/Line provides First class seating on selected rail services (see timetable for details), particularly on long distance services. First class seating is not available on coaches.

First class seating is only available on long distance services that travel to and from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool and seats must be reserved.

Reserving First class

Customers can reserve First class seats by booking in advance through V/Line stations, V/Line agents and selected metropolitan Premium Stations, or through the PTV call centre on **1800 800 007** (6 am – midnight daily) or online at **vline.com.au**.

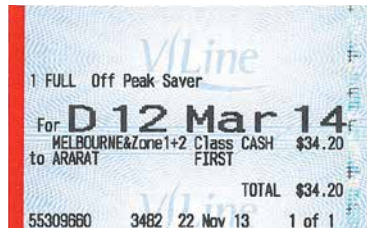
Bookings on long distance services are opened 100 days in advance and remain open until the time of departure. Advance booking is encouraged to ensure a First class seat.

First class fares

The First class fare is based on an Economy fare and a First class upgrade fee. First class tickets may be purchased wherever V/Line tickets are sold. Customers can also use a First class 'multi card' to upgrade from Economy to First class.

It is important that customers pay the First class fare before boarding. The upgrade can be bought along with the Economy ticket, or separately before travel. Conductors only sell First class upgrades to customers boarding at unstaffed stations.

First class ticket



The First class upgrade fee

The First class upgrade fee is the same for all ticket types, and applies to full and concession fares.

First class upgrades for regular travellers (Multi Cards)

To obtain a discount fare, regular First class travellers, including people with periodical tickets, can purchase a First class upgrade multi card which includes:

- 10 First class upgrades for journeys that are less than 100 charging units or;
- 5 First class upgrades for journeys that are greater than 100 charging units.

For customer convenience these upgrade cards are undated and are clipped by the conductor on board to validate the First class journey at the time of travel.

Conductors will clip:

- ONE upgrade from the card for customers travelling less than 100 charging units;
- TWO upgrades for customers travelling more than 100 charging units.

Distance	Single trip	Multi card
Less than 100 c/u	\$4.00	\$35.00
100 c/u or greater	\$8.00	



The First class upgrade is available from stations, and V/Line agents.

Refunds on First class upgrades

Refunds on First class tickets can be claimed when First class carriages are not available due to operational changes in trains or the First class carriage is full on short distance services.

Refunds are not available for First class multi cards as the card is not clipped if the service does not run.

Customers can claim refunds from all staffed V/Line stations, V/Line agents if the ticket was sold there, selected metropolitan Premium Stations or by sending the First class upgrade refund slip to:

V/Line Customer Relations

Reply Paid 5343

Melbourne Victoria 3001

Please note: conductors do not provide refunds on board V/Line services.

Purchasing a First class upgrade

Long distance customers are encouraged to buy the First Class upgrade as part of their ticket and make a reservation at the time of the purchase. This way the upgrade is part of their ticket and a seat is reserved.

Short distance customers are encouraged to buy a First class Multi Card so they can choose to travel in First class when they want, although in specified services a First class seat must still be reserved. This provides the flexibility of using both First class and Economy services. It also removes the need for refunds if the service they are travelling on does not have a First class carriage.

Reservations

Reservations are compulsory on most coach services, all Link services, all Mildura coach services, and long distance trains travelling to/from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool. Reservations may be made wherever V/Line tickets are sold, by calling **1800 800 007** (6 am – midnight daily) or online at **vline.com.au**

Reservations for free pass holders and infants may be made free of charge.

Pick up and set down restrictions

Where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions may apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed online at **ptv.vic.gov.au**. The tickets of customers boarding or alighting at stations in contravention of these restrictions are not, or cease to be, valid for travel on the relevant V/Line train service.

Pick up and set down restrictions also apply in the metropolitan area on bus route number 684 operating between Melbourne and Eildon. These restrictions are set out in the timetable for the service and the tickets of customers boarding or alighting from buses in contravention of these restrictions are not, or cease to be, valid for travel on the service.

Extension tickets

Customers travelling on a V/Line commuter train whose journeys are entirely within the myki zones shown on the Regional train myki zones map in Chapter 9 must have a single valid V/Line ticket or use a myki for the entire journey.

Customers travelling on a V/Line commuter train service whose journeys include travel within the myki zones shown on the Regional train myki zones map in Chapter 9, but commence or end beyond those zones, must either—

- (a) have a single valid V/Line ticket for the entire journey; or
- (b) use a myki pass for all or part of the journey within the myki zones and have a valid Single or Daily V/Line ticket for the remainder of the journey. (Note: myki money cannot be used for any part of such a journey.)

However, customers using Yearly, Date-to-Date, or Weekly V/Line tickets may extend their journey by purchasing a Single or Daily V/Line ticket for the additional travel to the new location. A myki cannot be used to extend travel on these tickets. Mykis also cannot be used for travel on V/Line coach services.

The Single or Daily V/Line ticket referred to in the immediately preceding paragraph and in subparagraph (b) above 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, at the completion of the journey.

Delayed/disrupted/replaced services

When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

Choosing the right ticket

V/Line tickets can be used for travel within the myki zones shown on the Regional train myki zones map in Chapter 9 in accordance with the conditions outlined earlier in this chapter.

Weekly, Monthly and Date to Date V/Line tickets for travel entirely within the myki zones shown on the Regional train myki zones map in Chapter 9 are not available for purchase. Tickets of these types purchased before 23 September 2013 are valid until expiry. **For customers using these tickets, a myki pass provides an equivalent travel entitlement.**

Single, Daily, Off-peak Single and Off-peak Daily V/Line tickets for travel entirely within the myki zones shown on the Regional train myki zones map in Chapter 9 will be withdrawn from sale at a future date.

Zone B no longer applies for train travel, but remains applicable for coach services to or from Five Ways, Kinglake West and Tooradin as the myki ticketing system has not been extended to these services.

V/Line tickets can be used on any V/Line train or coach service operating between the origin and destination printed on the ticket. A reservation is compulsory on all long distance services.

V/Line ticket holders issued outside the myki boundary with Single and Off-peak Single tickets to/from Melbourne or to/from some regional city stations have one hour of included travel before and after their journey in the metropolitan zone(s) or regional city network printed on their ticket. Customers must get their tickets endorsed for included travel at the Customer Service Centre of a metropolitan Premium Station or at a staffed V/Line station.

V/Line ticket holders issued outside the myki boundary 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 and after their V/Line journey within the zone(s) 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 + 2 = metropolitan Zone 1 + 2, Z2 = metropolitan Zone 2; 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 3am 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 on Off-peak services (until 3am the following day). No stopovers are permitted.

Concession Off-peak Single tickets are not available on Weekends. For Off-peak ticket rules see below.

Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket (until 3 am the following day). For return travel on different days, purchase two Single tickets.

Off-peak Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket on Off-peak services (until 3 am the following day). For Off-peak return travel on different days, purchase two Off-peak Single tickets.

Concession Off-peak Daily tickets are not available on Weekends. For Off-peak ticket rules, see below.

Peak/Off-peak ticket conditions

Customers with Off-peak Single and Off-peak Daily tickets may not travel on weekday services scheduled to arrive in Melbourne (Southern Cross, Flinders St, Richmond or North Melbourne) before 9 am, or services scheduled to depart Melbourne between 4 pm and 6 pm.

Concession Off-peak Single and Concession Off-peak Daily tickets are not valid for travel on weekends. Concession customers may use Concession Single or Concession Day Return tickets on weekends. Full fare Off-peak Single and Full Fare Off-peak Daily tickets are valid (without time restrictions) on weekends.

On public holidays, Full Fare 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'.

Weekly

Weekly tickets allow unlimited travel between the origin and destination printed on the ticket, on seven consecutive days.

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 (3 am on Tuesday).

Monthly

Monthly tickets allow unlimited travel between the origin and destination printed on the ticket, for a month.

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 (3 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.

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 (Full Fare/Concession/Student).

The price of the ticket is the Date-to-Date weekly rate multiplied by the number of weeks required.

Yearly

The yearly ticket provides travel from nine V/Line 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.

The V/Line Yearly Ticket allows unlimited travel between one of the above locations and Zone 1 until the expiry date printed on the ticket. The ticket expires at 3am on the day following the expiry date on the ticket. First class and concession V/Line Yearly tickets are not available.

V/Line Yearly tickets are no longer issued. However, current tickets remain valid for travel until their expiry date subject to the conditions in this manual.

Family Traveller

Family Traveller ticket can be used by adults (full fare or concession) travelling with children older than 4 and under 17. Each adult can take up to two children (between four and 16 years old) free at off-peak times.

This ticket is not available if the adult is using a free travel pass, privilege ticket, periodical ticket or free travel voucher.

All passengers on the family Traveller ticket must travel together at all times. If there are more than two children with each adult, the additional children will need to pay the standard child fare.

Only available for journeys beyond Zone 3.

V/Line fare table

No First class fares. First class fare is a two-tier flat fee upgrade on relevant economy fare.

CHARGING UNITS NOT EXCEEDING	SINGLE		DAILY		OFF-PEAK SINGLE		OFF-PEAK DAILY		OFF-PEAK EXTN SINGLE		WEEKLY		MONTHLY		DATE TO DATE		C/U
	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	STUDENT CONC	FULL	STUDENT CONC	FULL	STUDENT CONC	
Weekly Unit Rate																	
B	7.10	4.10	13.00	6.90	n/a	n/a	12.00	6.00	1.00	0.90	60.60	30.30	206.80	103.40	n/a	n/a	B
10	2.20	1.10	4.40	2.20	2.20	1.10	4.40	2.20	n/a	n/a	20.40	10.20	87.40	43.70	20.20	10.10	10
20	3.60	1.80	7.20	3.60	3.60	1.80	7.20	3.60	n/a	n/a	36.00	18.00	151.60	75.80	34.80	17.40	20
30	4.20	2.10	8.40	4.20	4.00	2.00	8.00	4.00	0.20	0.10	39.80	19.90	161.80	80.90	37.20	18.60	30
40	5.60	2.80	11.20	5.60	4.20	2.10	8.40	4.20	1.40	0.70	42.00	21.00	168.00	84.00	38.60	19.30	40
50	6.40	3.20	12.80	6.40	4.40	2.20	8.80	4.40	2.00	1.00	44.00	22.00	176.00	88.00	40.40	20.20	50
60	8.00	4.00	16.00	8.00	5.60	2.80	11.20	5.60	2.40	1.20	55.80	27.90	214.20	107.10	49.20	24.60	60
70	9.80	4.90	19.60	9.80	6.80	3.40	13.60	6.80	3.00	1.50	65.60	32.80	235.80	117.90	54.40	27.20	70
80	11.20	5.60	22.40	11.20	7.80	3.90	15.60	7.80	3.40	1.70	75.00	37.50	269.80	134.90	61.60	30.80	80
90	13.00	6.50	26.00	13.00	9.20	4.60	18.40	9.20	3.80	1.90	79.60	39.80	286.40	143.20	63.80	31.90	90
100	14.80	7.40	29.60	14.80	10.40	5.20	20.80	10.40	4.40	2.20	85.40	42.70	307.20	153.60	66.00	33.00	100
110	16.20	8.10	32.40	16.20	11.40	5.70	22.80	11.40	4.80	2.40	94.20	47.10	339.20	169.60	68.40	34.20	110
120	18.20	9.10	36.40	18.20	12.80	6.40	25.60	12.80	5.40	2.70	100.20	50.10	360.60	180.30	71.60	35.80	120
130	20.20	10.10	40.40	20.20	14.20	7.10	28.40	14.20	6.00	3.00	108.40	54.20	389.80	194.90	72.60	36.30	130
140	21.80	10.90	43.60	21.80	15.20	7.60	30.40	15.20	6.60	3.30	115.60	57.80	417.00	208.50	76.40	38.20	140
150	24.00	12.00	48.00	24.00	16.80	8.40	33.60	16.80	7.20	3.60	122.40	61.20	440.40	220.20	78.60	39.30	150
160	25.80	12.90	51.60	25.80	18.00	9.00	36.00	18.00	7.80	3.90	130.60	65.30	469.60	234.80	80.40	40.20	160
170	27.60	13.80	55.20	27.60	19.40	9.70	38.80	19.40	8.20	4.10	137.20	68.60	495.00	247.50	82.60	41.30	170
180	29.00	14.50	58.00	29.00	20.40	10.20	40.80	20.40	8.60	4.30	145.00	72.50	522.40	261.20	85.20	42.60	180
190	30.80	15.40	61.60	30.80	21.60	10.80	43.20	21.60	9.20	4.60	153.80	76.90	553.40	276.70	86.20	43.10	190
200	32.60	16.30	65.20	32.60	22.80	11.40	45.60	22.80	9.80	4.90	160.60	80.30	578.80	289.40	87.40	43.70	200
220	35.80	17.90	71.60	35.80	25.00	12.50	50.00	25.00	10.80	5.40	176.60	88.30	635.40	317.70	92.60	46.30	220
240	38.80	19.40	77.60	38.80	27.20	13.60	54.40	27.20	11.60	5.80	194.20	97.10	699.40	349.70	97.20	48.60	240
260	41.80	20.90	83.60	41.80	29.20	14.60	58.40	29.20	12.60	6.30	209.00	104.50	752.40	376.20	104.40	52.20	260
280	45.40	22.70	90.80	45.40	31.80	15.90	63.60	31.80	13.60	6.80	226.80	113.40	816.60	408.30	113.40	56.70	280
300	48.40	24.20	96.80	48.40	32.60	16.30	65.20	32.60	15.80	7.90	242.60	121.30	873.40	436.70	121.20	60.60	300
320	51.80	25.90	103.60	51.80	33.00	16.50	66.00	33.00	18.80	9.40	258.40	129.20	930.00	465.00	129.20	64.60	320
340	54.80	27.40	109.60	54.80	35.00	17.50	70.00	35.00	19.80	9.90	274.00	137.00	986.80	493.40	137.00	68.50	340
360	57.60	28.80	115.20	57.60	36.60	18.30	73.20	36.60	21.00	10.50	287.80	143.90	1035.80	517.90	143.80	71.90	360
380	58.60	29.30	117.20	58.60	37.20	18.60	74.40	37.20	21.40	10.70	293.00	146.50	1054.80	527.40	146.60	73.30	380
400	60.00	30.00	120.00	60.00	38.20	19.10	76.40	38.20	21.80	10.90	299.80	149.90	1079.40	539.70	150.00	75.00	400
450	62.20	31.10	124.40	62.20	39.60	19.80	79.20	39.60	22.60	11.30	310.80	155.40	1119.00	559.50	155.40	77.70	450
500	65.40	32.70	130.80	65.40	41.60	20.80	83.20	41.60	23.80	11.90	326.60	163.30	1175.80	587.90	163.40	81.70	500
550	68.40	34.20	136.80	68.40	43.60	21.80	87.20	43.60	24.80	12.40	341.80	170.90	1230.60	615.30	171.00	85.50	550
600	71.20	35.60	142.40	71.20	45.20	22.60	90.40	45.20	26.00	13.00	356.00	178.00	1281.60	640.80	178.00	89.00	600
650	73.00	36.50	146.00	73.00	46.40	23.20	92.80	46.40	26.60	13.30	365.40	182.70	1315.60	657.80	182.80	91.40	650
700	78.80	39.40	157.60	78.80	50.20	25.10	100.40	50.20	28.60	14.30	394.40	197.20	1419.60	709.80	197.20	98.60	700
750	83.20	41.60	166.40	83.20	53.00	26.50	106.00	53.00	30.20	15.10	416.40	208.20	1499.00	749.50	208.20	104.10	750
800	86.40	43.20	172.80	86.40	55.00	27.50	110.00	55.00	31.40	15.70	431.60	215.80	1553.80	776.90	215.80	107.90	800
800+	86.40	43.20	172.80	86.40	55.00	27.50	110.00	55.00	31.40	15.70	431.60	215.80	1553.80	776.90	215.80	107.90	800+

Stations previously named ‘Zone B’ are now Zone 2.

Zone B fares apply to coach travel to or from Melbourne and Five Ways Kinglake West and Tooradin.

‘Melbourne to’ charging units

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Adelaide City	ADC			Bacchus Marsh	BAH	50	MET
(Via Wolsley)		774	I/C	Bairnsdale	BSJ	274	I/C
(Via Murrayville)		804	I/C	Ballan	BLN	80	I/U
Adelaide Hills	ADT	774	I/C	Ballarat	BXT	119	I/U
Aircraft	ACF	50	MET	Ballendella	BLA	198	I/C
Aireys Inlet	AII	148	I/C	Balranald (NSW)	BZD	441	I/C
Alamein	ALM	0	MET	Bannerton T/O	BNN	473	I/C
Alberton	AEN	214	I/C	Bannockburn	BKN		
Albion	ALB	0	MET	(Via Geelong)		98	I/U
Albury (NSW)	ABX	320	I/C	(Via Ballarat)		182	I/U
Alexandra	AXD	130	I/C	Barham (NSW)	BVM	285	I/C
Allendale	ALL	144	I/C	Barmah	BAV	210	I/C
Alphington	ALP	0	MET	Barooga (NSW)	BAX	252	I/C
Altona	ALT	0	MET	Barraport	BPO	285	I/C
Anderson	ANS	108	I/C	Bass	BAS	107	I/C
Anglesea	ALS	129	I/C	Batemans Bay (NSW)	BTY	826	I/C
Annuello T/O	ANU	455	I/C	Batesford	BSD		
Anstey	ASY	0	MET	(Via Geelong)		83	I/U
Apollo Bay	APB	220	I/C	(Via Ballarat)		197	I/U
Ararat	ARY	211	I/C	Batman	BAT	0	MET
Armadale	ARM	0	MET	Baxter	BXR	50	MET
Ardeer	ARR	50	MET	Bay of Islands	BAZ	321	I/C
Ascot	ASC	146	I/C	Bayswater	BAY	50	MET
Ascot Vale	ASV	0	MET	Beaconsfield	BCD	50	MET
Ashburton	ASH	0	MET	Bealiba	BEI	222	I/C
Aspendale	ASP	50	MET	Bears Lagoon	BRL	230	I/C
Auburn	AUB	0	MET	Beaufort	BFR	165	I/C
Avalon (Airport)	AVL	60	I/U	Beechworth	BHW	280	I/C
Avenel	AVN	116	I/C	Bega (NSW)	BGA	693	I/C
Avoca	AVC	180	I/C	Belgrave	BEG	50	MET
Balaclava	BCV	0	MET	Bell	BEL	0	MET

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Bellbrae	BEL	113	I/U	Buangor	BUR	188	I/C
Bell Park	BPA	81	I/U	Buccleuch (SA)	BCH	664	I/C
Bells Beach T/O	BBV	114	I/C	Buffalo T/O	BFO	153	I/C
Belmont	BMV	73	I/U	Bullarto	BTO	109	I/C
Bemm River T/O	BRT	459	I/C	Bunbartha	BHA	239	I/C
Benalla	BEN	195	I/C	Buninyong	BIY		
Bendigo	BXG	162	I/C	(Via Geelong)		150	I/U
Bentleigh	BEN	0	MET	(Via Ballarat)		130	I/U
Berrigan (NSW)	BGN	305	I/C	Bunyip	BYP	78	I/U
Berriwillock	BWC	363	I/C	Burnley	BLY	0	MET
Berwick	BEK	50	MET	Burrumbeet	BUT	138	I/C
Beulah	BLX	384	I/C	Burwood	BWD	0	MET
Birchip	BHP	346	I/C	Buxton	BST	110	I/C
Birregurra	BGU	134	I/C	Byaduk	BYA	354	I/C
Bittern	BIT	50	MET	Byaduk North	BYN	363	I/C
Blackburn	BBN	50	MET	Cabbage Tree Creek	CBV	450	I/C
Blampied	BPD	164	I/C	Camberwell	CAM	0	MET
Bodalla (NSW)	BOD	805	I/C	Campbellfield	CMF	50	MET
Bombala (NSW)	BOL	614	I/C	Campbelltown	CAM	166	I/C
Bonbeach	BON	50	MET	Camperdown	CDN	198	I/C
Bonnie Doon	BDN	189	I/C	Canberra (ACT)	CBR		
Boort	BOT	272	I/C	(Via Bairnsdale)		824	I/C
Bordertown (SA)	BOR	483	I/C	(Via Albury)		760	I/C
Boronia	BOR	50	MET	Canberra City	JOC	760	I/C
Borong	BOU	251	I/C	Cannie	CNN	320	I/C
Boundary Bend	BYB	450	I/C	Cann River	CVV	521	I/C
Box Hill	BXH	50	MET	VIC/NSW border			
Bridgewater	BWE	203	I/C	Canterbury	CBY	0	MET
Bright	BIT	320	I/C	Cape Paterson	CPP	140	I/C
Brighton Beach	BBH	0	MET	Caramut	CRU	276	I/C
Brim	BRZ	368	I/C	Cardigan Village	CAD	128	I/C
Broadford	BRF	75	I/U	Cardinia Road	CDA	50	MET
Broadmeadows	BRQ	50	MET	Carisbrook	CSK	173	I/C
Broomfield	BMD	139	I/C	Carnegie	CNE	0	MET
Brunswick	BWK	0	MET	Carrajung	CAR	187	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Carrum	CAR	50	MET	Cowes	COE	120	I/C
Carwarp	CWP	533	I/C	Cowwarr	CWV	183	I/C
Casterton	CST	381	I/C	Craigieburn	CRA	50	MET
Castlemaine	CME	125	I/C	Cranbourne	CQR	50	MET
Caulfield	CFL	0	MET	Creswick	CRK	130	I/C
Charlton	CHN	279	I/C	Crib Point	CPT	50	MET
Chatham	CHM	0	MET	Croxton	CXT	0	MET
Chelsea	CSA	50	MET	Croydon	CQQ	50	MET
Cheltenham	CTM	50	MET	Culgoa	CLG	349	I/C
Chiltern	CLR	271	I/C	Dadswells Bridge	DAD	269	I/C
Clarendon	CLX			Daisy Hill	DAI	179	I/C
(Via Geelong)		140	I/U	Dalyston	DLN	122	I/C
(Via Ballarat)		140	I/U	Dandenong	DNG	50	MET
Clarkefield	CFD	50	MET	Darebin	DBN	0	MET
Clayton	CTO	50	MET	Darling	DAR	0	MET
Clifton Hill	CHL	0	MET	Darlington	DGT	221	I/C
Clunes	CUE	156	I/C	Darlington Point	DPT	435	I/C
Coal Creek	CLC	111	I/C	Darnum	DRM	106	I/U
Cobargo (NSW)	CXB	733	I/C	Dartmoor	DTR	437	I/C
Cobram	CRM	250	I/C	Daylesford	DFD	109	I/C
Coburg	CBU	0	MET	Deer Park	DRP	50	MET
Cohuna	COH	273	I/C	Deniliquin	DNQ	240	I/C
Colac	XCO	153	I/C	Dennis	DEN	0	MET
Colbinabbin	CIV	130	I/C	Derrinallum	DLM	198	I/C
Coleambally (NSW)	CML	400	I/C	Devenish	DEV	222	I/C
Coleraine	CRE	352	I/C	Diamond Creek	DCK	50	MET
Collingwood	CWD	0	MET	Diggers Rest	DIT	50	MET
Coolaroo	CLO	50	MET	Dimboola	DIM	362	I/C
Cooma (NSW)	OOM	704	I/C	Dingee	DIG	211	I/C
Coombah	CBA	689	I/C	Donald	DLD	294	I/C
Coonalpyn (SA)	CPY	594	I/C	Donnybrook	DBK	50	MET
Corinella	CRL	99	I/C	Drouin	DOU	91	I/U
Corio	COR	64	I/U	Dudley	DUD	127	I/C
Coronet Bay	CNY	99	I/C	Dunach	DUH	169	I/C
Corop	CRP	168	I/C	Dunkeld	DUK	287	I/C
Corowa (NSW)	CWW	283	I/C	Dunolly	DOY	217	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Durham ox	DHX	260	I/C	Flagstaff	FGS	0	MET
Eaglehawk	EAG	170	I/C	Flemington Bridge	FBD	0	MET
Eaglemont	EGM	0	MET	Flemington R/C	FRC	0	MET
Eagle Point	EAP	320	I/C	Flinders St	MFS	0	MET
East Camberwell	ECM	0	MET	Flowerdale	FLE	77	I/C
East Trentham	ETM	103	I/U	Footscray	FTY	0	MET
Eastern View	ESV	153	I/C	Foster	FOR	173	I/C
East Malvern	EMV	0	MET	Frankston	FKN	50	MET
East Richmond	ERM	0	MET	Galaquil	GLQ	378	I/C
Echuca	ECA	220	I/C	Gardenvale	GVE	0	MET
Echuca South	EAS	214	I/C	Gardiner	GAR	0	MET
Echuca Station	ECH	220	I/C	Garfield	GAF	74	I/U
Echuca Roadhouse	ECB	220	I/C	Geelong	GEX	73	I/U
Eden (NSW)	QDN	614	I/C	Genoa	GEO	569	I/C
Edithvale	EDI	50	MET	Geranium (SA)	GNM	636	I/C
Eildon	EIL	150	I/C	Gheringhap	GHP		
Elaine	EAI			(Via Geelong)		92	I/U
(Via Geelong)		130	I/U	(Via Ballarat)		188	I/U
(Via Ballarat)		150	I/U	Ginifer	GFR	50	MET
Elmore	EMR	173	I/C	Gipsy Point (NSW)	GIP	580	I/C
Elsternwick	ELS	0	MET	Girgarre	GIV	159	I/C
Eltham	ELT	50	MET	Gisborne	GSB	64	I/U
Emu	EMU	234	I/C	Glen Iris	GIR	0	MET
Epping	EPP	50	MET	Glen Thompson	GTN	269	I/C
Essendon	ESE	0	MET	Glenburn	GEN	116	I/C
Euroa	EOA	151	I/C	Glenbervie	GBV	0	MET
Euston	EUS	492	I/C	Glenferrie	GFE	0	MET
Everton	EVT	258	I/C	Glengarry	GGR	167	I/C
Fairfield	FFD	0	MET	Glenhuntly	GHY	0	MET
Fairhaven	FHV	149	I/C	Glenloth T/O	GNT	295	I/C
Fawkner	FAK	0	MET	Glenorchy	GCY	262	I/C
Ferntree Gully	FTG	50	MET	Glenrowan	GWN	219	I/C
Finley (NSW)	FLY	282	I/C	Glenroy	GRY	0	MET
Fish Creek	FCK	160	I/C	Glen Waverley	GWY	50	MET
Five Ways	FIW	50	ZONE B	Goorambat	GBT	212	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Goornong	GNN	172	I/C	Heyfield	HEY	194	I/C
Gordon	GDN	90	I/U	Heyington	HEY	0	MET
Gormandale	GOR	179	I/C	Heywood	HWD	387	I/C
Gowrie	GOW	50	MET	Highett	HIG	50	MET
Grantville	GVV	94	I/C	Holbrook (NSW)	HLB	440	I/C
Great Western	GTW	234	I/C	Holmesglen	HOL	0	MET
Gredgwin	GDW	291	I/C	Hopetoun	HTU	410	I/C
Greensborough	GRN	50	MET	Hoppers Crossing	HKG	50	MET
Griffith (NSW)	GFF	475	I/C	Horsham	HSM	327	I/C
Grovedale	GRO	73	I/U	Hughesdale	HUG	0	MET
Guildford	GID			Huntingdale	HUN	0	MET
(Via Castlemaine)		136	I/C	Hurstbridge	HBE	50	MET
(Via Ballarat)		219	I/C	Illowa	ILW	273	I/C
Gunbower	GNR	263	I/C	Inglewood	ING	211	I/C
Gundagai (NSW)	GGI	600	I/C	Inverloch	IVK	143	I/C
Haddon	HDN	123	I/U	Irymple	IRY	559	I/C
Hallam	HLM	50	MET	Ivanhoe	IVA	0	MET
Halls Gap	HAG	311	I/C	Jabuk (SA)	JAB	647	I/C
Hamilton	HLT	318	I/C	Jacana	JAC	50	MET
Hampton	HAM	50	MET	Jan Juc T/O	JJC	94	I/C
Harcourt	HRC			Jerilderie (NSW)	JRD	341	I/C
(Via Castlemaine)		135	I/C	Jewell	JWL	0	MET
(Via Ballarat)		240	I/C	Johnsonville	JOH	305	I/C
Hartwell	HWL	50	MET	Jolimont	JLI	0	MET
Hastings	HST	50	MET	Jordanville	JOR	50	MET
Hattah	HTT	499	I/C	Kalimna	KAL	337	I/C
Hawksburn	HKN	0	MET	Kalimna West	KAW	335	I/C
Hawkesdale	HWE	300	I/C	Kananook	KAN	50	MET
Hawthorn	HAW	0	MET	Kangaroo Flat	KFT	157	I/C
Healesville	HVE	61	MET	Kaniva	KAV	438	I/C
Heathcote	HCE	100	MET	(VIC/SA border)			
Heathcote Junction	HJN	50	MET	Kaarimba	KMA	210	I/C
Heatherdale	HTD	50	MET	Katunga	KAU	226	I/C
Heathmont	HMT	50	MET	Keilor Plains	KPL	50	MET
Heidelberg	HDB	0	MET	Keith (SA)	KTH	528	I/C
Hepburn Springs	HEP	116	I/U	Kennett River	KRV	197	I/C
Hexham	HXA	259	I/C	Kensington	KEN	0	MET

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Keon Park	KPK	50	MET	Latrobe Hospital	LRH	150	I/U
Kerang	KRA	289	I/C	Latrobe University	LUV	0	MET
Kew	KEW	0	MET	Lavers Hill	LVH	269	I/C
Kiata	KIA	386	I/C	Learmonth	LEM	141	I/C
Kilcunda	KLD	116	I/C	Leawarra	LWA	50	MET
Kilmore	KIL	63	I/C	Leitchville	LEI	269	I/C
Kilmore Central	N/A	50	MET	Leonards Hill H	LHH	103	I/U
Kilmore East	KET	63	I/U	Leongatha	LEG	126	I/C
Kinglake West	KLW	50	ZONE B	Lethbridge	LBR		
Koo Wee Rup	KWE	66	I/C	(Via Geelong)		104	I/U
Koondrook	KOV	283	I/C	(Via Ballarat)		176	I/U
Koonoomoo	KOO	255	I/C	Lexton	LEX	179	I/C
Kooyong	KYG	0	MET	Lillimur	LIR	448	I/C
Koroit	KRO	278	I/C	Lilydale	LYL	50	MET
Korong Vale	KVE	243	I/C	Lindenow T/O	LIW	257	I/C
Korweinguboora	KOR	101	I/U	Linton	LTO	159	I/C
Korumburra	KBA	111	I/C	Lismore	LMO	196	I/C
Kyabram	KYB	180	I/C	Little River	LTR	50	MET
Kyneton	KYN	92	I/U	Loch	LOH	95	I/C
Laburnum	LAB	50	MET	Loch-ard Gorge	LOC	300	I/C
Lake Boga	LBG	330	I/C	Lockington	LKN	204	I/C
Lake Bolac	LBC	227	I/C	Lockwood	LOK	148	I/C
Lake Charm	LCH	305	I/C	London Bridge	LON	318	I/C
Lake Tyers Beach	LTB	344	I/C	Longwarry	LWY	83	I/U
Lake Tyers T/O	LTT	344	I/C	Lorne	LRN	170	I/C
Lakes Entrance	LKE	339	I/C	Lynbrook	LBK	50	MET
Lal Lal	LLV	140	I/U	Lyonville	LYV	109	I/C
Lalbert	LLB	331	I/C	Macarthur	MAC	344	I/C
Lalor	LAL	50	MET	Macaulay	MAC	0	MET
Lameroo (SA)	LAM	603	I/C	Macedon	MDN	70	I/U
Lancaster	LAR	219	I/C	Macleod	MCD	50	MET
Lancefield	LNI	89	I/C	Maffra	MFA	206	I/C
Lang Lang	LAG	76	I/C	Maiden Gully	MAI	170	I/C
Langi Kal Kal	LKK	160	I/C	Maindample	MDP	197	I/C
Laverton	LAV	0	MET	Maldon	MLD	141	I/C
Lara	LRA	50	MET	Mallacoota	MAL	589	I/C
Lascelles	LAS	417	I/C	Malmsbury	MMS	102	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Malvern	MAL	0	MET	Moe	MOE	129	I/U
Manangatang	MGN	427	I/C	Mogo (NSW)	MGO	827	I/C
Mansfield	MFX	211	I/C	Molesworth	MSW	146	I/C
Marlo	MLO	435	I/C	Monegeeta	MGA	61	I/U
Marnoo	MAN	276	I/C	Mont Albert	MAB	0	MET
Marong	MRN	181	I/C	Montmorency	MMY	50	MET
Marshall	MAR	79	I/U	Moolort T/O	MVO	162	I/C
Maryborough	MYB	180	I/C	Moonee Ponds	MPD	0	MET
Marysville	MAZ	100	I/C	Moorabbin	MRN	50	MET
Mathoura (NSW)	MTA	220	I/C	Moorlands (SA)	MLS	686	I/C
Mckinnon	MCK	0	MET	Mooroolbark	MLK	50	MET
Meatian	MTN	342	I/C	Mooroopna	MPA	177	I/C
Meenyan	MEY	142	I/C	Mordialloc	MOR	50	MET
Melbourne Central	MCE	0	MET	Moreland	MLD	0	MET
Melton	MLT	50	MET	Mortlake	MOT	245	I/C
Mentone	MEN	50	MET	Moyston	MOY	226	I/C
Meredith	MEH			Moruya (NSW)	MYA	805	I/C
(Via Geelong)		118	I/U	Morwell	MWE	143	I/U
(Via Ballarat)		162	I/U	Mt. Barker	BAF	752	I/C
Merimbula (NSW)	MIM	660	I/C	Mt. Beauty	MBY	380	I/C
Merinda Park	MPK	50	MET	Mt. Buller	MTB	SPECIAL	
Merino	MNO	373	I/C	Mt. Egerton	ME1	93	I/U
Merlynston	MYN	0	MET	Mt. Gambier (SA)	MGB	468	I/C
Merri	MER	0	MET	Mt. Helen	MHV		
Merrigum	MER	166	I/C	(Via Geelong)		154	I/U
Merton	MTX	175	I/C	(Via Ballarat)		126	I/U
Middle Brighton	MBN	0	MET	Mount Waverley	MWY	50	MET
Middle Footscray	MFY	0	MET	Mulwala (NSW)	MWL	260	I/C
Mildura	MQL	566	I/C	Murchison	MHN	147	I/C
Mineral Springs	MSH	95	I/U	Murchison East	MST	147	I/C
Miner's Rest	MEZ	128	I/U	Murray Bridge (SA)	MUB	680	I/C
Mingara Drive	MIN	83	I/U	Murrayville	MUY	536	I/C
Minyip	MYP	318	I/C	VIC/SA border			
Mitcham	MCH	50	MET	Murrumbateman (NSW)	MUR	760	I/C
Mitiamo	MTI	229	I/C	Murrumbeena	MRB	0	MET
Moama (NSW)	MAM	220	I/C	Murtoa	MUA	298	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Musk	MUX	109	I/C	Nowa Nowa	NWW	364	I/C
Muskvale	MUS	108	I/U	Nullawil	NWL	333	I/C
Myola	MYV	121	I/C	Numurkah	NUH	215	I/C
Myrtleford	MFO	290	I/C	Nunawading	NWG	50	MET
Mysia	MYS	258	I/C	Nyah	NYH	373	I/C
Nagambie	NGE	126	I/C	Nyah West	NYT	371	I/C
Nar Nar Goon	NNG	65	I/U	Nyora	NYA	90	I/C
Narbethong	NBO	85	I/C	Oakleigh	OAH	50	MET
Narooma (NSW)	NMA	774	I/C	Oak Park	OKP	0	MET
Narrawong	NRO	355	I/C	Old Hepburn	OHE	118	I/U
Narre Warren	NRW	50	MET	Officer	OFR	50	MET
Nathalia	NAH	201	I/C	Orbost	OBT	420	I/C
Navigators	NAV			Ormond	OMD	0	MET
(Via Geelong)		150	I/U	Ouyen	OYN	465	I/C
(Via Ballarat)		130	I/U	Pakenham	PAM	50	MET
Newborough	NWO	132	I/U	Pambula (NSW)	PMA	643	I/C
Newbridge	NWB	199	I/C	Parilla (SA)	PRA	589	I/C
Newlyn	NLN	150	I/C	Parkdale	PKD	50	MET
Newhaven T/O	NVN	110	I/C	Parkville	RMH	0	MET
Newmarket	NKT	0	MET	Parliament	PAR	0	MET
Newmerella	NEW	410	I/C	Parrakie (SA)	PRK	630	I/C
Newport	NWP	0	MET	Pascoe Vale	PVL	0	MET
Newstead	NEP	148	I/C	Patterson	PAT	50	MET
Nhill	NHL	400	I/C	Paynesville	PAY	330	I/C
Nicholson	NIC	294	I/C	Peake (SA)	PKE	659	I/C
Nilma	NLM	102	I/U	Penhurst	PSH	303	I/C
Nimmitabel	NML	704	I/C	Peterborough	PBR	331	I/C
Noble Park	NBK	50	MET	Piangil	PGL	388	I/C
Noorat	NAT	227	I/C	Picola	PIA	205	I/C
North Brighton	NBN	0	MET	Pimpinio	PIM	342	I/C
Northcote	NCE	0	MET	Pinnaroo (SA)	PNO	563	I/C
North Geelong	NOG	70	I/U	Pirron Yallock	PIK	176	I/C
North Melbourne	NMB	0	MET	Point Roadknight	PTN	129	I/C
North Richmond	NRM	0	MET	Pomonal	POM	246	I/C
North Shore	NOS	67	I/U	Porepunkah	PPK	314	I/C
Nth Williamstown	NWN	0	MET	Port Campbell	PTL	319	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Port Fairy	PFY	300	I/C	San Remo	SNR	109	I/C
Portland	PTJ	373	I/C	Sandford	SAN	380	I/C
Prahran	PRA	0	MET	Sandown Park	SNP	50	MET
Princetown T/O	PWN	301	I/C	Sandringham	SHM	50	MET
Preston	PRE	0	MET	Scarsdale	SCD	146	I/C
Puckapunyal	PUK	109	I/U	Seaford	SEA	50	MET
Pyalong	PYG	87	I/C	Seaholme	SHE	0	MET
Pyramid	PYD	249	I/C	Sea Lake	SEK	383	I/C
Quambatook	QUK	307	I/C	Sebastapol	SEB	124	I/C
Raywood	ROD	193	I/C	Seddon	SEN	0	MET
Redcliffs	RCF	551	I/C	Serpentine	SPE	220	I/C
Regent	REG	0	MET	Seymour	SEY	99	I/U
Reservoir	RES	0	MET	Sheep Hills T/O	SHS	332	I/C
Richmond	RCH	0	MET	Shepparton	SHT	182	I/C
Riddells Creek	RIK	50	MET	Sherlock (SA)	SHK	672	I/C
Ringwood	RWD	50	MET	Sherwood Park	SHP	267	I/C
Ringwood East	RWE	50	MET	Showgrounds	SGS	0	MET
Ripponlea	RIP	0	MET	Skenes Creek	SKK	206	I/C
Riversdale	RIV	0	MET	Skipton	SKP	179	I/C
Robinvale	RBC	486	I/C	Smeaton	SME	151	I/C
Rochester	ROR	188	I/C	Smythes Creek	SMK	123	I/C
Rockbank	RKB	50	MET	Smythesdale	SMY	142	I/C
Romsey	RMY	79	I/C	Somerville	SVE	50	MET
Rosanna	ROS	50	MET	South Geelong	SGR	74	I/U
Rosebery	RSR	396	I/C	South Kensington	SKN	0	MET
Rosedale	ROE	179	I/C	South Morang	SMG	50	MET
Royal Park	RPK	0	MET	South Yarra	SYR	0	MET
Rupanyup	RUP	297	I/C	Southern Cross Stn	MEL	0	MET
Rushall	RUS	0	MET	Southland CP	SCP	81	I/U
Rushworth	RTH	140	I/C	Sovereign Hill	SVH	123	I/U
Rutherglen	RTG	272	I/C	Speed	SPD	426	I/C
Ruthven	RUT	50	MET	Spotswood	SPW	0	MET
St. Albans	SAB	50	MET	Spring Creek	SPK	190	I/C
St. Arnaud	STA	255	I/C	Springhurst	SPT	257	I/C
St. James	SNJ	228	I/C	Springvale	SPG	50	MET
Sailors Falls	SAF	105	I/U	Stanhope	SNP	148	I/C
Sale	SXE	206	I/C	Stawell	SWC	241	I/C

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Stonehut Road	SRD	86	I/U	Tocumwal (NSW)	TCW	259	I/C
Stoneyford	SOF	176	I/C	Tongala	TGV	192	I/C
Stony Point	STNY	50	MET	Tooborac	TBE	95	I/C
Strangeways	STS	144	I/C	Toolleen	TOE	121	I/C
Stratford	STD	221	I/C	Tooleybuc (NSW)	TYU	390	I/C
Strathmerton	STN	235	I/C	Toongabbie	TGB	175	I/C
Strathmore	STM	0	MET	Toora	TOO	183	I/C
Streatham	SRM	206	I/C	Tooradin	TDN	50	ZONE B
Sunbury	SUY	50	MET	Toorak	TOR	0	MET
Sunshine	SSH	50	MET	Tooronga	TGA	0	MET
Surrey Hills	SHL	0	MET	Torquay	TQA	94	I/C
Swan Hill	SWH	345	I/C	Torrumbarry	TOM	251	I/C
Swan Reach	SAE	315	I/C	Tottenham	TOT	0	MET
Syndal	SYN	50	MET	Tostaree	TOS	374	I/C
Taggerty	TAG	120	I/C	Trafalgar	TFG	119	I/U
Tailem Bend (SA)	TBD			Trafalgar East	TFE	124	I/U
(Via Wolsley)		657	I/C	Traralgon	TGN	157	I/U
(Via Murrayville)		705	I/C	Trawalla	TRQ	157	I/C
Talbot	TAT	173	I/C	Trentham	TNT	103	I/U
Tallarook	TOV	90	I/U	Tullamarine/Skybus	SKY	Private	MET
Tallygaroopna	TNA	199	I/C	Tullamarine Airport	TLM	0	MET
Tarcutta	TAR	510	I/C	Tungamah	TGM	240	I/C
Tarnagulla	TAL	207	I/C	Tuross (NSW)	TUS	805	I/C
Tarrington	TTN	316	I/C	Turriff	TUR	424	I/C
Tatura	TTA	161	I/C	Twelve Apostles	TAV	300	I/C
Tecoma	TCM	50	MET	Tyabb	TAB	50	MET
Teddywaddy	TED	288	I/C	Tyers	TYR	159	I/C
Tempy	TPY	433	I/C	Tylden	TYL	96	I/C
Tenby Point	TPT	99	I/U	Tynong	TYN	70	I/U
Terang	TEG	221	I/C	Tyrendarra	TDA	347	I/C
The Gurdies	TGU	89	I/C	Ultima	ULA	356	I/C
Thomastown	TSN	50	MET	Underbool	UDB	476	I/C
Thornbury	TBY	0	MET	Upfield	UFD	50	MET
Thornton	THR	140	I/C	Upper Ferntree Gully	UFG	50	MET
Tinamba	TNB	204	I/C	Upwey	UPW	50	MET
Tintinara (SA)	TTR	566	I/C	Victoria Park	VPK	0	MET

Melbourne to	Stop code	Charging units		Melbourne to	Stop code	Charging units	
Violet Town	VOT	169	I/C	Williams Landing	WML	50	MET
Wahgunyah	WGH	281	I/C	Williamstown	WIL	0	MET
Wallan	WLN	50	MET	Williamstown Beach	WBH	0	MET
Walpeup	WAP	496	I/C	Willison	WSN	0	MET
Wandong	WNG	50	MET	Wilkawatt (SA)	WKW	620	I/C
Wangaratta	WGT	234	I/C	Winchelsea	WIA	114	I/C
Warracknabeal	WKB	349	I/C	Windsor	WIN	0	MET
Warragul	WGL	99	I/U	Wodonga	WDN	304	I/C
Warrenheip T/O	WIP			Wolseley (SA)	WLS	470	I/C
(Via Geelong)		154	I/U	Wonboyn (NSW)	WBN	614	I/C
(Via Ballarat)		126	I/U	Wongarra T/O	WOV	200	I/C
Warrnambool	WMB	267	I/C	Wonthaggi	WTG	130	I/C
(Via Apollo Bay)		385	I/C	Won-wron	WOW	206	I/C
Watchem	WCH	326	I/C	Wood Wood	WOO	381	I/C
Watergardens (Formerly known as Sydenham)	SYM	50	MET	Woodend	WDV	78	I/U
Watsonia	WAT	50	MET	Woodfield	WFD	184	I/C
Wattle Glen	WTT	50	MET	Woodside	WOD	194	I/C
Waubra	WBR	162	I/C	Woolsthorpe	WST	289	I/C
Waygara	WAY	390	I/C	Woomargama (NSW)	WOA	421	I/C
Wedderburn	WDD	243	I/C	Woomelang	WMG	388	I/C
Welshmans Reef	WRF	188	I/C	Woorinen South	WEN	356	I/C
Welshpool	WHL	193	I/C	Wunghnu	WUU	208	I/C
Wendouree	WED	119	I/U	Wycheproof	WYF	306	I/C
Wentworth	WNT	568	I/C	Wye River	WYV	187	I/C
Werribee	WRB	50	MET	Wyuna	WYU	192	I/C
Westall	WTL	50	MET	Yallourn	YLT	133	I/C
West Footscray	WFS	0	MET	Yambuk	YMB	317	I/C
Westgarth	WEG	0	MET	Yarck	YRC	156	I/C
Westmere	WME	216	I/C	Yarra Glen	YGL	50	MET
Westona	WTO	0	MET	Yarragon	YON	111	I/U
West Richmond	WRM	0	MET	Yarram	YRM	219	I/C
Whittlesea	WEA	50	MET	Yarraman	YMN	50	MET
Wickliffe	WCL	238	I/C	Yarraville	YVE	0	MET
Willaura	WOR	248	I/C	Yarrowonga	YRW	260	I/C
				Yarroweyah	YWA	242	I/C

CHAPTER 11: NON-MYKI REGIONAL BUSES**Regional buses**

This chapter specifies tickets that are issued in respect of, and may be used on, the local bus and some train services in the regional towns and cities specified in this chapter, subject to all other relevant conditions in this manual.

2 Hour

Regional local transport fares in most major towns and cities are based on 2 hour tickets. These allow unlimited travel for at least two hours on local bus and train services.

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 am and a ticket purchased at 9.05 am will expire at 12 noon. Tickets purchased after 6 pm are valid until 3am.

A customer may transfer to any local bus or train service before their ticket expires, even if the journey extends beyond the ticket's expiry time.

The scheduled departure of the service is relevant rather than the actual departure time. So if a service is running late, the customer 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 customer may travel on the following service.

Daily

A Daily ticket allows unlimited travel on nominated town bus services on the day of issue until 3 am the next day.

A customer may transfer to any local bus (or train) service in the town bus service area before the ticket expires.

Weekly

Weekly tickets allow unlimited travel on the nominated services for seven consecutive days.

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 (3 am on Tuesday).

Weekly tickets may be sold on the bus or at the bus depot by some operators. Please contact the local bus operator for more details.

Monthly

Monthly tickets allow unlimited travel on the nominated services for one month.

The ticket expires at the end of services one month from the start date printed on the ticket. For example, a ticket valid from 15 June will expire at the end of services for 14 July (3 am on 15 July). A ticket valid from 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

Monthly tickets may be sold on the bus or at the bus depot by some operators. Please contact the local bus operator for more details.

Regional bus fares**Regional City & Town Service Fares — Category A**

Ticket type	Fare for one zone	Fare for two zones	Location using these fares
Full fare 2 hour	\$2.20	\$3.60	Bairnsdale Benalla
Concession 2 hour	\$1.10	\$1.80	Cobram Colac Drouin
Full fare Daily	\$4.00	\$7.20	Echuca/Moama Gisborne Hamilton
Concession Daily	\$2.00	\$3.60	Horsham Korumburra Kyneton
Full fare Weekly	\$20.50	\$36.00	Lakes Entrance Maryborough
Concession Weekly	\$10.30	\$18.00	Mildura Portland Rochester
Full fare Monthly	\$87.40	\$151.60	Sale Shepparton/Mooroopna
Concession Monthly	\$43.70	\$75.80	Swan Hill Wangaratta Warrnambool Wodonga-Albury Wonthaggi Yarrawonga

Regional City & Town Service Fares — Category B

Ticket type	Fare for one zone	Location using these fares
Full fare 2 hour	\$1.80	
Concession 2 hour	\$1.10	
Full fare Daily	\$3.60	Ararat Beaufort Stawell
Concession Daily	\$2.20	
Student Weekly	\$6.50	

Student pass – non-myki

	Half-yearly	Yearly	Travel entitlements	Available from
Southwest Transit Student Pass	\$137.70	\$258.60	Unlimited travel in the Southwest Transit System.	Warrnambool Bus Lines
Colac Transit Student Pass	\$194.60	\$389.10	Unlimited travel in the Colac Transit System.	Colac Transit
Portland Transit Student Pass	\$194.60	\$389.10	Unlimited travel in the Portland Transit System.	Portland Bus Lines

CHAPTER 12: GROUP AND OTHER TRAVEL

Group travel

Metropolitan services and myki enabled regional buses

A Pre Paid 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. Available from staffed railway stations.

No refund is permitted should the trip be cancelled or the number of travellers be less than paid for.

The Prepaid Travel Authority is available for 2 hour and Daily fares. The fare charged for the group is the concession fare for the selected zone(s) multiplied by the number of people travelling.

For more information, please email Public Transport Victoria at ticketingservices@ptv.vic.gov.au

V/Line services

V/Line Group Travel tickets allow 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 customers. The conditions applicable to the tickets are the same as those for the selected ticket type.

Group travel for groups of 12 or more on V/Line coaches or 20 or more on V/Line trains, must be arranged at least seven days in advance by calling **(03) 9619 2338**. Groups may not be able to be accommodated on some services at times of peak demand.

Groups of 12 to 19 customers travelling by train only can purchase tickets from any V/Line ticket sales outlet (subject to availability).

Groups of 20 or more train customers (or 12 or more if travelling by bus) need to have travel confirmed by V/Line Group Travel Coordinator on **(03) 9619 2338** or fax **(03) 9619 2210**.

Special event and conference ticketing

In some circumstances, organisers of large events and conferences may consider offering public transport to participants (participant means an event or conference participant, attendee, spectator, delegate, member, and include complimentary tickets) through prior arrangement with Public Transport Victoria.

The fee includes unlimited travel on bus, train and tram within Zones 1 + 2 (approximately 60 km radius from Melbourne CBD – see maps in Chapter 9) on the day/s of the event or conference.

A fee of \$3.00 per participant, per day for the total number of participants for the total time of the conference or event is charged (including complimentary passes). For example, a 4 day conference with 1,300 participants would pay \$15,600 (1,300 x \$3 x 4 days) for access to public transport.

To be eligible, the event or conference must meet the following conditions:

- cater for 500 or more participants per day (smaller groups may be catered for at PTV's discretion).
- be held in the metropolitan area which is serviced by high capacity public transport (e.g. MCG, Melbourne Olympic Park, Melbourne Convention and Exhibition Centre, Caulfield Race Course, Royal Melbourne Showgrounds etc).
- the participant pass must display details, and in a form, required by PTV.

The \$3 fee does not include the cost of providing additional public transport services.

To discuss further details of accessing this ticketing product, email event.notification@ptv.vic.gov.au or contact the PTV call centre on **1800 800 007** (6 am – midnight daily).

Day Pass

A Day Pass is a paper ticket issued:

- (a) on behalf of PTV by a community service organisation or charity authorised to do so by PTV through an employee or volunteer of, or a person engaged by, that organisation or charity; or
- (b) to a person to whom a free travel voucher has been issued (for eligibility see Chapter 3), in exchange for that voucher; or
- (c) on behalf of PTV by the driver of a bus operating on bus route 787 or 788 for a fare of \$3.80 to a customer presenting his or her Victorian Seniors Card.

A Day Pass entitles the holder to –

- (a) unlimited travel during the day for which the Day Pass is valid on any public transport service specified in Chapter 4 other than a train service provided by V/Line; and
- (b) unlimited travel during the day for which the Day Pass is valid in either or both Zone 1 or Zone 2 on any train service provided by V/Line specified in Chapter 4.

A Day Pass is valid for the day the date of which is hole punched on the Day Pass. The relevant day, month and year must be punched by the issuer of the Day Pass. If the day, month and year are not all punched by the issuer of the Day Pass, the Day Pass is not valid. The day for which a Day Pass is valid can be later than the day on which it is issued.

If a Day Pass has more than one day, month or year hole punched, the Day Pass is not valid for any journey or entry to a designated area at any time.

A Day Pass that is correctly hole punched in accordance with the above conditions may, before that date, be exchanged at a Premium Station for another Day Pass that is hole punched with a later date. A Day Pass will not be exchanged on or after the date that is hole punched on the Day Pass.

The holder of a Day Pass who is entering or leaving a designated area through a staffed ticket barrier must produce the Day Pass for inspection by a barrier attendant before entering or leaving that designated area.

The holder of a Day Pass who is relying on the Day Pass for a journey in a bus must, on entering the bus, produce the Day Pass for inspection by the driver of the bus.

The holder of a Day Pass must carry the Day Pass at all times when relying on the Day Pass for a journey or an entry to a designated area.

If a Day Pass is lost or stolen it will not be replaced.

Airport services

SkyBus (Melbourne Airport – City)

The SkyBus express service runs between Melbourne Airport (Tullamarine) and Southern Cross Station 24 hours a day, seven days a week with day departures every 10 minutes, and takes 20 minutes to get from the Airport to the City.

SkyBus stops at Melbourne Airport at the Qantas and Jetstar domestic terminal and the Virgin Blue and international airlines terminal, and at Southern Cross Station in the City. The SkyBus Hotel Transfer Service can transfer customers between Southern Cross Station and select City accommodation in minibuses at no extra charge.

SkyBus tickets are available from the driver, at SkyBus ticket booths at Southern Cross Station and Melbourne Airport terminals. Tickets can be purchased online at skybus.com.au. V/Line tickets, myki, free travel passes and concessions are not accepted by SkyBus.

For more information, phone **9335 2811** or go to skybus.com.au.

	Single	Return
Ticket type		
Full-fare	\$18.00	\$30.00
Child (4 – 14 years old)	\$7.00	\$13.00
Family 2: 2 adults plus up to 4 children (4–14 years)	\$41.00	\$70.00
Family 1: 1 adult plus up to 4 children (4–14 years)	\$25.00	\$43.00

Avalon Airport Transfers (Avalon Airport – City)

Avalon Airport Transfers operated by Sita Coaches runs a daily service to and from Southern Cross Station to Avalon Airport meeting all arriving and departing major flights. Avalon Airport Transfers runs between Avalon Airport and the City via Werribee and takes approximately 50 minutes. Customer service counters are located at Southern Cross Station at the Firefly Coaches Sales outlet and at Avalon Airport.

Tickets can be purchased at Avalon Airport or Southern Cross Station and can only be made with cash. Tickets can be purchased online at sitacoaches.com.au by credit card. V/Line tickets, myki, free travel passes and concessions are not accepted by Avalon Airport Transfers.

For more information, phone **9689 7999** or go to sitacoaches.com.au.

Ticket type	Werribee RSL****	Southern Cross Station	CBD Area**	Suburbs***
Adult	\$19.00	\$22.00	\$31.00	\$36.00
Adult Return	\$36.00	\$42.00	\$62.00	\$72.00
Child*	\$8.00	\$10.00	\$13.50	\$16.00

Concession fares are not available except for children.

* Child = 4 to 14 inclusive.

** CBD Area includes all accommodation venues within the boundary of Victoria, Dudley, Spencer, Whiteman, Power, Alexandra Avenue, Swan, Punt Road, Wellington Parade and Powlett Streets.

*** Suburbs services include Carlton, South Melbourne, South Yarra, Fitzroy, Richmond, St Kilda, Parkville and nearby suburbs.

**** Werribee RSL pickups (going to Avalon Airport) must be pre-booked.

CHAPTER 13: REFUNDS, REIMBURSEMENTS AND REPLACEMENTS

myki

The following conditions set out the rules that apply to refunds, replacements and reimbursements for mykis.

General rules

Customers with non-operational and expired myki cards can obtain a free on the spot replacement at any staffed railway station. There is no longer a requirement for the customer to complete a myki replacement form. Customers must surrender their myki to obtain a free replacement.

Lost or stolen registered myki cards cannot be replaced on the spot. Unregistered myki cards that are lost/stolen cannot be replaced at all.

In order to obtain a replacement myki at a ticket window customers must provide station staff with their expired myki, or myki that has stopped working.

The replacement myki must be the same type as the original card.

A customer can apply to have the value on their myki refunded with the exception of cards that are lost, stolen or surrendered to enforcement staff. Reimbursements may also be available for ticketing equipment faults, occasions of severe service disruption or where special circumstances affect the customer.

A replacement myki will be required where a myki is lost, stolen, or becomes non-operational. A myki will also need to be replaced when the card expires. A myki card will last for at least four years from the day of purchase.

Non-operational mykis

mykis which are not able to be touched on **are not valid for travel or entry to a station paid area**. A customer with a myki which is not operational must use another myki to travel or enter a station paid area until they obtain a replacement myki.

A myki is defective if it is unable to be electronically read, or if it processes fares incorrectly, and the ticket has not been visibly damaged or electronically interfered with. mykis are warranted against operational defects when correctly used and looked after by the customer. If a myki becomes defective, it will be replaced free of charge.

Defective mykis are exchanged for new mykis – see Replacement mykis on the following page.

Damaged mykis

Damaged tickets include those that have become non-operational and/or unreadable as a result of:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- damage that exceeds normal wear and tear.

Damaged mykis will be replaced in the same way as defective mykis.

Lost or stolen mykis

Only registered mykis are eligible for replacement in the event that the ticket is lost or stolen. Unregistered mykis or other tickets which are lost or stolen will not be replaced under any circumstances.

A holder (or account holder) of a registered myki whose myki has been lost or stolen must report this as soon as possible:

- online at ptv.vic.gov.au (available 24 hours a day);
- by calling the PTV call centre on **1800 800 007** (6 am – midnight daily).

The myki will then be blocked and can no longer be used. Any value remaining on the myki is protected from the moment the customer or account holder reports it as lost/stolen, and can be transferred to a replacement card. The account holder remains liable for all transactions that occur on the myki until the time it is reported lost or stolen online or via the call centre as above.

If the customer requires a new myki, lost or stolen registered mykis may be replaced through the PTV call centre when the customer or account holder phones to report their myki lost/stolen, or by using the replacement process detailed below. The customer will be required to use another myki until a replacement myki is posted to them.

Replacement mykis

When a myki is damaged, defective or expired, or a registered myki is lost or stolen, the customer can apply for their myki to be replaced free of charge. The customer category (full fare or concession type) of the replacement myki will be the same as the original myki.

mykis which are non-operational, expired or within 60 days of expiry can be replaced on the spot at any myki-enabled staffed railway station or the PTV Hub at 750 Collins Street, Docklands. The customer must surrender the old myki.

Customers with a personalised myki who want a replacement that is personalised cannot obtain that replacement on the spot. These customers will have to complete a replacement myki application form and post or submit it, with their myki, as set out below. They will receive a personalised myki in the mail.

A registered myki which is lost or stolen can be replaced by contacting the PTV call centre on **1800 800 007** (6 am – midnight daily).

In all cases, the customer can complete and submit a replacement myki application form (including their name and address), along with the myki that needs replacing (except for lost or stolen mykis). Replacement myki application forms are available at staffed railway stations and the PTV Hub at Southern Cross Station, from ptv.vic.gov.au or by calling the PTV call centre on **1800 800 007** (6 am – midnight daily). Completed forms, together with the myki to be replaced (where relevant), can be posted to the myki mailbox or submitted to the PTV Hub at Southern Cross Station or 750 Collins Street, Docklands.

Balance transfer

Any remaining balance on the myki will be transferred to the new myki.

For replacements at a staffed railway station or PTV Hub where a myki can be electronically read (eg, for expired or soon-to-expire mykis), the myki money balance from the old myki is transferred immediately to the new myki. If the old myki has a negative myki money balance the customer will need to top up to a balance of at least \$0.00 upon replacement.

For replacements at a staffed railway station or PTV Hub where a myki cannot be read (eg, for non-operational mykis), balance transfer may take up to seven days. If the customer needs to travel using the replacement myki in the meantime, they must top up.

When a customer lodges a replacement myki form, a replacement myki will be issued and posted to the customer (account holder) including the remaining balance transferred from the old myki. If the customer needs to travel while awaiting the replacement, they must use another myki to travel. In the case of a defective myki, where the customer has purchased another myki to continue travelling, the customer can contact the PTV call centre on **1800 800 007** (6 am – midnight daily) to receive reimbursement of the card fee when the replacement process is complete.

If the old myki had a myki pass with days remaining, the remaining days will be transferred to the new myki and the myki pass reactivated when the customer next touches on and travels in a zone for which the pass is valid.

Registration

If the customer's old myki was registered, the replacement myki will be automatically registered to their account. The new myki will be visible in their online account approximately 48 hours after replacement. Unregistered mykis that are replaced will remain unregistered.

Auto top up

If the customer's old myki had auto top up set, this will not transfer to the replacement myki and the customer will need to set auto top up again on the new myki. This can be done through their online account or by contacting the PTV call centre on **1800 800 007** (6 am – midnight daily).

Student passes and free weekend travel

Student pass mykis can be replaced on the spot, but can only be replaced at the location at which they were originally purchased.

Customers with myki customer categories DSP and CAR (Disability Support Pensioners and Carer Payment recipients) receive a free weekend travel entitlement. Customers with myki customer categories FFS and CFS (DHS Carer Card holders) receive a free Sunday travel entitlement. If an unreadable myki with one of these codes is replaced at a staffed railway station or PTV Hub, the entitlement will not be recognised initially on the replacement myki. However, this will be updated to the replacement card within 24 hours.

Non-operational Seniors mykis are replaced with another Seniors myki which includes free weekend travel so seniors can travel free on weekends immediately with the replacement myki.

If a customer travels on a Saturday or Sunday prior to the replacement myki being updated they may be charged a fare. Customers charged for travel on a weekend that they are entitled to receive for free should contact the PTV call centre on **1800 800 007** (6 am – midnight daily) for a reimbursement.

Refunds of unused value

A customer can apply to have the remaining value (myki money balance and any unused myki pass days) on their myki refunded. The value of the myki card is non-refundable. Unless the myki card is reported as lost or stolen, it must be returned with the application and will be blocked from further use.

If a myki pass has already been activated, the refund amount is calculated based on the difference between the full purchase price and the amount the customer would have had to pay to purchase other fares for the time the myki pass was active.

There are no refunds on expired myki passes.

The refund amount is calculated based on the day the refund application was submitted, not the day the pass was last used.

Refund procedures

myki customers requiring a refund should complete a myki refund and reimbursement form and submit by post to the myki mailbox. If a myki is managed by a separate account holder, a refund will be provided to the account holder.

Except in the case of a myki that the customer or account holder has reported as lost or stolen, refunds can only be considered if the following conditions are met:

- the application form has been completed correctly, including signature;
- a claim is submitted in writing no later than five years after the ticket was last used;
- the sale of the ticket can be traced;
- documentary proof of claim is included, if required;
- the myki concerned is attached to the form.

If a registered myki is reported lost/stolen a refund can be obtained (except the cost of the myki) without being replaced. If a replacement myki is required, see replacement mykis in this chapter.

Refund and reimbursement forms for the following have different submitting procedures:

- student passes – form to be lodged at the original issuing station;
- Free Travel Passes – submit to the PTV Hub at 750 Collins Street, Docklands.

Refunds for international tourists

On the spot refunds are available at two locations (PTV Hubs at 750 Collins Street, Docklands and at Southern Cross Station) where the following eligibility criteria are met:

- The remaining balance on the myki is between \$5.00 and \$50.00.
- The myki holder must produce qualifying photo identification to prove an international address.

- Where the myki is registered, registration details must match the name on the international identification.

The minimum refund is \$5.00 and the maximum is capped at \$50.00 for all card types.

Reimbursements

In the following cases, a customer can apply for a reimbursement for value which has been used.

Severe service disruption

In the event of prolonged severe service disruption or industrial action, PTV and/or transport operators will produce special bulletins to advise reimbursement 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.

Eligibility criteria will be determined and published for each event. Affected and eligible customers on these occasions will be identified and compensation amounts will be paid to the accounts of nominated and/or approved mykis. No action is required by affected customers unless specifically advised (per event).

In some cases, customers may be advised to seek a reimbursement by completing a myki refund and reimbursement form, and submitting this together with a myki card number which:

- was valid for travel during the stoppage;
- was not used on alternative or replacement services during the stoppage.

Customers affected by service disruptions who use other tickets should apply to the operator under Compensation Code and Customer Charter.

myki ticketing equipment faults

In case of a myki ticketing system equipment fault, customers should contact the PTV call centre on **1800 800 007** (6 am – midnight daily) to seek a reimbursement. Customers may also complete a myki website feedback form or a myki refund and reimbursement form and post it to the myki mailbox. Customers are requested to provide as much information as possible to assist in processing their claim.

Payment of a reimbursement will be subject to verification by myki customer care staff. Applications are cross referenced against the central computer system which continually monitors ticketing equipment and records faults.

If a customer is charged a default fare as a result of no operational myki reader being available to touch off, they may contact the PTV call centre on **1800 800 007** (6 am – midnight daily) to be reimbursed any amount greater than the correct fare.

Medical conditions

In certain circumstances, reimbursements of all or some of the value of myki passes may be available for customers who have experienced medical problems.

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

- The claim is accompanied by a doctor's certificate for the days claimed (statutory declarations are not accepted as proof).
- The customer has been unable to travel owing to illness for a minimum number of days:
 - for 7-day pass, at least three business days;
 - for 28–69 day pass, at least seven days;
 - for 70–365 day pass, at least seven days plus two days for each 30 days or part thereof in excess of 69.

A reimbursement 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.

Special consideration

Reimbursements may be provided in unusual circumstances not covered by the above. Applications for reimbursements should be made using the myki refund and reimbursement form.

Customers are requested to include copies of any documentary evidence that supports their application for special consideration.

Reimbursement procedures

Most reimbursements need to be made using the myki refund and reimbursement form.

Where a myki is managed by a separate account holder, a reimbursement will be provided to the account holder.

Except in the case of a myki that the customer or account holder has reported as lost or stolen, reimbursements can only be considered if the following conditions are met:

- the application form has been completed correctly, including signature;
- a claim is submitted in writing no later than 12 months after date the ticket was last used;
- the sale of the ticket can be traced;
- documentary proof of claim is included, if required (e.g. medical certificate).

myki pass conversion

A customer can have the value of the remaining days of a myki pass on a myki converted to myki money, provided the value of the myki money credited does not exceed \$250 and the total myki money balance on the myki following the conversion does not exceed \$999.99.

Customers must complete a myki refund and reimbursement form and lodge this at the PTV Hubs, or post it directly to the myki mailbox, together with the myki.

If the value of the myki money to be credited exceeds \$250 or the total myki money balance on the myki following the conversion would exceed \$999.99, the full amount of the balance will be paid to the customer by cheque and the myki will not be returned.

Customers must use another myki to travel while waiting for the conversion of value to occur.

Surrendered mykis

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

In the conditions under this heading:

‘enforcement activity’ means:

- (a) the serving of an official warning; or
- (b) the issue and enforcement of an infringement notice; or
- (c) the bringing and prosecuting of proceedings for an offence; and

‘surrendered ticket’ means a ticket referred to in the immediately preceding paragraph.

Receipts

If the holder of a ticket surrenders their ticket in compliance with a request made under regulation 19 of the **Transport (Ticketing) Regulations 2006**, the customer will be issued with a receipt for that ticket in accordance with that regulation.

Travel permits

If the holder of a ticket surrenders the ticket to an Authorised Officer, the holder will be issued with a travel permit for, if the ticket is:

- a registered myki that has been deactivated following notification that it has been lost or stolen, the balance of the journey being undertaken by the holder of the ticket;
- a myki that has only myki money loaded on it, the balance of the journey being undertaken by the holder of the ticket;

- a myki that has a myki pass loaded on it and the remaining travel authorised by the pass can be ascertained, that travel up to a maximum of seven days travel;
- a myki that has a myki pass loaded on it and the remaining travel authorised by the pass cannot be ascertained, up to a maximum of seven days travel at the discretion of the Authorised Officer.

Refunds and replacements

Despite anything else in the conditions in this manual, the refund of any unused value remaining on a surrendered myki will only be made and a surrendered myki will only be replaced:

- (a) if making the refund or replacing the myki would not hinder investigating or considering the need to undertake, or undertaking, any enforcement activity to which the myki is relevant; and
- (b) if the person who has applied for the refund or replacement satisfies the person considering the application that he or she was lawfully in possession of the myki at the time it was surrendered or is otherwise entitled to the refund or replacement.

If a surrendered myki is defective, any replacement of the myki or refund to the extent of any unused value remaining on the myki at the time of surrender will be made in accordance with the conditions under the heading '**Non-operational mykis**' earlier in this chapter.

If a surrendered myki is a myki that has been damaged, the myki will be replaced in accordance with the conditions under the heading '**Damaged mykis**' earlier in this chapter. If the whole of any unused value remaining on the myki at the time of surrender is not transferred to the replacement myki, that value will be refunded.

If the surrendered myki is a myki that has been lost or stolen, any replacement of the myki or refund to the extent of any unused value remaining on the myki at the time of surrender will be made in accordance with the conditions under the heading '**Lost or stolen mykis**' earlier in this chapter.

If the surrendered myki is a concession myki which has been used by a person who has no entitlement to rely on the concession myki for travel in a passenger vehicle or entry to a designated area, the amount of any myki money balance remaining on the myki will be refunded on application, but that myki will not be replaced and no refund will be made, to the extent of the whole or part of any unused value that is not myki money remaining on the myki at the time of surrender, except as provided in the next succeeding paragraph.

If a person referred to in the immediately preceding paragraph obtains an entitlement to rely on the concession myki for travel in a passenger vehicle or entry to a designated area and:

- (a) applies for the replacement of the myki and a refund to the extent of the whole of any unused value that is not myki money remaining on the myki at the time of surrender; and
- (b) presents evidence of the relevant entitlement –

to the Department of Transport, Planning and Local Infrastructure within 28 days of obtaining the entitlement, the myki will be replaced and a refund made to the extent of the whole of any unused value that is not myki money remaining on the myki at the time of surrender.

If the surrendered myki is a myki that was fraudulently or, in some other way, dishonestly obtained or used, the myki will not be replaced and no refund will be made, to the extent of the whole or part of any unused value remaining on the myki at the time of surrender, except as provided in the next succeeding paragraph.

If the original holder of a fraudulently or dishonestly obtained or used myki applies to the Department of Transport, Planning and Local Infrastructure for the return of that myki within 28 days of becoming aware that the myki has been surrendered and satisfies the Department of Transport, Planning and Local Infrastructure that they are not a party to the deception or dishonesty, the myki will be replaced and a refund made to the extent of the whole of any unused value remaining on the myki at the time of surrender.

Customer compensation

Customers holding a myki pass valid for at least 28 days may be eligible for compensation if an operator falls below service performance thresholds under their Customer Charters. In this case customers can apply to the operator for compensation. For further details contact the relevant operator (contact information is given on the last page of this manual).

V/Line tickets

The following conditions set out the rules that apply to refunds and replacement for V/Line tickets and regional transit student passes.

Unused tickets

A V/Line ticket that has not been used on any service can be exchanged for another date or refunded, provided it is presented at a V/Line booking office prior to the departure date printed on the ticket. No administration fee applies.

The unused portion of a V/Line periodical ticket (Weekly, Monthly and Date-to-Date ticket) can be refunded at a staffed V/Line station. The refund will be calculated from the day the ticket was presented until its expiry date.

Damaged/mutilated tickets

A damaged ticket is one that is visibly damaged or has become invalid through:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- being covered in dirt or other foreign substance;
- damage that exceeds normal wear and tear.

Generally, a damaged ticket that is unreadable may 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. The damaged ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

Medical or change of travel circumstances

Application for V/Line refunds on medical grounds or because of a change in travel circumstances can be made at the ticket office of staffed V/Line stations. Customers must bring copies of any documentary evidence that supports their application for special consideration.

Severe service disruption and customer compensation code

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.

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 its customer magazine, V/Line Voice and on-line at vline.com.au

All compensation claims must be made in writing to Customer Relations, Reply Paid 8060, Melbourne, Vic 3001. For further details contact V/Line's Customer Feedback line on **1800 800 007** (6 am – midnight daily).

Special consideration

Applications can be made at the ticket office of staffed V/Line stations. Customers must bring copies of any evidence that supports the 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, reserved V/Line tickets, and date-to-date tickets for which a duplicate ticket (or tickets) may be issued.

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.

For Regional Transit Student Passes the customer should return to the location it was purchased from to apply for a replacement.

Refund procedures

Refunds are available from staffed V/Line stations. An application form is not required, but a refund slip must be signed by the customer.

No refund, allowance or compensation will be granted for:

- changes of timetable, reduction of services or reduction of fares during the period covered by the ticket;
- customers 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 substitute transport services;
- tickets marked 'departmental';
- 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.

No refunds or adjustments will be made after travel has taken place on the ticket.

For further assistance, phone the Main Booking Office, Southern Cross Station on **9619 2187**.

Compensation

Customers holding a valid date-to-date V/Line ticket may be eligible for compensation if an operator falls below service performance under their Customer Charters. For further details, contact V/Line on **1800 800 007** (6 am – midnight daily).

Surrendered tickets

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

In the conditions under this heading, '**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 the ticket surrenders the ticket to an Authorised Officer while travelling on 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 Transport, Planning and Local 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 Transport, Planning and Local 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 Transport, Planning and Local 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, an order may be sought by or on behalf of the informant 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 Transport, Planning and Local 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 Transport, Planning and Local 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 Transport, Planning and Local 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 Transport, Planning and Local 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 Transport, Planning and Local 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 Transport, Planning and Local Infrastructure that no enforcement activity to which the ticket is relevant will proceed.

Other tickets

No replacements or refunds are available for other tickets.

CHAPTER 14: 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 **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 renovated 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. Customers 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. Customers should phone the PTV call centre on **1800 800 007** (6 am – midnight daily) to enquire 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 customers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that customers 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 5, 6, 8, 16, 19, 48, 72, 96 and 109. Depending on operational availability, every tram on routes 96 and 109 is a low-floor tram. Routes 5, 6, 8, 16, 19, 48 and 72 are partly serviced by low-floor trams. There are more than 320 accessible platform stops on the Melbourne tram network.

Public Transport Victoria in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible trams stops. Contact the PTV call centre on **1800 800 007** (6 am – midnight daily) for more information on accessible routes and stop locations.

Buses

Over 50 per cent of bus services in Melbourne use wheelchair-accessible low-floor buses, including SkyBus and NightRider services. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers 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.

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 customers with disabilities on trains may be limited and customers may be restricted to particular parts of the train.

Conductors and station staff are available on request to further assist customers.

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.

PTV encourages customers who require accessible travel to plan their journey in advance by calling the PTV call centre on **1800 800 007** (6 am – midnight daily) at least 24 hours before travel.

Regional town buses

Certain regional town bus routes are operated with low-floor buses. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers should contact the relevant operator to find out which services are operated with low-floor buses.

Mobility aids

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

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

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

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

Assistance Animals

Guide dogs, guide dogs in training, hearing guide dogs and animals identified by an Assistance Animal Pass are permitted to travel on all public transport services. All other animals travel subject to conditions in Chapter 15.

The Assistance Animal Pass has been developed to assist people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an assistance animal.

The Assistance Animal Pass is only issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

Animals that only provide companionship and support at home will not qualify for the pass.

The Assistance Animal Pass is separate from the Companion Card. If an applicant requires both an assistance animal and a companion to travel on public transport, they must apply for both an Assistance Animal Pass and Companion Card.

Types of assistance animals covered by the Assistance Animal Pass include:

- Mobility Support Animals: trained to help people with physical disabilities who use wheelchairs or have difficulty moving;
- Medical Alert Animals: trained to assist their handlers before and during a medical emergency;
- Psychiatric service animals: trained to provide support to people with psychiatric disabilities.

Public Transport Victoria manages the Assistance Animal Pass application process, assessment of animal suitability and issue of Assistance Animal Pass. Contact the PTV call centre on **1800 008 007** (6 am – midnight daily).

Note: If travelling on V/Line services a seat must be booked for the assistance animal. Assistance animals travel free.



For all other animals, refer to Chapter 15.

CHAPTER 15: BICYCLES, ANIMALS AND LUGGAGE

Dangerous goods

Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria.

Prohibited items include, but are not limited to:

- flammable liquids and gases (petrol, kerosene, LPG, propane);
- firearms (assembled or disassembled);
- explosives;
- corrosive or acidic chemicals.

Bicycles

Metropolitan trains

Bicycles can be carried free on metropolitan trains at any time. Cyclists must not, at any time, board at the first door of the first carriage, or store a bicycle in the area adjacent to this door, as this area is reserved for customers in wheelchairs.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

V/Line trains

Bicycles can be carried free on V/Line trains at any time. On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor. V/Line has several different train types and V/Locity and Sprinter trains in particular have limited space for bicycles. If a V/Line conductor determines that there is not sufficient room to carry a bicycle on a V/Line train, it will not be able to be carried on that train. Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

V/Line coaches

Bicycles are not permitted on these services, including coaches used to replace train services, at any time, with the exception of folding bicycles (see below).

Trams, metropolitan buses and regional town buses

Bicycles are not permitted on these services, including buses used to replace train services, at any time, with the exception of folding bicycles.

Bicycle lockers

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

Customers 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, undamaged and that the locker key is returned in a serviceable condition). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Some Premium Stations such as Southern Cross have a self-storage locker system.

Bicycle lockers at unstaffed stations may be reserved at a nearby staffed station.

Items are stored in bicycle lockers at the customer's risk. Operators will not be liable for any loss of or damage to items stored in bicycle lockers.

Bicycle cages

Bicycle cages have been installed at a number of metropolitan and V/Line stations. A bicycle cage allows the storage of over 20 bicycles in a cage secured by a locked door that is opened with an electronic swipe card.

Customers can obtain a parking place in a bicycle cage by contacting Bicycle Network Victoria and by paying a refundable deposit for a swipe card that provides access to the cage.

For further information on bike cage locations and use contact Bicycle Network Victoria on **1800 639 634** or visit **bv.com.au**.

Transport operators and Bicycle Network Victoria will not be liable for any loss or damage to items stored in bicycle cages.

Folding bicycles

Folding bicycles can be carried free on metropolitan trains, trams and buses, V/Line trains and coaches, and regional town bus services at any time. Folding bicycles must not exceed the dimensions of 82cm long x 69cm high x 39cm wide, have wheel rims no more than 20 inches (51cm) in diameter and be folded up and stored inside a bag or cover before boarding.

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions above regarding bicycles on public transport.

On metropolitan buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

Surfboards

Metropolitan and regional town services

Surfboards can be carried for free on metropolitan trains. Surfboards must not obstruct passageways or doorways and must not inconvenience other customers.

On metropolitan trains, surfboards must not be placed near the first door of the first carriage, as this space is reserved for customers in wheelchairs.

Customers with surfboards are requested to avoid travelling during peak periods.

Surfboards are not permitted on board metropolitan trams and buses or regional town bus services at any time.

V/Line

Surfboards can be carried free of charge on V/Line trains, if there is space available. Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items.

However, surfboards and boogie boards may be carried on coach services along coastal routes subject to available space on the day of travel. Customers are to be aware that this applies to both the forward and return journeys.

Call the PTV call centre on **1800 800 007** (6 am – midnight daily) for further information.

Luggage on V/Line services

The luggage allowance on V/Line train and coach services is 30 kg per customer (one item up to 20 kg) plus one item of hand luggage.

On V/Line trains, customers' luggage can be stowed in overhead racks above the seats and in the vestibules at the end of each carriage. On V/Line coaches, luggage can be stowed in overhead racks above the seats or in the luggage space underneath the coach.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment (a set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage) will also be carried as luggage. Surf skis, sailboards, canoes and similar items will not be carried as luggage.

Customers are advised to keep their hand luggage with them at all times when travelling and to carry all personal medication, keys and valuables including laptops and electronic devices, in their hand luggage.

Customers with special needs can seek assistance with luggage from station staff, train conductors and coach drivers when boarding, alighting or transferring between services.

Checked luggage

A checked luggage service is available on board locomotive-hauled V/Line train services. Locomotive-hauled trains operate on the Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool lines. Checked luggage will only be carried to stations beyond Seymour (Shepparton services), Traralgon (Bairnsdale services), Eaglehawk (Swan Hill services) and Marshall (Warrnambool services).

Customers must check in their luggage at least 30 minutes before their service is scheduled to depart. Wherever possible, the luggage will travel on the same service (wheelchairs, sporting equipment, prams and similar items must travel on the same service).

Customers must clearly label all luggage with their name and address, their destination and the date and service they are travelling. All previous luggage tags must be removed.

Luggage can only be sent to the customer's destination. If that location is unstaffed, the customer must collect the luggage as soon as it arrives.

Customers 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.

At Southern Cross Station, checked luggage will be delivered to the platform beside the train or beside the coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall. At other stations or stops luggage will be delivered on the platform beside the train or on the roadside beside the coach.

Checked luggage will not operate on coaches replacing train services during planned disruptions.

Cloakrooms

Limited cloakroom space is available at Bendigo, Geelong and Wodonga stations for storage of items which will not fit in luggage lockers (for example, sporting equipment, wheelchairs and other large items).

To store items in the cloakroom, customers must pay \$3.20 per item per day and will be issued with a separate ticket for each item.

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

If a customer 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.

Customers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges.

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

Liability and insurance

V/Line may pay up to \$600 for checked luggage to any customer 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 customer's name, address and destination;
- The luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item.

Customers are advised to lock and clearly label all luggage with their name and contact details.

V/Line is not liable for any loss, damage or delay to any luggage on board its trains or coach services (see exception for checked luggage above), including luggage stored in coach luggage compartment and items such as bicycles, surfboards, sporting or camping equipment. Customers who require cover for loss, damage or delay to luggage should obtain appropriate travel insurance.

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 customers are not affected.

Motorised vehicles

Petrol-driven vehicles of any kind are not permitted on public transport services for safety reasons. This includes a petrol-driven bicycle.

Electrically-driven mobility aids (such as wheelchairs and scooters) are permitted on public transport, but must conform to the dimensions given in Chapter 14 of this manual.

Animals

Guide dogs, guide dogs in training, hearing guide dogs and animals identified by an Assistance Animal Pass are permitted to travel on all public transport services see Chapter 14. All other animals travel only if permitted by and subject to the conditions below.

Metropolitan services

Dogs that are muzzled and on leads are permitted on metropolitan trains.

It is strongly advised that customers with dogs do not travel on weekdays between 7 am and 9 am or between 4 pm and 6 pm.

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

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

Owners must clean up any mess created by their animals.

V/Line services

Other animals are not permitted to travel on V/Line coach services (including rail replacement coach services).

Small animals (including cats and dogs) are permitted to travel on all V/Line train services, but they must be carried in a suitable container that meets the following guidelines:

- suitable for cats and small dogs – up to a small terrier size;
- maximum size – 56 cm long / 30 cm wide / 38 cm high;
- maximum weight (including pet) – up to 15 kg.

Suitable containers must be stored in the assigned storage locations on board each train and are not allowed on seats or to block doorways or passageways.

It is strongly advised that customers with small animals in suitable containers do not travel on weekdays between 7am and 9am or between 4pm and 6pm.

Owners must clean up any mess created by their animals.

CHAPTER 16: TICKETING PROCEDURES AND INFRINGEMENT NOTICE PROCESS**Customer obligations**

Customers who observe or experience bus drivers, conductors or other staff accepting money without issuing a ticket or topping up a myki are requested to report this to the PTV call centre on **1800 800 007** (6 am – midnight daily) for further investigation.

Bus driver obligations

Bus drivers are required to sign on with their shift details to the ticketing system, if present, as they leave the depot and sign off at the end of their shift.

Bus drivers are not permitted to accept money without issuing a valid ticket or issuing or topping up a myki. If a customer pays for their ticket and does not take it, the driver must call them back and give it to them. If the customer declines to accept the ticket the driver must leave it in their change tray until the customer leaves the bus, when it can then be discarded.

Tram driver obligations

Tram drivers are responsible for signing onto the ticketing system when they enter the tram. This should occur prior to leaving the depot to ensure the ticketing equipment is operational. Drivers must not sign off prior to arriving at their final destination or depot.

Authorised Officers

Authorised Officers are persons who have been employed or engaged by an operator or BusVic to perform statutory duties and functions under the **Transport (Compliance and Miscellaneous) Act 1983** (the Act).

Authorised Officers are trained in relevant law and procedures, must pass a stringent probity check and satisfy the qualification requirement prior to being authorised by the Secretary.

Where a person is detected by an Authorised Officer travelling on public transport without a valid ticket, and the person has had a reasonable opportunity to purchase a ticket and/or top up a myki and/or touch on, the Authorised Officer may inform the person that they intend to report the matter to the Department of Transport, Planning and Local Infrastructure, and, if so, that the person may receive an infringement notice in the mail.

Where a person is reported for a ticketing and/or a behavioural offence, the Authorised Officer must inform the person in clear terms what offence the officer believes the person has committed.

Authorised Officers are empowered under section 218B of the Act to request and verify the name and address given by a person who the officer reasonably believes to have committed an offence.

If a person is requested to state their name and address, and the person fails or refuses to give their name and address or gives false details, that person is committing another offence.

The Authorised Officer may also request the person to provide evidence of the correctness of the name and address provided.

Report of non-compliance

To report an offence an Authorised 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 Transport, Planning and Local Infrastructure. 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, a Penalty Reminder Notice is 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 Transport, Planning and Local Infrastructure who may grant an extension of time to pay. The Department of Transport, Planning and Local Infrastructure 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 Department of Transport, Planning and Local Infrastructure 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 Transport, Planning and Local Infrastructure. The Infringements Court telephone enquiry number is **9094 2000**, or visit **fin.es.vic.gov.au**. Unpaid infringement notice matters for children are handled by the Children's Court. Please call **8638 3300 for enquiries**.

Paying a fine

Customers can pay the fine in full:

- in person at any post office;
- by phone on **131 816**;
- online at Post Billpay;
- by mail: detach the payment section of the fine. Send it with a non-negotiable cheque or a money order (do not send cash) to:
Department of Transport, Planning and Local Infrastructure
GPO Box 2797
Melbourne, Victoria 3001.

Objections to infringement notices

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to:

Department of Transport, Planning and Local Infrastructure
GPO Box 2797
Melbourne, Victoria 3001

or fax **9655 8855**; or by email to **tia@transport.vic.gov.au** and should include:

- infringement number;
- customer's name;
- customer's address (if changed since the infringement);
- reason for review;
- contact telephone number.

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 Department of Transport, Planning and Local Infrastructure on receipt of the infringement notice.

CHAPTER 17: MYKI TERMS OF USE**General Conditions**

A myki ('the Card') is issued and must be used subject to the conditions contained in this manual as amended, replaced, consolidated or re-enacted from time to time.

The Card may only be used to obtain or prove an entitlement to use a public transport service to which the conditions in this manual apply ('Public Transport Service'). Subject to all applicable conditions contained in this manual and in the regulations under the **Transport (Compliance and Miscellaneous) Act 1983**, the Card may be used for these purposes by:

- (a) doing one or more of the following:
 - (i) paying money into the account associated with the Card ('Card Account') and having that amount recorded as stored value ('Value') on the Card for the purpose of using Value to pay for Public Transport Services;
 - (ii) paying directly for a Public Transport Service and having the authority to use the relevant service ('Product') recorded on the Card;
 - (iii) having a free travel pass to which the cardholder is entitled recorded on the Card; and
- (b) touching on and touching off the card if required by, and in accordance with, the conditions contained in this manual.

Where a cardholder makes a payment from Value on the Card in accordance with the conditions contained in this manual, the amount of the payment will be deducted from that Value. Value and Product may only be added to the Card by such means as are specified in this manual.

The Card is and remains the property of PTV. PTV or its authorised representatives may inspect, deactivate, suspend or take possession of the Card or require its return at any time in their discretion without notice to the cardholder or any account holder and the cardholder and any account holder must comply with any directions of PTV or its representatives in this regard. The cardholder and any account holder must not alter, tamper or interfere with the Card or knowingly use a defective Card.

Transactions which would result in the Value on the Card exceeding the maximum amount specified in this manual will be rejected. The Card may not be able to be used if the Value falls below the relevant minimum amount specified in chapter eight of this manual.

If PTV, in its absolute discretion, allows the Card to operate with a debit (negative) Value balance, the cardholder or, in the case of a registered myki, the account holder, must pay PTV any debit (negative) balance on the Card upon request by PTV and any Value subsequently added to the Card will be applied first by PTV to any debit (negative) balance.

The cardholder or any account holder, as is applicable, is liable to pay the fees and charges as published in this manual from time to time. The applicable fees and charges may be deducted from the Value on the Card.

Unless the Card is a registered myki, any person presenting the Card may redeem Value on the Card for money (less any amounts owed by the cardholder or any account holder to PTV), subject to complying with any applicable conditions specified in this manual. PTV is entitled to reject an application to redeem Value on a Card if there has been a material breach of the conditions contained in this manual.

Until five years after the last use of the Card or the last activity on the Card Account not initiated by PTV, PTV will hold all money representing Value on the Card unless, prior to that time, the Value is redeemed in accordance with the conditions contained in this manual. After that time, such money, other than amounts the value of which is less than \$20 (or any higher amount prescribed under the **Unclaimed Money Act 2008**) will be 'unclaimed money' for the purposes of that Act and will only be able to be claimed from the Registrar of Unclaimed Money.

Apart from the right to redeem Value in accordance with the conditions contained in this manual, neither the cardholder nor any account holder has any legal, equitable or other right or interest in relation to money representing Value on the Card. No trust or other fiduciary relationship exists

between PTV and the cardholder or PTV and any account holder. PTV owns all data and expressions of that data resulting from, or in respect of, transactions generated or processed in relation to use or operation of the Card.

Any complaint about a public transport service must be raised directly with the operator. A complaint in relation to the Card or Card Account may be made by contacting PTV at ptv.vic.gov.au or by calling the PTV call centre on **1800 800 007** (6 am – midnight daily). If a complaint in relation to the Card is not resolved by contacting PTV, the Public Transport Ombudsman provides a cost-free, independent and accessible dispute resolution scheme. Further information about the Public Transport Ombudsman is available at ptovic.com.au or by calling **1800 466 865**.

PTV's records are, in the absence of manifest error, conclusive of the amount of Value on the Card and any other matter in relation to the Card Account or the Card. PTV may adjust the Card Account or Card balance retrospectively if PTV reasonably believes that either of them is incorrect.

If any part of the conditions in this Chapter is invalid, the conditions are invalid only to the extent of such part without invalidating the remaining conditions.

Additional Conditions for Registration and Registered Cards

Upon request in the manner required by PTV, PTV will register a Card ('the Registered Card') subject to these Additional Conditions for Registration and Registered Cards.

If there is any inconsistency between these Additional Conditions for Registration and Registered Cards and the conditions in this chapter under the heading 'General Conditions', these Additional Conditions for Registration and Registered Cards will prevail to the extent of that inconsistency.

Each Registered Card must also have a person registered with PTV as an account holder ('the Account Holder'). The Account Holder will manage, and the cardholder will use, the Registered Card in accordance with the rights and obligations given to each of them under the conditions contained in this manual. An Account Holder may manage multiple Card Accounts. PTV is entitled to rely upon any instructions given by the Account Holder in relation to the Registered Card.

The cardholder or Account Holder must advise PTV as soon as possible if a Registered Card is lost or stolen. PTV will deactivate the Registered Card following notification by either the cardholder or the Account Holder that it is lost or stolen. If a Registered Card is lost or stolen, the cardholder or Account Holder has no liability in respect of that Card, or for any costs incurred using that Card, after the time the loss or theft of the Card is notified to PTV, other than any fees which apply.

Where a Registered Card has been lost or stolen, the cardholder or Account Holder may obtain a replacement Registered Card subject to complying with requirements in this manual, which, at PTV's discretion, may involve payment of a fee as specified in this manual.

Where a Registered Card has been replaced, PTV will, after deducting any amounts owed to PTV, transfer the Value and/or Product from the Registered Card which is being replaced to the new Registered Card. Any money payable by PTV in respect of the redemption of Value on a Registered Card will only be payable to the Account Holder.

CHAPTER 18: DEFINITIONS AND INTERPRETATION**Definitions**

In this manual, the following definitions apply:

‘account holder’ means the person in whose name an account associated with a myki is registered and who has authority to manage that account.

‘authorised officer’ has the same meaning as in section 208 of the **Transport (Compliance and Miscellaneous) 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 Public Transport Development Authority for the purposes of these Regulations; or
 - (e) if a bus company is a natural person, that person.

‘bus’ has the same meaning as in section 3(1) of the **Bus Safety Act 2009**.

The relevant text of section 3(1) reads:

- ‘bus’ means:
 - (a) a motor vehicle that has been built:
 - (i) with seating positions for 10 or more adults (including the driver); and
 - (ii) to comply with the requirements specified in the Australian Design Rules for a customer omnibus (within the meaning of those Rules);
 - (b) a motor vehicle prescribed to be a bus;
 - (c) a motor vehicle which the Safety Director has declared to be a bus under section 7(1) – but does not include:
 - (d) subject to section 23, a vehicle which is a taxi-cab in respect of which a taxi-cab licence is granted under the **Transport (Compliance and Miscellaneous) Act 1983**;
 - (e) a motor vehicle prescribed not to be a bus;
 - (f) a motor vehicle which the Safety Director has declared not to be a bus;
 - (g) a vehicle known as a Hummer.
 - (h) a motor vehicle built overseas as a bus is a bus unless it is a motor vehicle built to be a Hummer.

Examples

1. A customer car modified to have more than nine seats (for example, a stretch limousine) is not a bus.
2. A motor vehicle that is built as a bus but which has had seats removed so that it seats less than 10 adults is still a bus.
3. A motor vehicle built overseas as a bus is a bus unless it is a motor vehicle built to be a Hummer.

‘bus company’ has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

- ‘bus company’ means a person or body that is a party to a contract with the Crown or the Secretary on behalf of the Crown or the Public Transport Development Authority, for the provision of any transport services (including a service contract within the meaning of the **Bus Services Act 1995**) but does not include a person or body that is a passenger transport company.

‘bus route’ means the route of operation of a bus.

‘bus stop’ means a place designated by means of a sign and forming part of a bus route where a bus stops for persons to board and leave the bus.

‘business day’ has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

- ‘business day’ means a day that is not:
 - (a) a Saturday or a Sunday; or
 - (b) a day that is wholly or partly observed as a public holiday throughout Victoria.

‘cardholder’ means a person who uses a myki for travel or an entry to a designated area or for any related purpose.

‘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 3.

‘concession myki’ means a myki that is a concession ticket within the meaning of paragraph (a) of the definition of that expression.

‘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 (Compliance and Miscellaneous) 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.

‘customer’ means a person who holds a ticket. In the case of a myki, the customer is the cardholder; where the account holder is the relevant party, this is indicated in the text.

‘Day Pass’ means the paper ticket of that name specified in Chapter 12.

‘designated area’ or **‘station paid area’** has the same meaning as ‘designated area’ 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 Secretary 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, a smartcard reader or a ticket barrier;
- (iii) an area between a platform and any ticket validating machine, smartcard reader or ticket barrier that it is necessary to pass to gain access to the platform.

‘Doncaster Park and Ride’ means the bus stop at the site bounded by Doncaster Road, Hender Street and the Eastern Freeway known as the Doncaster Park and Ride and forming part of metropolitan bus routes numbers 207, 280, 282, 284, 285, 309, 313, 907 and 908.

‘entitlement to use a public transport service’ has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

- ‘entitlement to use a public transport service’ includes an entitlement to use a public transport service arising under a contract or arrangement with, or under a licence or permission given by the Public Transport Development Authority or a bus company or passenger transport company.

‘fare’ means the price for travel in a passenger vehicle or entry to a designated area.

‘free travel pass’ means a product or document that authorises travel in a passenger vehicle and entry to a designated area without charge.

‘Government Gazette’ means the Victoria Government Gazette.

‘guardian’, means a person, other than a parent of a child, who has the care of the child.

‘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.

‘mode of transport’ means a tram, train or bus.

‘month’ means the period of time between the same dates in successive calendar months.

‘myki’ or **‘myki card’** has the same meaning as ‘myki’ in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of Regulation 5 reads:

- ‘myki’ means a ticket that is a smartcard capable of:
 - (a) recording the details of travel in a passenger vehicle or entry to a designated area for which payment has been made; and
 - (b) when money has been paid into an account associated with the smartcard:
 - (i) recording the value of that money; and
 - (ii) transferring information to other electronic devices so as to effect modifications to that value to reflect payment for travel in a passenger vehicle or entry to a designated area; and
 - (iii) recording that value as so modified.

‘myki check’ means a machine which enables a customer to view the contents of their myki, including myki money balance, myki pass, transactions and travel history.

‘myki machine’ means a vending machine which sells full fare mykis and permits the topping up of any myki with myki money or a myki pass.

‘myki money’ means the dollar amount paid into the account associated with a customer’s myki and recorded as value on the myki.

‘**myki money balance**’ means the value, recorded on a myki, of the dollar amount in the account associated with the myki and includes a negative amount.

‘**myki pass**’ means a pre-purchased product.

‘**myki reader**’ means an electronic device capable of:

- (a) transferring information from and to a myki and recording that information; and
 - (b) modifying the myki money balance on a myki –
- when the myki is touched on or touched off using the device.

‘**myki retailer**’ means the place of business of a retail agent equipped to sell and top up mykis.

‘**operator**’ means:

- (a) Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) and KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074), each a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983**;
- (b) V/Line;
- (c) a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** that has entered into a contract with the Secretary or PTV for the provision by that person of a service carrying customers by tram or train;
- (d) a bus company.

‘**passenger service**’ means a public transport service that is a tram, train or bus service provided by an operator.

‘**passenger vehicle**’ means a tram, train or bus operated by or on behalf of an operator.

‘**product**’ means an authority, electronically recorded on a myki, to travel in a passenger vehicle and enter designated areas within the zone or zones, and during the period of time, specified, subject to compliance with all other applicable conditions contained in this manual.

‘**Public Transport Authorities**’ means PTV and any agent, contractor or delegate of PTV including public transport operators.

‘**public transport service**’ has the same meaning as in section 208 of the **Transport (Compliance and Miscellaneous) Act 1983**. The relevant text of section 208 reads:

- ‘public transport service’ means a service provided by a bus company or a passenger transport company to transport members of the public, and includes any ancillary matters such as allowing entry to any place used in relation to the provision of such a service.

‘**Public Transport Ticketing Body**’ means the State body established for the purposes of the **State Owned Enterprises Act 1992** by Order in Council made on 17 June 2003 and published in Special Government Gazette S119 on 17 June 2003.

‘**Public Transport Victoria**’ or ‘**PTV**’ means the Public Transport Development Authority established under section 79A of the **Transport Integration Act 2010**.

‘**regional bus ticket**’ means a ticket specified in Chapter 11.

‘**regional bus zone**’ means the bus routes, or parts of bus routes, depicted as being in a zone with a zone number between 3 and 13 inclusive on a map under the heading ‘myki on the regional town bus network’ in Chapter 9.

‘**responsible person**’, 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.

‘**retail agent**’ means a person (other than an operator) engaged as an agent of PTV in relation to the sale of mykis and loading myki money or myki passes on mykis.

‘**secretary**’ means the Secretary to the Department of Transport, Planning and Local Infrastructure.

‘**smartcard**’ has the same meaning as section 208 of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 208 reads:

- ‘smartcard’ means a plastic card or other thing that:
 - (a) contains an imbedded computer microchip capable of receiving, storing, processing and transferring information; and
 - (b) may lawfully be used for the purpose of obtaining or proving an entitlement to use a public transport service.

‘**staffed railway station**’ means a railway station during the time when that railway station is open for business and has staff in the ticket office to provide service to customers.

‘**stopover**’ means any break of journey where a customer 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 15, 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, or which may be used, for the purpose of authorising 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.

‘**touch on**’ means to place a myki on or near a myki reader so as to enable information to be transferred between the myki and the myki reader and, as required, processed so that:

- (a) in the case of a myki, the following are recorded on both the myki and the myki reader:
 - (i) the time when and the place where the myki is so placed; and
 - (ii) if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
 - (iii) that:
 - (A) there is on the myki a minimum myki money balance of at least \$0.00; or
 - (B) the time when and the place where the myki is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass or free travel pass loaded on the myki and that there is on the myki a minimum myki money balance of at least \$0.00.
- (b) in the case of a myki, if the myki reader is situated on a bus or a tram and the myki reader is, because of a defect in or failure of other equipment on the bus or tram, unable to record the place where the myki is so placed or the bus route or tram route concerned, the following is recorded on both the myki and the myki reader:
 - (i) the time when the myki is so placed; and
 - (ii) that there is on the myki:
 - (A) a minimum myki money balance of \$0.00; or
 - (B) a myki pass or a free travel pass that is able to authorise a journey in the bus or tram and a minimum myki money balance of at least \$0.00.

‘**touch off**’ means to place a myki on or near a myki reader so as to enable information to be transferred between the myki and the myki reader and, as required, processed so that:

- (a) in the case of a myki, the following are recorded on both the myki and the myki reader:
- (i) the time when and the place where the myki is so placed; and
 - (ii) if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
 - (iii) if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a designated area, indicated by the time and place has been, or is to be, made by myki money:
 - (A) confirmation that such payment has been previously made; or
 - (B) a modification of the myki money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
 - (iv) if the journey in a passenger vehicle, or part of that journey, or the entry to a designated area, indicated by the time and place, is consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass or free travel pass loaded on the myki, that fact; or
- (b) in the case of a myki, if the myki reader is situated on a bus or a tram and the myki reader is, because of a defect in or failure of other equipment on the bus or tram, unable to record the place where the myki is so placed or the bus route or tram route concerned, the following is recorded on both the myki and the myki reader:
- (i) the time when the myki is so placed; and
 - (ii) if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a designated area, indicated by the time has been, or is to be, made by myki money:
 - (A) confirmation that such payment has been previously made; or
 - (B) a modification of the myki money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
 - (iii) if the journey in a passenger vehicle, or part of that journey, or the entry to a designated area, indicated by the time, is consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass or free travel pass loaded on the myki, that fact.

‘**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.

‘**tram stop**’ means a part of a tramway designated by means of a sign where a tram stops for people to board and leave the tram.

‘**Victorian Public Transport Concession Card**’ or ‘**VPTCC**’ means a card entitling the holder to rely on a concession ticket, described in Chapter 3.

‘**Victorian resident**’ means a person who lives at a Victorian address and is an Australian citizen or permanent resident of Australia.

‘**V/Line**’ means V/Line Pty Ltd (ACN 087 425 269), a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** or any passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** that has entered into a contract with the Secretary or PTV for the provision of services carrying passengers by train and which operates predominantly country services under that contract.

‘**V/Line myki agent**’ means the place of business of a retail agent in regional Victoria (ie, outside metropolitan Melbourne) equipped to sell and top up mykis, and make seat reservations on V/Line services.

‘V/Line commuter train service’ means a train service provided by V/Line operating on railway lines depicted as a myki zone on the Regional train myki zones map in Chapter 9.

‘V/Line commuter train zone’ means all railway stations specified on the Regional train myki zones map in Chapter 9 that have the same zone number between 3 and 13 inclusive printed beside the name of the railway station.

‘V/Line parallel coach service’ means a scheduled V/Line coach service (not being a replacement service) that is intended to replicate a scheduled V/Line train service and that stops at all of the railway stations along the route of that V/Line train service.

‘V/Line ticket’ means a ticket specified in Chapter 10 and a ticket specified in Chapter 12 under the heading ‘V/Line services’.

‘zone’ means:

- (a) Zone 1; and
- (b) Zone 2; and
- (c) a regional bus zone; and
- (d) a V/Line commuter train zone.

‘Zone 1’ means:

- (a) for train services, the railway lines depicted as Zone 1 on the Melbourne Train Network map in Chapter 9; and
- (b) for tram services, all of the tramways depicted on the Melbourne Tram Network map in Chapter 9; and
- (c) for bus services, the bus routes, or parts of bus routes:
 - (i) specified as being in Zone 1 in the paragraphs and tables under the headings ‘Melbourne bus zones’, ‘Melbourne bus routes extending outside the Melbourne metropolitan area’ and ‘Other bus routes’ in Chapter 9; or
 - (ii) depicted as being in Zone 1 on a map under the heading ‘myki on the regional town bus network’ in Chapter 9; and
- (d) for V/Line parallel coach services, all railway stations specified on the Regional train myki zones map in Chapter 9 that have the zone number 1 printed beside the name of the railway station.

‘Zone 2’ means:

- (a) for train services, the railway lines depicted as Zone 2 on the Melbourne Train Network map and the Regional train myki zones map in Chapter 9; and
- (b) for tram services, the parts of the following tramways depicted on the Melbourne Tram Network map in Chapter 9 –
 - Route 75 to Vermont South – Camberwell Road south-east of Bourke Road (Camberwell Junction) and Burwood Highway to the end of the route;
 - Route 86 to Bundoora – Plenty Road north-east of Tyler Street, Preston, to the end of the route;
 - Route 109 to Box Hill – Whitehorse Road east of Balwyn Road, Balwyn, to the end of the route; and
- (c) for bus services, the bus routes, or parts of bus routes:
 - (i) specified as being in Zone 2 in the paragraphs and tables under the headings ‘Melbourne bus zones’, ‘Melbourne bus routes extending outside the Melbourne metropolitan area’ and ‘Other bus routes’ in Chapter 9; or
 - (ii) depicted as being in Zone 2 on a map under the heading ‘myki on the regional town bus network’ in Chapter 9; and
- (d) for V/Line parallel coach services, all railway stations specified on the Regional train myki zones map in Chapter 9 that have the zone number 2 printed beside the name of the railway station.

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.

If, in accordance with a provision of this manual, a ticket can be used, and is being used, for part only of a journey, all references to a journey (other than in that provision) or a trip in relation to that use of the ticket are to be taken to be references to that part of the journey.

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.

Public transport day

For the purposes of this manual, in any condition specifying the period of an entitlement to travel in a passenger vehicle or to enter a designated area:

- (a) a reference to a day means the period commencing at 3 am and ending at the following 3 am; and
- (b) a reference to a particular day means the period commencing at 3am on that day and ending at 3 am on the following day.

Travelling within a zone or zones

For the purposes of this manual, to '**travel in a zone**' or '**travel within a zone**':

- (a) in relation to Zone 1 or Zone 2, means to travel in a passenger vehicle along a railway line or tramway depicted, or a bus route or part of a bus route specified or from, to or past a railway station specified as being in, respectively, Zone 1 or Zone 2 and includes any entry to a designated area in the relevant zone; or
- (b) in relation to a regional bus zone, means to travel in a bus along a bus route, or part of a bus route, depicted as being in that zone; or
- (c) in relation to a V/Line commuter train zone, means to undertake a journey in a V/Line train from, to or through a train station that is part of such a zone and includes any entry to a designated area associated with that journey'; and
- (d) in relation to a V/Line commuter train zone, also includes an entry to a designated area in such a zone, other than an entry to a designated area referred to in subparagraph (c); and
- (e) in relation to a V/Line commuter train zone, also means to undertake a journey in a V/Line parallel coach service from, to or past a railway station that is part of such a zone.

For the purposes of this manual, the number of V/Line commuter train zones in which a customer travels is deemed to be the number derived by subtracting the zone number of the lowest numbered train station that forms part of the relevant journey from the zone number of the highest numbered train station that forms part of the journey and adding one.

Zone overlaps

For the purposes of this manual, a zone overlap is where the same part of a railway line, tramway or bus route, or a location, is depicted or specified as being in two consecutively numbered zones.

For the purposes of a customer's travel, which zone applies depends on whether the customer is travelling to, or from, or entirely within, the zone overlap.

If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the lower numbered zone or zones with a lower number than that zone, the lower numbered zone applies.

If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the higher numbered zone or zones with a higher number than that zone, the higher numbered zone applies.

If the customer is travelling entirely within a zone overlap the customer must have a ticket that is valid for at least one of the zones.

References to chapters

For the avoidance of doubt, for the purposes of this manual, a reference in a condition contained in this manual to a chapter with a number is a reference to the chapter of this manual designated by that number regardless of whether the number in the reference or the number in the relevant chapter heading is expressed in words or figures.

Public holidays

For the purposes of this manual a reference to public holidays refers to the following days:

Wednesday	1 January	2014	New Year's Day
Monday	27 January	2014	Australia Day (day in lieu)
Monday	10 March	2014	Labour Day
Friday	18 April	2014	Good Friday
Saturday	19 April	2014	the Saturday before Easter Sunday
Monday	21 April	2014	Easter Monday
Friday	25 April	2014	ANZAC Day
Monday	9 June	2014	Queen's Birthday
Tuesday	4 November	2014	Melbourne Cup Day (metropolitan only)
Thursday	25 December	2014	Christmas Day
Friday	26 December	2014	Boxing Day

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.

Contact information

Public Transport Victoria (PTV)

Customer feedback **1800 800 007** (6 am – midnight daily)

Lost property (9 am – 4.30 pm Mon – Fri) **9610 7512**

Emergencies and level crossing failures **9619 2999**

TTY **9619 2727**

Website **ptv.vic.gov.au**

Public Transport Victoria

PO Box 4724

Melbourne, Victoria 3001

PTV Hubs

Southern Cross Station, Spencer Street

750 Collins Street, Docklands

Public Transport Infringement enquiries

Department of Transport, Planning and Local Infrastructure

Infringement Administration **1300 135 066**

Telephone payments **1300 303 505**

Lost fines **1300 135 066**

V/Line

Customer information **1800 800 007** (6 am – midnight daily)

Website **vline.com.au**

Metro

Customer feedback **1800 800 007** (6 am – midnight daily)

Website **metrotrains.com.au**

Lost property **9610 7512**

Yarra Trams

Customer feedback **1800 800 007** (6 am – midnight daily)

Website **yarratrams.com.au**

Public Transport Ombudsman

Telephone **1800 466 865**

TTY **1800 809 623**

Website **ptovic.com.au**

myki mailbox

myki Mailbox

PO Box 4318

Melbourne, Victoria 3001

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