
Metlink Fares Manual

31 October 2018

Disclaimer

This document is current as at the date on its cover and intended for use only by its audience identified in section 1.4. The document will be updated and reissued from time to time.

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Definitions

Unless the context requires otherwise, the following definitions are used in this document:

Bus Driver Console (BDC) means a sales and validation device installed on Metlink buses and used by drivers to sell paper tickets and record ticket transactions. A BDC may have other functionalities such as ability to view and select concession types, cancel transactions, activate or deactivate certain functions on validators or enable multi-passenger tag on using a Snapper card.

Concession means a reduced fare for certain groups of public transport users under certain eligibility conditions.

Concession Management Portal means the online tool that Tertiary Education Organisations (TEO) use to manage which tertiary students are eligible for a Tertiary Concession on their Snapper card. GWRC will only use the Portal to set up TEOs and for reporting purposes.

Day for the purpose of fares and ticketing, refers to an operational day from 4:00:00am to 3:59:59am the next day – or from start of the first day-time service to end of the last after midnight service.

Electronic Ticketing refers to a means of fare payment for public transport travel. Electronic Ticketing requires a customer to have an electronic fare medium (e.g. smartcard, bank card or an NFC enabled smartphone) and the existence of an electronic ticketing scheme or system to manage fares, transactions and financial settlement between interested parties.

Fare means the price customers pay to access and use public transport. Fares may be paid by cash, smartcard or other electronic media.

Fare media refers to any physical means of fare payment or proof of fare payment that passengers use to pay fares or show that a fare has been paid for prior to boarding a vehicle. Paper tickets and the Snapper card are examples of fare media.

Integrated fare means a single and consistent fare charged between the start and end points of a journey, irrespective of how the journey is made.

Journey means any travel between an origin and a destination which may involve one trip, or multiple trips on more than one vehicle.

Metlink means the operating brand name of public transport services managed by Wellington Regional Council.

Metlink Staff means employees or contractors of either Wellington Regional Council or an Operator.

Near Field Communication (NFC) refers to a set of protocols and standards that employ magnetic-field induction technology to enable two electronic devices, one of which is usually a portable device such as a smartphone or a smartcard, to establish contactless radio data communication with each other. Snapper uses NFC technology.

Operator refers to an Operator appointed by Greater Wellington Regional Council to provide public transport services under a PTOM partnering contract.

Period pass means a paper or electronic ticket that allows a user to travel for a defined period (e.g. day, month or 30 days).

Product in the transport ticketing context refers to a fare or a means of fare payment, or combination of both, by which a customer gains legal access to travel on public transport, and may include smartcards, single-trip tickets, multi-trip tickets, free transfers and period passes.

PTOM means **P**ublic **T**ransport **O**perating **M**odel

PTOM Partnering Contract refers to a contract between Wellington Regional Council and an Operator of Metlink public transport services in accordance with the PTOM under the Land Transport Management Act 2003.

Smartcard in the transport ticketing context refers to a re-usable contactless electronic card capable of being personalised (e.g. by registration) or associated with a user, and of storing values or fare products.

Stored value card is a smartcard, allowing a user to load funds in the form of stored values or travel passes onto the card to use the public transport system, usually by tagging on and tagging off each vehicle or platform.

Stored value means a monetary value that is loaded directly onto a valid stored value card. One or more units of the value stored on the card may be consumed at the time the card is used based on the fare calculation rules. Any residual values may remain on the card until they are consumed from time to time.

Ticket refers to a right to travel, which may be in the form of a paper ticket (such as cash tickets, 10-trip tickets, and monthly passes), or a validated Snapper Card, or SuperGold Card, and may also require a proof of entitlement.

Ticketing device means a component of an electronic ticketing system designed to interact with the customer, such as a validator, ticket machine, or entry/exit barrier.

Transfer means a change of vehicle to connect two consecutive trips during a journey. The definition of Transfer in this document excludes transfers between public transport services and other modes of travel, such as walking, cycling or driving. Some public transport trips may require walking (or wheelchair access) at each end of a journey to access the desired origin and destination.

Transfer product means a ticket or smartcard functionality that allows free or discounted transfers.

Trip means direct travel on one vehicle between two locations.

Vehicle means a Metlink bus, train or ferry, including, in the case of rail vehicles, any bus replacement service, as applicable.

1 Introduction

1.1 Purpose

This document sets out the terms and conditions for Metlink fares and fare products effective from 15 July 2018. The "terms and conditions" are referred to in this document as 'fare rules'.

Clarity on fare rules is required to ensure users are aware of their fare choices and pay the correct fares for their journeys; and that fare collection by operators follows a consistent and standard set of rules.

1.2 Context

Metlink fares are set and regulated by Greater Wellington Regional Council (GWRC) and implemented by operators of Metlink services under partnering contracts between public transport operators and GWRC. The government's Public Transport Operating Model (PTOM) requires all public transport services identified in the Regional Public Transport Plan (PT Plan) to be provided under contract with GWRC.

In July 2016, Transdev Wellington Ltd started operating rail services under a PTOM contract. Bus services started operating under bus PTOM contracts from end of April 2018.

On 31 October 2017, Council adopted a variation to its fare policies in the PT Plan following a review of fares and fare policies in 2016/17. The variation to the PT Plan retains a policy for off-peak fares and incorporates new policies to:

- Improve access to affordable travel for those most dependent on public transport; and
- Encourage target behaviours of more frequent use of public transport, more off-peak travel and greater use of electronic ticketing.

A new package of fares and fare initiatives was also endorsed by Council on 31 October 2017. The package is intended to simplify and standardise fares and fare products to enable a smooth transition to the PTOM bus network followed by a transition to a network-wide integrated fares and ticketing system (IFT) over the next few years. As part of the transition, an interim bus ticketing solution (IBTS) has been introduced for all PTOM bus operators for use across the entire bus network. Rollout of the IBTS has been timed to accompany the commencement of the new PTOM bus contracts from late April 2018 in Wairarapa, from mid-June 2018 in the Hutt Valley and Eastbourne, and from mid-July 2018 in Wellington, Porirua and Kapiti. All Metlink buses are equipped with Snapper devices and systems configured to accommodate the new package of fare products from July 2018.

IFT is expected to enable introduction of more innovative ticketing and fare products such as daily and weekly fare capping and an open multi-modal payment method such as credit cards, debit cards and smart phones. Making the suite of fares available on a multi-modal payment method under IFT is expected to result in a higher proportion of electronic fare payment transactions, and potentially the phasing out of cash payments over time. IFT is planned for a staggered introduction across modes, starting in 2020.

The fare rules in this document govern implementation of GWRC's fares policies in the PT Plan and form part of GWRC's partnering contracts with the operators of public transport services in the region. They define how fares are charged and how much passengers need to pay on various Metlink public transport services.

GWRC has also produced the Metlink Conditions of Carriage which are the Council's contract with customers when they buy a ticket and travel on Metlink services. It is based on this Fares Manual. In the event that there are inconsistencies between this document and the Metlink Conditions of Carriage, the Conditions of Carriage prevail.

1.3 Scope

The fare rules in this document specify and dictate all aspects of fares across the Metlink public transport network in the Wellington region under PTOM, including fare structure, fare products, concessions, fare levels and any exception to standard fare rules. This also includes definitions of time periods, fare types, zone boundaries, users' eligibility criteria, methods of payment, and rules for transfer products.

The following aspects are beyond the scope of this document:

- Definition of fare structure and products under IFT
- Fares and products offered by operators of exempt services under PTOM
- Details of any government-funded fares and concession schemes
- System, media and technology requirements for the IBTS and IFT
- Revenue protection and reporting requirements for operators
- Financial arrangements between GWRC and operators in relation to fares and fare revenue
- Any performance measures that operators must comply with to meet their contractual requirements in relation to GWRC's fares policies.

1.4 Audience

This document is intended for the following audiences:

- Public transport operators
- GWRC staff (including Policy, Service Design and Delivery, Metlink Commercial team, Metlink Customer Contact Centre, Metlink website, and Customer Engagement)
- GWRC contractors and third parties including Snapper and contactors involved in the design and operation of the fare calculator and journey planner on the Metlink website

2 General rules

- The Metlink fares are limited to those set out in [Appendix 2](#).
- Fares for all products include Goods and Services Tax (GST).
- All Metlink fares and tickets are subject to the [Metlink Conditions of Carriage](#).
- Each Metlink ticket or fare is valid under its own terms and conditions as specified in this document and printed on paper tickets.
- Once issued, the Metlink tickets are non-refundable unless specified otherwise in this document.
- Passengers must retain their tickets for the duration of their trip and must produce their ticket if requested to do so by the Metlink staff.
- Anyone can purchase a ticket for another person or give a ticket purchased for personal use to another person, for the entitled travel. In either case, the new holder of the ticket will be the lawful holder and will be bound by the Metlink Conditions of Carriage and any conditions of use specified on paper tickets and/or in this document.
- A Metlink ticket cannot be used by more than one person on a vehicle, unless the terms and conditions for the ticket allow group travel.
- Paper tickets must be validated by a validation method such as clipping. Passengers must retain the validated tickets through the entire journey and present them on request.
- More than one ticket can be used in combination to complete a journey on one vehicle, provided that each ticket is paid for separately at its full price. It is not permissible to combine prices of various tickets to match the cheapest fare for the total number of zones a journey involves on a single vehicle.
- Only one reduced fare or concession applies at a time for any trip or journey depending on the passenger's eligibility for the discounted fare. For example, someone travelling on a Child Concession is not also eligible for an Off-Peak discount on the Child Concession.
- A maximum fare of 14 zones applies to bus journeys involving multiple transfers and more than 14 zones travel using stored value on Snapper cards.
- MonthlyPlus passes and Metlink Explorer tickets that allow more than 7 zones travel on each rail line can be used to complete a journey that involves more than 14 zones. For example, a journey between Waikanae and Upper Hutt involves more than 14 zones (i.e. 10 zones between Waikanae and Wellington and 7 zones between Wellington and Upper Hutt). A Metlink Explorer day pass 1-10 or a MonthlyPlus pass valid between zones 1 and 10 can be used to complete the journey in the above example. Otherwise, the same journey will require separate tickets.
- Where applicable, rail tickets are valid on buses replacing trains.
- The off-peak period includes weekends and public holidays.

- Travelling on a Metlink vehicle beyond the point for which a fare is paid or beyond the time for which a ticket is valid is not permitted. Passengers evading or attempting to evade paying the fare for a journey must either pay another fare or leave the vehicle.
- Metlink staff are not permitted to accept money without issuing a valid ticket and are responsible for ensuring that passengers are issued with appropriate tickets.

3 Fare structure

Fare structure defines the manner in which fares are set and assigned to various modes, services and market segments¹ across the public transport network. It also provides a basis for determining how fares are to be charged.

In the Wellington region, bus and rail fares are set based on a fare zone system. Ferry fares are fixed rate point-to-point fares. These two types of fare structure are described below:

3.1 Zone based fare structure

This fare structure applies to bus and rail network and to all market segments.

3.1.1 Fare zone system

The Wellington region is divided into 14 concentric fare zones radiating out from the Wellington city centre (Zone 1) to Masterton in Zone 14. Each fare zone is identified by a distinct number between 1 and 14 and separated from its adjacent fare zones by fare zone boundaries.

Fares are calculated by counting the number of zones travelled through in any one journey, including the zones where the journey starts and ends. Travelling within a fare zone costs a fixed fare for one zone travel regardless of distance travelled within the zone. The fares change once a fare zone boundary is crossed. This method of fare calculation provides a proxy to distance travelled while making the fare system more consistent and easier to understand and administer.

The Metlink fare zones are described in [Appendix 1](#) and shown on the fare zone map.

Service timetables show fare zones and fare zone boundaries for bus routes and rail lines.

3.1.2 Zone based fare charging

Zone based fares are either charged at the end of a trip or at the time of purchase. This depends on the ticket type and payment method.

Fares paid using stored value loaded on Snapper cards are charged at the end of each trip of a journey.

To pay a correct fare using a Snapper card with a preloaded stored value, the card holder is required to present the card to a Snapper card reader (validator) at the time of boarding (tagging on) and do the same when leaving the bus (tagging off). The Snapper system does not deduct any fare from the card

¹ For example, a market segment that includes all adults paying in cash for a single trip in peak time.

balance until tag-off at the end of a trip. This enables the fares to be calculated for the number of zones that are actually passed through from the beginning to the end of a trip.

The following Metlink tickets that are purchased prior to or at the time of boarding a bus or train or on board a train are priced at a fixed rate for the maximum number of zones that the ticket is valid for:

- Bus Single Trip Cash tickets, including on after midnight services, purchased when boarding
- Rail Single Trip Cash tickets, purchased prior to boarding
- Rail Single Trip Cash tickets, purchased on-board (strip tickets)
- Rail 10-Trip tickets (all variants for concession types), purchased prior to boarding
- Period passes:
 - Metlink Explorer day passes, purchased prior to or at the time of boarding or on board
 - Kapiti Combo tickets, purchased when boarding
 - Bus 30 Day passes, purchased prior to boarding
 - Rail Monthly passes, purchased prior to boarding
 - Metlink MonthlyPlus passes, purchased prior to boarding
- Rail Event tickets, purchased prior to boarding

When purchasing paper based tickets on board or prior to or at the time of boarding, customers must correctly identify where they intend to start and end their trips or number of zones that they intend to travel. For fixed fare electronic tickets (including 30 Day passes), customers will need to select a ticket that best matches the zones within which they intend to travel.

Once sold, the Metlink tickets cannot be cancelled and are non-refundable unless stated otherwise in this document. If a ticket is used for a travel involving the number of zones less than the maximum allowed for the ticket, the balance of the value of the ticket cannot be refunded.

3.1.3 Fare rules for boundary stops and stations

Some bus stops or train stations are at a fare zone boundary. These stops or stations are identified in [Appendix 1](#), and shown in timetables and stop information on Metlink website. The following fare rules apply:

- **On rail network:** the boundary station falls into the zone in the direction of departure or arrival. There are two boundary stations on the rail network where the boundary rule applies: Trentham Station on the Hutt Line (zone 6/7 boundary) and Paremata Station on the Kapiti Line (zone 5/6 boundary).
 - **Trentham Station** is to be counted as zone 6 for trains departing to or arriving from Wellington Station; and as zone 7 for trains departing to or arriving from Upper Hutt Station. This allows passengers travelling between Wellington Station and Trentham Station to pay for 6 zones (instead of 7 zones) travel; and passengers travelling between Trentham Station and Upper Hutt Station to pay for 1 zone (instead of 2 zones) travel.
 - **Paremata Station** is to be counted as zone 5 for trains departing to or arriving from Wellington Station; and as zone 6 for trains departing to or arriving from Waikanae Station. This allows passengers travelling between Wellington Station and Paremata

Station or between Paremata Station and Waikanae Station to pay for 5 zones (instead of 6 zones) travel.

- **On bus network:** similar to the rule for the rail network, a boundary bus stop falls into the zone in the direction of the departure or arrival. For example a journey between stop C at Kilbirnie shops (at the boundary of zones 2 and 3) and Rongotai (within zone 3) is counted as 1 zone, while a journey between stop C at Kilbirnie shops and Wellington station (within zone 1) is counted as 2 zones. There are numerous boundary stops on the bus network. These are identified in the description of fare zones in [Appendix 1](#). The fare rule for boundary stops applies to all smartcard and cash fares including fares for after midnight services.

3.1.4 Fares for journeys involving transfers

The public transport network in Wellington is composed of routes that connect areas primarily based on the demand for travel in those areas. Services usually operate between certain hubs with stops at intermediate points. It is not viable to design a network that provides point to point services linking every possible origin with all destinations. In more congested areas such as in Wellington City, the bus network is designed with more transfer points with the intention to reduce bus congestion, improve journey time and frequency of services and enable a more efficient use of network capacity.

Therefore, for some journeys, transfers will be needed at some locations for some customers.

Some cross-town bus routes (or core routes) provide direct and uninterrupted services between suburbs. Where a cross-town route offers a direct connection between an origin and destination, passengers can use the service to get to their destinations without the need to change vehicle. On other routes, passengers may need to transfer between two or more vehicles to get to their destination.

The following general fare conditions apply to transfers in the presence or absence of direct services:

Where there is no direct service between two points:

- Passengers may need to change vehicles and connect between services to get to their final destination, if the distance is too great or too inconvenient to walk.
- Journeys that involve a change of vehicle may require an additional fare, unless a Transfer Product that allows free or discounted transfers is used.
- Transfer ticketing products (including transfer rules on Snapper card and rail transfer tickets) and period passes (including the Metlink Explorer, rail monthly passes and bus 30 Day passes) provide for this type of transfer and may reduce fares subject to the terms and conditions for those tickets.

Where a direct service is available between two points:

- Some passengers may still choose to break their journey on that service for a stopover and then connect to another service to get to their final destination.
- Fare paying passengers who choose to break their journeys on a through-route must pay separate fares on each trip of their journey unless a valid ticket allows them to change vehicles and complete their journeys without paying additional fares.

- Transfer rules on Snapper may provide for these types of transfer subject to the passenger meeting the conditions set out for the Transfer Product.
- Period passes allow an unlimited number of trips and usually provide for this type of transfer, subject to the terms and conditions for those tickets.

3.2 Point-to-point fare structure

In Wellington, point-to-point fares apply to ferry services where services run only between two wharves without intermediate stops. Therefore each journey between two wharves has its own fixed fare, with various discounts that apply to adult fares depending on users, types and frequency of journey.

4 Fare types

Metlink fares are differentiated by types of passengers (e.g. adult, child or tertiary student), methods of payment (e.g. cash or smartcard), and time of use (e.g. peak and off-peak fares). The Metlink fares are grouped into “standard” and “special” fares based on their availability and prevalence.

4.1 Standard fares

‘Standard fares’ refers to the Metlink fares that are widely available within or across modes of public transport. Standard fares include the following zone based and point-to-point fares and tickets:

- Bus smartcard fares (adult, child, tertiary student, blind or disabled, off-peak travellers)
- Bus and rail cash fares (adult and child)
- Rail 10-trip tickets (adult, child, blind or disabled, tertiary student, off-peak travellers)
- Rail monthly passes (adult, child)
- Bus 30 Day commuter passes (two versions for Wellington and Eastbourne commuters)
- Ferry 10-trip tickets (adult, child, blind or disabled, tertiary student)
- Ferry monthly passes (adult, child)
- Metlink Explorer day passes (four versions for travel within zones 1-3, 1-7, 1-10 and 1-14)

4.2 Special fares

‘Special fares’ refers to the Metlink fares that either apply to certain targeted Metlink services (e.g. after midnight or certain peak services) or are only available for a limited period during certain occasions (e.g. large events) or for particular purposes (e.g. Kapiti Combo tickets or promotional fares).

Special Metlink fares include:

- Fares for after midnight services (two fares, for up to 3 zones and more than 3 zones travel)
- Fares for Kapiti bus and train combo return tickets (two versions for Otaki and Waikanae)
- Rail special event tickets (adult and child versions for single and return trips)
- Ferry return and family fares (adult, child and family)
- Rail minimum fares and surcharges on the Wairarapa Line (two surcharge values)

The next sections describe the Metlink fares and tickets.

5 Pricing

The Metlink fares and tickets are priced to achieve the fares policy outcomes as set out in the Regional Public Transport Plan (PT Plan). Fares and ticket prices may change as a result of a fare review.

The Metlink fares are priced as below:

5.1 Base fares

“Base fares” refers to the table of smartcard fares for an adult travelling during peak periods for each zone, as shown in [Appendix 2](#). All other Metlink fares are set based on “Base fares”.

Base fares are rounded to the nearest cent.

For ferry fares, the “base fares” are the prices of ferry 10-trip tickets.

5.2 Reduced fares

Some Metlink fares, tickets or passes are priced at a discounted rate compared to the base fares to improve access to affordable travel for those most dependent on public transport or to encourage target behaviours of more frequent use of public transport, more off-peak travel and greater use of electronic ticketing.

Concessions

The Metlink concession fares are free or reduced fares relative to base fares offered to certain groups of public transport users subject to the eligibility conditions and the rules defined in this document.

Discounted fares for frequent and off-peak travellers

The following Metlink fare products provide discounts on the base fares to encourage frequent use of public transport and more off-peak travel. These products are further defined in this document.

- Off-Peak fares (to encourage more off-peak travel)
- Bus 30 Day passes (to encourage more off-peak travel and greater use of electronic ticketing)
- Rail Monthly passes (to encourage more frequent use of public transport)
- Metlink MonthlyPlus passes (to encourage more frequent use of public transport)
- Ferry Monthly passes (to encourage more frequent use of public transport)
- Metlink Explorer tickets (to encourage more use of public transport)
- Wellington Event tickets (to encourage more use of public transport)

5.3 Premium fares

The Metlink cash fares are set at 25% premium over the equivalent base fares, and are rounded up to the nearest 50 cents. Setting the cash fares at a higher rate compared to the base fares is intended to encourage greater use of electronic ticketing and reduce cash payments.

The Metlink premium fares also include the ferry fares and after midnight fares. Some special event tickets or fares may be set at a premium over the base fares depending on the levels of service provided.

6 Concessions

The Metlink concessions apply to the following passengers and means of payments or tickets:

Discount on base fares	Concession	Eligible people
50%	Child Concession	School children
	Accessible Concession	Registered members of: <ul style="list-style-type: none"> the Blind Foundation; or the Total Mobility scheme
25%	Tertiary Concession	Full time tertiary students
Free travel (all times)	Child Under 5	Children under 5 years
	Bona Fide Carer	Bona fide carer accompanying the eligible blind and disabled passengers
	Free Metlink Work Pass	Metlink staff in uniform when travelling to perform their duties in the course of work, including free travel for on-duty Maori Wardens, Parking Wardens and Police Officers
Free travel (temporary)	Discretionary Travel Concession	Vulnerable people in critical situations or for managing cash in the absence of correct change
Free travel (off-peak)	SuperGold Concession	SuperGold scheme card holders

Customers claiming any concession fare may be asked for proof of eligibility (including age and identity) by Metlink staff. Valid passports, driver licences, school photo IDs or university student photo IDs are accepted as proof of age or identity, where appropriate.

The concession fares and the eligibility conditions are further described below:

6.1 Child Concession

The Child Concession applies to school-aged children subject to the following eligibility conditions:

Primary and intermediate school students are entitled to the Child Concession in or out of school uniform. Children aged between age 5 and 6 years who have not started school are qualified for the Child Concession.

Secondary school students must either:

- Be wearing school uniform, or
- Present a valid secondary school photo ID, if requested by Metlink staff.

School-aged children who are not enrolled in school must present:

- a bona fide photo ID card for home-schooled children issued by the National Council of Home Educators New Zealand ([NCHENZ](#)); or
- an approval document from the [Ministry of Education](#) that shows the child is exempt from enrolment at a school.

Students attending a polytechnic, university, language academy or other similar learning institutions, or youths aged 16 or older who have left school, do not qualify for a Child Concession.

Passengers must provide proof of eligibility for the concession when requested by Metlink staff.

Eligibility is assessed in the first instance by appearance when a passenger presents a paper ticket or pays using a Snapper card that allows travel on a Child Concession. If eligibility cannot be determined by appearance, or the Metlink staff are unsure if the passenger is eligible for the concession, the passenger will be asked to provide proof of entitlement for the concession.

6.2 Accessible Concession

To be eligible for the Accessible Concession, customers need to meet the following eligibility criteria:

Reside in the Wellington Region and are either:

- A member of the Blind Foundation with a valid ID card issued by the Blind Foundation; or
- A registered member of the Total Mobility scheme with a valid Total Mobility ID Card.

A bona fide carer accompanying the eligible blind or disabled person is entitled to free travel subject to the terms and conditions for the Bona Fide Carer Concession.

6.3 Tertiary Concession

To be eligible for the Tertiary Concession, the following eligibility criteria must be met:

The tertiary student must be enrolled at and attending an accredited and approved full-time tertiary course at a Ministry of Education registered Tertiary Education Organisation (TEO).

The TEO must:

- be registered with the Ministry of Education and offer courses accredited by the New Zealand Qualifications Authority (NZQA); and
- be registered with Metlink and signed a participation agreement with GWRC; and
- have a Wellington region based campus; and
- issue tertiary student photo ID cards to their students

The tertiary students of a TEO must either:

- be a Full-Time Student of the TEO who attends a TEO course that is:
 - at least 12 weeks long, and
 - meets the minimum full time Equivalent Full-Time Student (EFTS) value; or
- be a Limited Full Time Student of the TEO who:
 - the Ministry of Social Development records as "Limited Full-Time"; and
 - present satisfactory confirmation of their status to the TEO or the Snapper service centre (as applicable) in a form acceptable to the TEO or the Snapper service centre.

6.4 Free travel concessions

6.4.1 Child Under Five

Children under five years old are eligible to travel free at all times on all Metlink bus, rail and ferry services, if accompanied by an adult or a child aged 10 years or more.

A paper ticket is issued for children under five years travelling on Metlink trains.

No paper ticket is issued on bus and ferry but the child under five's travel is recorded.

6.4.2 Bona Fide Carer Concession

Passengers travelling on an Accessible Concession are entitled to have a Carer to accompany them for the duration of their Journey, at no cost.

Bona Fide Carer Concession is a free travel concession that applies to a bona fide carer who:

- accompanies a person entitled to an Accessible Concession and needs to travel with that person to facilitate their travel; and
- travels the same journey with the customer that is travelling on the Accessible Concession

A bona fide carer is entitled to a Bona Fide Carer Concession on the Metlink bus, ferry and rail services on which the Accessible Concession is valid.

Carer boardings are recorded on Metlink buses. A paper ticket is issued for a bona fide carer travelling on Metlink buses, trains and ferries.

6.4.3 SuperGold Concession

The SuperGold Concession applies to holders of SuperGold card including the Veteran SuperGold card and entitles the holder to free travel during Off-Peak times, defined as:

Between 9:00am and 3:00pm and after 6.30pm Monday to Friday; and

All day Saturday, Sunday and public holidays

When travelling during the off-peak times, SuperGold card holders need to show their cards to the Metlink staff. SuperGold card holders travelling outside the Off-Peak times will need to pay standard adult fares or present other valid passes to be able to use public transport.

SuperGold boardings are recorded on buses but no ticket is issued. A paper ticket is issued for a SuperGold card holder travelling during the off-peak times on Metlink trains and ferries.

SuperGold is a Government scheme. Further information about SuperGold scheme is available at <https://www.supergold.govt.nz/> and [Metlink website](#).

SuperGold Card holders who start their off-peak journey before 3pm and need to break their journey to transfer onto another bus in the afternoon peak (after 3pm) can continue their off-peak journey for free if they transfer to a second Metlink bus between 3pm and 3.30 pm within Wellington city (zones 1 to 3).

The free SuperGold card transfer requires the SuperGold card holders to tell the driver that they have transferred from a previous off-peak service.

The free SuperGold Card transfer is solely available to SuperGold card holders travelling on Metlink bus routes 1 to 58 in Wellington city for a 30 minute period between 3pm and 3.30 pm during weekdays. They do not apply on Metlink trains or ferries, the 91 Airport Flyer service, or Metlink bus services outside Wellington city.

6.4.4 Discretionary travel concession

The Discretionary Travel Concession is a temporary travel allowance for a person who has no valid Metlink ticket, pass or sufficient cash to pay for a fare; and the Metlink staff member reasonably considers that the person is at risk due to being in a critical situation and would be at greater risk if left behind.

The concession allows temporary travel on a Metlink service at no cost.

A critical situation refers to any genuine condition that involves a risk or perception of potential harm and is beyond the reasonable control of the affected person. This may happen where access to public transport is limited and there is no other safe travel alternative. A vulnerable person in a critical situation may be anyone with significant health, disability or personal safety risks.

When a person is allowed on a Metlink bus on a Discretionary Travel Concession, the bus driver will issue a Discretionary Ticket to the person.

When a person is allowed on a Metlink train on a Discretionary Travel Concession, the train staff will issue a Payment Notice to the person. The Payment Notice is to be issued with an adult or child cash fare (depending on whether the passenger is an adult or a child) for the number of zones between the points of boarding and alighting.

Passengers with a Payment Notice may pay the fare amount shown on the Payment Notice in full or its equivalent for the number of zones shown on the Payment Notice by any of the following means of payment as soon as practicable from the date shown on the Payment Notice:

- On the next Metlink vehicle by:
 - Purchasing an additional Single Trip Cash Ticket for the price shown on the Payment Notice
 - Presenting a valid rail 10-Trip Ticket on a train to be clipped twice for the person
 - Presenting a valid rail Monthly Pass or a Metlink MonthlyPlus pass on a train if the date on the Payment Notice is within the validity period of the pass
- At a rail ticket outlet by:
 - purchasing a Single Trip Cash Ticket for the price shown on the Payment Notice

6.4.5 Free travel for Metlink staff on Metlink duty

The Metlink staff, including GWRC's contractors and their authorised staff and warranted public transport enforcement officers, may travel on all or designated Metlink vehicles at no cost solely for the purpose of undertaking their duties for the period of the duties assigned to them.

Duties may include, but are not limited to:

- Conducting Market research or surveys
- Performing revenue protection and audits
- Events or emergency management
- Operation of response to service disruptions
- Monitoring and evaluation of Metlink or operators assets, or any other assessment or monitoring relating to operation of Metlink network.

Maori Wardens, parking warden and police officers who are wearing uniform and need to travel while on duty can travel for free on a Metlink bus or train service. The free travel does not apply to travel to and from work, or for travel outside the area where work duties are carried out.

7 Fare media

The two distinct types of fare media across the Metlink network include:

7.1 Snapper cards

Snapper card is a smartcard that can be used for fare payment on all Metlink buses.

To enable fare payment using a Snapper card, each Metlink bus is equipped with Snapper card readers (or validators) at the front and rear doors of the bus.

More information about Snapper cards is available on Snapper website at: <https://snapper.co.nz>

7.2 Paper tickets

Following are the various types of paper-based tickets across the Metlink network:

7.2.1 Bus network

Cash paid tickets on Metlink buses are paper-based. When a fare is paid in cash, the bus driver issues a 'thermal paper' ticket using a 'Bus Driver Console' (BDC) that specifies the travel information.

The travel information on cash paid tickets depends on the ticket type, as below:

Cash single trip tickets include information about the valid route and bus number, the passenger type, the date and time of boarding, the valid number of zones and the fare paid for the intended trip.

The travel information on Metlink Explorer and Kapiti Combo tickets includes the bus route and service number on which the ticket is issued, the date and time when the ticket is issued, the valid zones and price of the ticket.

When purchasing a Single Trip Cash Ticket or Kapiti Combo Ticket, each passenger will be issued with a separate ticket even if one passenger pays in cash for a group travelling together.

Where a child aged 5 to 15 accompanies the holder of a Metlink Explorer ticket, one ticket will be issued for the holder and the accompanying child. In all other cases, each passenger will be issued with a separate Metlink Explorer ticket.

7.2.2 Rail network

There is no electronic ticketing system and media on the rail network and all rail tickets are conventional paper-based tickets. Rail tickets are available in two forms, as follows:

Regular paper tickets: These are standard pre-printed paper tickets, and are available for the following products:

- Single Trip tickets purchased prior to boarding from a ticketing outlet

- Single Trip tickets purchased on board the train (also known as rail strip tickets)
- 10-Trip tickets – with variants for different types of concession
- Transfer Permit
- Rail Monthly passes – with adult and child variants
- MonthlyPlus passes – with adult and child variants
- Metlink Explorer
- Event tickets
- Ticket for SuperGold card holders
- Ticket for child under 5 years
- Ticket for carer accompanying the eligible blind or disabled person
- Ticket for the Metlink staff travelling in the course of work
- Payment notice

Occasional paper tickets: These are rail tickets which can be populated with zone and fare information at time of sale for customised use. They are issued in certain circumstances either by on-board train staff or by ticket sales officers or retail agents and include the following ticket types:

- Occasional single trip
- Occasional 10-trip, including variants for different concession types
- Occasional monthly passes

Terms and conditions for regular paper tickets equally apply to their corresponding occasional tickets.

7.2.3 Harbour ferry

The ferry tickets are paper-based tickets issued using ticketing machines at ferry wharves and on board the vessels. There is no smartcard for the ferry.

8 Payment methods

Subject to the terms and conditions for each ticket and availability of payment options, the Metlink fares can be paid for by any of the following means of payment:

8.1 Using a Snapper card

Snapper cards can be used to pay for fares on all Metlink buses.

8.1.1 Payment

To pay a correct fare for a trip using a Snapper card, the card must be active and correctly presented to the front door validator at the time of boarding (tagging on) and again to any of the validators at front or rear doors at the time of alighting (tagging off).

Smartcard fares are the fares paid using Snapper cards.

To obtain a Metlink concession, the Snapper card must be loaded with that concession and be used on valid services. The exception is for group travel, where the concessions for different members of a group of travellers are applied by the bus driver using the Bus Driver Console (BDC).

An electronic pass can be preloaded onto a Snapper card. Preloaded electronic passes are only able to be used on designated services that meet the parameters under which the electronic pass is valid. Snapper cards will revert to using the stored value on the card if an electronic pass is presented on a service for which it is not eligible.

Snapper cards can be used for group travel (see the conditions in this document).

No paper-based receipt or tax invoice is issued when the Snapper card is used for fare payment.

Some school photo ID cards have a built-in Snapper electronic chip. In that case, the school ID card can be used for fare payment in the same way as a standard Snapper card.

The Total Mobility card can also be used as a Snapper card for fare payment on Metlink buses.

8.1.2 Minimum permissible balance

Snapper cards charge the fare for a trip when the card is tagged off at the end of the trip. If the amount required to pay for the trip at tag off is greater than the balance on the Snapper card, the balance on the card will be negative at the end of the trip.

To start a journey with a Snapper card, the card must have a minimum balance of \$0 (zero dollars) without any outstanding amount owed.

If the balance on a Snapper card is negative at the end of a trip, or at the start of the trip after any outstanding amount is paid for, the Snapper card (and any pass product loaded on it) will not be valid for use until the balance on the card is \$0 or positive after the amount owed is paid for.

To be able to use a Snapper card with a negative balance, the card must be reloaded with sufficient stored value to allow the amount owed for the last trip to be deducted at the next tag on.

8.1.3 Purchase and top up

Snapper cards can be purchased online from the Snapper website at <http://snapper.co.nz> or from authorized Snapper retailers (listed on Snapper website at <http://snapper.co.nz>). Snapper Ltd sets the prices of Snapper products including Snapper cards and any associated fees.

Snapper cards can be topped up online using the [MySnapper](#) application, at a Snapper retailer either by paying in cash or using a payment card at an eftpos machine, using a [Snapper Mobile](#) application or at a Snapper kiosk using a payment card. For more information, refer to <http://snapper.co.nz>.

Snapper cards cannot be purchased or topped up on board a Metlink bus.

8.2 Paying in cash

Paper tickets can be purchased either by paying in cash (i.e. coins or bank notes), or where available, using a valid payment card (such as a debit or credit card) at an electronic payment terminal (i.e. an eftpos machine) located at a [Metlink ticketing agent](#), a ferry wharf or on ferry vessels.

Subject to the conditions in this document:

- Coins or bank notes are accepted for cash payment on all Metlink buses, trains and ferries and at Metlink ticketing outlets including at major railway stations, retail agents and ferry wharves.
- Electronic payment terminals (i.e. eftpos machines):
 - are available at selected rail ticketing agents and ferry wharves.
 - are not available on board Metlink trains. Only coins or bank notes are accepted for fare payment on board the trains.

8.3 Online purchase of fare products

The following fare products can be pre-purchased online from the Metlink website:

8.3.1 Bus 30 Day passes

Bus 30 Day passes can be purchased and loaded onto Snapper cards online using:

- the [MySnapper](#) application and Snapper Feeder or a Snapper USB; or
- the [Snapper Mobile](#) application for NFC-capable Android phones.

Online purchase of electronic pass products requires an internet connection.

8.3.2 Snapper stored value

Stored value on Snapper cards can be topped up online using:

- the [MySnapper](#) application and Snapper Feeder or a Snapper USB; or
- the [Snapper Mobile](#) application for NFC-capable Android phones

Online purchase of stored value requires an internet connection.

8.3.3 Rail Monthly and MonthlyPlus passes

All rail monthly passes and MonthlyPlus passes can be purchased online subject to the following terms and conditions:

- Online monthly pass sales for the following month close on 20th of each month.
- Online purchases require the purchasers to enter their personal information in an online form on the Metlink website subject to the Metlink [privacy statement](#). The personal information is required for the rail operator to be able to issue and dispatch the ordered ticket to the purchaser's postal address.
- The ticket number will be recorded by the rail operator in their system for the purpose of subsequent tracking and auditing of the sold tickets.
- Customers ordering a Metlink ticket online are responsible for correctness of the information they provide. The tickets purchased online are non-refundable.
- The purchased ticket will be posted via NZ Post within six days of receiving the order and payment. If the ticket is not delivered by the first of the month for which the ticket is sold, the customer may apply for a replacement.

9 Standard fares

9.1 Adult smartcard fares

There are 14 zone based smartcard fares for adults payable using Snapper cards, subject to the following terms and conditions:

Adult smartcard fares:

- Are the 'base fares' as set out in [Appendix 2](#)
- Can be paid by anyone regardless of their eligibility for a Metlink concession (passengers entitled to a Metlink concession are not restricted from paying an adult fare)
- Require correct tag on and tag off using a Snapper card, otherwise a Penalty fare may apply
- Available on all Metlink bus services excluding after midnight services
- Apply to journeys involving:
 - One Metlink bus without transfer; or
 - Up to five Metlink buses with valid transfers, subject to the conditions for transfers
- Are subject to the terms and conditions for multi-passenger tag on with single transaction
- Can only be cancelled at the same bus stop, within five minutes of tag on
- Cannot be cancelled on board after five minutes past the tag on time. Requests for refunds where a smartcard fare cannot be cancelled on-board are to be made directly to Metlink.

9.1.1 Cancellation and refunds

A Snapper transaction can be cancelled at the same stop within five minutes after the card is tagged on.

Card holders need to request the bus driver to cancel the transaction, which requires the driver to activate the validator to allow cancellation. A cancellation can be processed by activating the validator by the front doors.

Once the validator is activated for cancellation, Snapper card must be tagged off to complete the cancellation. The Snapper card is not debited or credited as a result of cancellation. Any outstanding amount owed from the previous trip will be deducted at tag on.

A cancelled trip does not add to the count of trips in a journey involving transfers. The transfer window of 30 minutes is reset when the ticket is cancelled.

No paper-based cancellation ticket is issued for cancelled smartcard fares. Information about the cancelled transactions is stored in the Snapper system and against the customer's card data. Customers with registered Snapper cards can view records of cancelled transactions on their Snapper account.

9.1.2 Failing to tag off

If adult passengers fail to tag off, they will be charged an adult cash fare for the number of zones from the point where they tagged on to the last stop of the route.

Snapper cards (and any preloaded pass product on the card) cannot be used until the Penalty fare is fully paid for on the next tag on and removed from the card.

9.2 Child smartcard fares

There are 14 zone based smartcard fares for passengers eligible for the Child Concession, subject to the following terms and conditions:

Child smartcard fares:

- Are 50% less than the 'base fares' for the number of zones travelled, as set out in [Appendix 2](#)
- Apply to passengers eligible for Child Concession
- Require a Snapper card with valid Child Concession loaded on it
- Require correct tag on and tag off, otherwise a Penalty fare may apply
- Are available on all Metlink bus services excluding after midnight services
- Apply to journeys involving:
 - One Metlink bus without transfer; or
 - Up to five Metlink buses with valid transfers, subject to the conditions for transfers
- Are subject to the terms and conditions for multi-passenger tag on with single transaction
- Can only be cancelled at the same bus stop, within five minutes of tag on
- Cannot be cancelled on board after five minutes past the tag on time. Requests for refunds where a smartcard fare cannot be cancelled on-board are to be made directly to Metlink.

9.2.1 Applying Child Concession to Snapper card

A Child Concession requires a Snapper card with Child Concession.

Snapper offers Snapper cards in two forms: 'Green' and 'Red'.

- The Green Snapper card is for primary and intermediate school children. The card is sold with a preloaded Child Concession and does not require renewal of the concession. The Child Concession on a green Snapper has no expiry date. If requested, passengers who are not in a primary or intermediate school must provide proof of enrolment in a secondary school to be able to use the Green Snapper card.
- The Red Snapper card with Child Concession can be used by anyone eligible for a Child Concession regardless of whether they are in primary or secondary school.
- A Child Concession on a Red Snapper card is only valid until the 16th birthday of the card holder.
- Secondary school students claiming a Child Concession need to have the concession loaded on a Red Snapper card and have their concession renewed by 28th February each year, until they leave school. If the card holder does not apply for renewal of the concession, the Snapper card will start charging adult fares from 1st March of that year.

To renew a Child Concession on a Red Snapper card, card holders will need to provide the following information to Snapper via email concession@snapper.co.nz:

- The 16-digit Snapper card number of the card to which the concession applies
- A registered email address (for the card holder's Snapper website account)
- The card holder's date of birth

- A scanned copy of the card holder's current school photo ID or a letter from the card holder's school confirming the card holder is enrolled at a secondary school for the current year.

Some school photo IDs have a built-in Snapper chip and can be used as a Snapper red card (also known as 'Combo' Snapper cards). Similar to the Red Snapper cards, the 'Combo' Snapper cards must be loaded with a Child Concession and renewed by 28th February each year.

9.2.2 Cancellation and refunds

The rules for cancellation of adult smartcard fares apply equally to child smartcard fares.

9.2.3 Failing to tag off

If passengers entitled for the Child Concession fail to tag off, they will be charged a child cash fare for the number of zones from the point where they tagged on to the last stop of the route.

Snapper cards (and any preloaded pass product or concession on the card) cannot be used until the Penalty fare is fully paid for on the next tag on and removed from the card.

9.3 Accessible smartcard fares

There are 14 zone smartcard fares for passengers eligible for the Accessible Concession, subject to the following terms and conditions:

Accessible smartcard fares:

- Are 50% less than the 'base fares' for the number of zones travel, as set out in [Appendix 2](#)
- Apply to passengers eligible for Accessible Concession
- Entitle an accompanying carer to free travel subject to the conditions for bona fide carers
- Require an active Snapper card with the Accessible Concession loaded on it (for Blind person) or an active Snapper enabled Total Mobility card (for disabled customers)
- Require correct tag on and tag off, otherwise a Penalty fare may apply
- Are available on all Metlink bus services excluding after midnight services
- Apply to journeys involving:
 - One Metlink bus without transfer; or
 - Up to five Metlink buses with valid transfers, subject to the conditions for transfers
- Are subject to the terms and conditions for multi-passenger tag on with single transaction
- Can only be cancelled at the same bus stop, within five minutes of tag on
- Cannot be cancelled on board after five minutes past the tag on time. Requests for refunds where a smartcard fare cannot be cancelled on-board are to be made directly to Metlink.

9.3.1 Applying Accessible Concession to Snapper card

To apply the Accessible Concession to a Snapper card, a blind person must provide a proof of Wellington residence (e.g a rates bill or bank statement); and either:

- A valid ID card that shows the card holder is a current member of the Blind Foundation, or
- A letter issued by the Blind Foundation that confirms visual impairment of the person and applies for the concession on the person's behalf

All Total Mobility cards are loaded with an Accessible Concession. If requested, a disabled person must provide a valid Total Mobility Card that shows the card holder is a registered and current member of the Total Mobility Scheme.

The Accessible Concession loaded on a Snapper card or Snapper enabled Total Mobility Card does not expire and hence does not need to be renewed.

When requested by the Metlink staff, passengers who tag on using a Snapper card with an Accessible Concession must present their current photo membership cards issued by the Blind Foundation to the Metlink staff to be able to continue travelling on the Accessible Concession.

The Blind Foundation sets the rules and criteria for registration of their members. The information is available at <https://blindfoundation.org.nz>.

The Total Mobility Scheme is administered by GWRC. Information about registration and terms and conditions for the Total Mobility scheme is available at <http://www.gw.govt.nz/total-mobility/>.

9.3.2 Cancellation and refunds

The rules for cancellation of adult smartcard fares apply equally to Accessible smartcard fares.

9.3.3 Failing to tag off

If passengers entitled for an Accessible Concession fail to tag off, they will be charged the adult cash fare for the number of zones from the point where they tagged on to the last stop of the route.

Snapper cards (and any preloaded pass product or concession on the card) cannot be used until the Penalty fare is fully paid for on the next tag on and removed from the card.

9.4 Tertiary student smartcard fares

There are 14 zone based smartcard fares for passengers eligible for the Tertiary Concession, subject to the following terms and conditions:

Tertiary student smartcard fares:

- Are 25% less than the 'base fares' for the number of zones travel, as set out in [Appendix 2](#)
- Apply to passengers eligible for the Tertiary Concession
- Require an active red Snapper card with a valid Tertiary Concession
- Require correct tag on and tag off, otherwise a Penalty fare may apply
- Are available on all Metlink bus services excluding after midnight and school services
- Apply to journeys involving:
 - One Metlink bus without transfer; or
 - Up to five Metlink buses with valid transfers, subject to the conditions for transfers
- Are subject to the terms and conditions for multi-passenger tag on with single transaction
- Can only be cancelled at the same bus stop within five minutes of tag on
- Cannot be cancelled on board after five minutes past the tag on time. Requests for refunds where a smartcard fare cannot be cancelled on-board are to be made directly to Metlink.

9.4.1 Applying Tertiary Concession to Snapper card

For bus transport, the Tertiary Concession scheme is administered via an online Concession Management Portal.

GWRC or its service provider will provide the Tertiary Education Organisation (TEO) access to the Portal.

The TEOs will determine their eligible tertiary students and administer student access to the Portal.

To apply for the Tertiary Concession, the eligible tertiary students must register their Snapper cards and provide the information required for the concession to be approved and applied to their Snapper cards.

The Tertiary Concession is valid from the date when the concession is applied to the Snapper card until the date specified by the TEO.

Tertiary students who tag on using a Snapper card with a Tertiary Concession must present their valid tertiary student photo ID cards to the bus driver on request.

9.4.2 Cancellation and refunds

The rules for cancellation of adult smartcard fares apply equally to tertiary student smartcard fares.

9.4.3 Failing to tag off

If passengers entitled for Tertiary Concession fail to tag off, they will be charged an adult cash fare for the number of zones from the point where they tagged on to the last stop of the route.

Snapper cards (and any preloaded pass product or concession on the card) cannot be used until the Penalty fare is fully paid for on the next tag on and removed from the card.

9.5 Multi-passenger tag on (group travel) using Snapper card

A Snapper card can be used to pay for up to 5 people of each fare type on the same journey.

The multi-passenger tag on requires:

- The cardholder to advise the driver before tag on at the time of boarding; and
- The driver to manually activate multi-passenger tag on using the console; and
- The passenger to tag on.

For a journey that involves more than one trip with free transfers, the free transfers applies to all passengers registered at the time of tag on and the fare for the entire journey will be calculated for all passengers travelling together.

9.6 Free bus to bus transfers using Snapper card

Snapper cards allow the card holders to complete a journey involving transfers between Metlink buses and pay the same smartcard fare that would have been charged if the same journey could be made on one bus as a single trip. This method of fare charging is referred to in this document as 'journey-based fare calculation' and allows passengers paying to travel using Snapper card stored value to make 'free transfers' between Metlink buses.

9.6.1 Journey-based fare calculation

Any journey across the Metlink bus network that involves more than one trip and is paid for using the stored value on a Snapper card requires the card holders to tag on and tag off more than once in order to pay a correct fare for each trip of the journey.

If the total fare for a journey was calculated by adding the fares charged for each trip of the journey, the total fare would be higher than the smartcard fare for the number of zones travelled through from beginning to the end of that journey. The Snapper system avoids this extra cost by calculating the smartcard fares so that the total fare charged at the end of a journey is for the total number of zones passed through between the first tag on and the last tag off of the journey.

This method of journey-based fare calculation removes the additional costs that passengers would have to pay if the total fare was calculated by adding up the fares for each trip of a journey. Therefore, the journey-base fare calculation allows the card holders to transfer between buses to complete their journey at no extra cost.

9.6.2 Conditions for free bus to bus transfers

In order for the free bus to bus transfers to apply, all the following conditions must be met:

- Free transfers are valid between the Metlink buses, excluding after midnight buses
- Passengers must pay using Snapper card stored value; the free transfer does not apply when fares for single trips are paid in cash
- Fares for consecutive trips of a journey must all be paid using the stored value on a Snapper card
- The Snapper card must be active and have no outstanding amount owed after tag on for each trip
- The Snapper card must have a minimum balance of \$0.00 or more at each tag on
- Passengers must correctly tag on and off at the start and end of each trip of the journey
- Tagging on to the next bus must occur within 30 minutes of tagging off the previous bus
- Up to four free transfers are allowed for a journey
- A journey ends once the fifth trip is tagged off. Free transfer does not apply after the fifth trip
- Tag on for the last trip in a journey must occur within four hours of the tag on for the first trip of the journey
- For multi-passenger tag on, the same number and types of passengers that boarded the first trip of a journey must board each subsequent trip in order to be eligible for free transfers.

Tag on time determines whether the fare for entire journey is a Peak or Off-Peak fare, as below:

- an Off-Peak smartcard fare is charged for a journey that begins in the Off Peak, even if one or more of the tag ons for the later trips in the journey are in the Peak; and
- a Peak smartcard fare is charged for a journey that begins in the Peak, even if one or more of the tag ons for the later trips in the journey are in the Off-Peak

The journey-based calculation applies:

- to all concession types where applicable
- to travel in any direction on the same route and between different routes
- when a tag off and the subsequent tag on occur within the same or different zones

9.7 Travelling with a negative balance on an Snapper card

Using a Snapper card allows the card holder to make a single trip on a Metlink bus and pay the correct fare after the trip subject to the following conditions:

- When boarding, the passenger correctly tags on with a valid Snapper card; and
- The Snapper card has a minimum balance of \$0; and
- When alighting, the passenger correctly tags off with the Snapper card.

If the balance on a Snapper card is negative once a fare has been deducted at tag off, the Snapper card cannot be used for tag on until the balance on the card is topped up to \$0 or a positive value. To use the card again, the passenger will need to reload stored value on the card and make sure the card has a minimum balance of \$0. At the next tag on, the amount owed for the last trip will be deducted from the card.

9.8 Off-peak fares

Off-peak fares:

- Are 25% less than the base fares for the number of zones travel, as shown in [Appendix 2](#).
- Apply only if the fare is paid using a Snapper card (stored value only) or an off-peak 10-trip ticket
- Do not apply to Child Concession, Accessible Concession and Tertiary Concession
- Are only available on Metlink bus and rail services (excluding after midnight services) during the Metlink off-peak periods, defined as:
 - 9:00am to 3:00pm and from 6:30pm until the end of last service Monday to Friday
 - All day Saturdays and Sundays and public holidays

The off-peak times defined for off-peak fares apply equally to the SuperGold off-peak times.

For operational guidelines, refer to [Appendix 3](#).

9.9 Cash fares

There are 14 adult and 14 child zone based cash fares by the number of zones travelled, as shown in [Appendix 2](#). Zone based fares can be paid in cash on all Metlink buses and trains and when a ticket is purchased at a Metlink rail ticketing outlet. Fixed point-to-point ferry cash fares can be paid on-board ferries or at a ferry wharf, as shown in [Appendix 2](#).

Passengers eligible for the Child Concession may pay a child cash fare. Passengers eligible for the Tertiary Concession will not receive any discount if they pay the fare in cash. Passengers eligible for Accessible Concession may pay a child cash fare only when travelling on a Metlink train or ferry.

Cash fares are rounded up to the nearest 50 cents to facilitate cash handling during fare payment.

Where passengers wish to pay by cash, it is preferred that they pay the exact amount.

9.9.1 Bus single trip cash tickets

A bus Adult Single Trip Cash Ticket:

- Allows a single trip on board the Metlink bus where the ticket is purchased
- Can only be purchased by paying in cash (Snapper cards cannot be used to pay for a cash ticket)
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession
- Requires a separate ticket for each passenger even if more than one ticket is purchased with a single transaction
- Must be presented if requested by the Metlink staff
- Can only be cancelled on board at the same stop within five minutes after the ticket is issued
- Cannot be cancelled after five minutes past the time when the ticket is issued. Requests for refunds where a cash ticket cannot be cancelled on-board are to be made directly to Metlink.

A bus Child Single Trip Cash Ticket:

- Allows a single trip on board the Metlink bus where the ticket is purchased
- Can only be purchased by paying in cash (Snapper cards cannot be used to pay for a cash ticket)
- Can be purchased by anyone regardless of their eligibility for a Metlink concession
- Is only valid for use by passengers eligible for a Child Concession
- Requires a separate ticket for each passenger even if more than one ticket is purchased with a single transaction
- Must be presented if requested by the Metlink staff
- Can only be cancelled on board at the same stop within five minutes after the ticket is issued
- Cannot be cancelled after five minutes past the time when the ticket is issued. Requests for refunds where a cash ticket cannot be cancelled on-board are to be made directly to Metlink.

9.9.2 Cancellation and refunds

A bus cash ticket can be cancelled at the same stop within five minutes after the ticket is purchased.

Cancellation of a cash ticket requires the passenger to request the bus driver to cancel the issued ticket and return the ticket to the driver. To cancel a ticket bought using cash, the bus driver must follow the Operator's Instructions, issue a Cancellation Ticket and return to the customer the exact amount of any cash paid for the ticket. To help with cash reconciliation activities, the bus driver must retain and return to the Operator the original paper ticket obtained from the passenger together with the related Cancellation Ticket.

9.9.3 Managing cash transaction in the absence of correct change

If a passenger wishes to pay for the fare by cash and the correct change cannot be given:

The driver will hold the amount tendered, and ask the passenger to approach them again before leaving the vehicle to check if the correct change has become available;

The driver must issue the passenger a Discretionary Ticket and ask the passenger during their trip to write their name and telephone number on the reverse of the ticket;

If the correct change is available when the passenger checks back with the driver at the end of their journey, the passenger must be issued with a correct cash ticket for the trip and the passenger may keep the Discretionary Ticket; or

If the correct change is still not available when the passenger checks back with the driver, the driver must return the original amount tendered to the passenger in return for the Discretionary Ticket (including the passenger's name and phone number) and the passenger may leave the vehicle without paying.

Metlink staff must follow the Operational Guidelines in Appendix 3.

9.9.4 Rail single-trip cash tickets

Rail cash tickets allow a single trip on any Metlink rail service, unless the ticket is purchased and used in conjunction with a rail 'Transfer Permit', subject to the following terms and conditions.

Rail Child Cash tickets are only available for passengers entitled to the Child Concession or Accessible Concession. Child cash tickets offer up to 50% discount on their adult equivalents.

Rail cash tickets can either be purchased on board or prior to boarding from a Metlink rail ticketing agent. For the list of Metlink rail ticketing agents, refer to <https://www.metlink.org.nz/tickets-and-fares/where-to-buy-your-train-tickets/>.

Tickets can be purchased either by paying in cash (i.e. coins or bank notes) or, where available, using a valid payment card (such as a debit or credit card) at an electronic payment terminal (i.e. an eftpos machine) located at a ticketing agent.

Electronic payment terminals (i.e. eftpos machines) are not available on board the Metlink trains. Only coins or bank notes are accepted for fare payment on board the trains.

Terms and conditions for regular paper tickets equally apply to their corresponding occasional tickets.

A rail Adult Single Trip Cash Ticket purchasable prior to boarding:

- Allows a single trip on any Metlink rail service between the zones printed on the ticket
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
- Cannot be used by more than one person travelling on a Metlink vehicle
- Can be used for up to two continuous trips in conjunction with a rail 'Transfer Permit', subject to the terms and conditions for 'Transfer Permit' in this document
- Can only be purchased from the Metlink rail ticketing outlets
- Can be paid for in cash or, where available, using a payment card at an eftpos machine
- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown on demand for validation
- Cannot be cancelled and is non-refundable once sold.

A rail Child Single Trip Cash Ticket purchasable prior to boarding:

- Allows a single trip on any Metlink rail service between the zones printed on the ticket
- Can be purchased by anyone regardless of their eligibility for a Metlink concession

- Can only be used by a passenger eligible for a Child Concession or Accessible Concession
- May require a relevant proof of entitlement to be presented, when requested
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
- Cannot be used by more than one person travelling on a Metlink vehicle
- Can be used for up to two continuous trips in conjunction with a rail 'Transfer Permit', subject to the terms and conditions for 'Transfer Permit' in this document
- Can only be purchased from the Metlink rail ticketing outlets
- Can be paid for in cash or, where available, using a payment card at an eftpos machine
- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown on demand for validation
- Cannot be cancelled and is non-refundable once sold.

Validation of pre-purchased single trip cash tickets

When used on board, the holder of a rail Single Trip Cash Ticket must present the ticket to the on-board Metlink staff for validation. The validation of a rail Single Trip Cash Ticket involves inspecting whether:

- the ticket is genuine and not forged or corrupted (e.g. defaced); and
- the holder is entitled to use the ticket; and
- the ticket is being used between the correct zones printed on the ticket

The validation then follows by clipping the ticket on board. Once clipped, a Single Trip Cash Ticket is void and cannot be used again for another trip, unless it is presented in conjunction with a valid 'Transfer Permit' on the next service.

Passengers travelling on an Accessible Concession are entitled to have a Carer to accompany them for the duration of their Journey, at no cost, subject to the terms and conditions for Accessible Concession and bona fide carer.

Rail single trip cash tickets purchasable on board:

- Are face value strip tickets, with 12 different dollar denominations (50c, \$1, \$1.50, \$2, \$2.50, \$3, \$3.50, \$4, \$4.50, \$5, \$6, \$10)
- Allow for several strip tickets to be combined to match the fare for the number of zones involved in a trip
- Allow a single trip on any Metlink rail service
- Are subject to the terms and conditions for minimum fares and surcharges on Wairarapa Line
- Cannot be used by more than one person travelling on a Metlink vehicle
- Cannot be used to travel further than the number of zones for which the combined value of tickets is valid for
- Can only be used by a passenger entitled to the Child Concession or Accessible Concession if the combined value of the tickets matches a child cash fare for the total number of zones involved in the trip. May require a relevant proof of entitlement to be presented, when requested
- Can be used for up to two continuous trips in conjunction with a rail 'Transfer Permit', subject to the terms and conditions for 'Transfer Permit'

- Can only be purchased on board a train using cash (i.e. coins or bank notes)
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

Validation of the on-board (strip) single trip cash tickets

The on-board Metlink staff issue and validate strip tickets at the point of sale. The validation involves clipping each ticket separately. Once clipped, strip tickets are void and cannot be used again for another trip, unless they are presented in conjunction with a valid 'Transfer Permit' on the next service.

Passengers travelling on a Child Concession or Accessible Concession must present a valid proof of entitlement, if requested by Metlink staff.

Passengers travelling on an Accessible Concession are entitled to have a Carer to accompany them for the duration of their Journey, at no cost, subject to the terms and conditions for Accessible Concession and bona fide carer.

9.9.5 Ferry One Way tickets

A ferry One Way Ticket allows one trip on an East by West ferry service between Queens Wharf and Days Bay or Queens Wharf and Seatoun or Days Bay and Seatoun.

The ticket is available for purchase from the East by West ticket office at Queens Wharf or on board.

From Days Bay and Seatoun, tickets can only be purchased on board the ferry. East by West Ferry accepts cash and eftpos payment for on-board purchase.

Child version of the ferry one way tickets are only available for passengers entitled to the Child Concession or Accessible Concession. Secondary school students must present valid secondary school photo ID when asked.

The current fares are as shown in the ferry fare schedule in [Appendix 2](#).

9.10 10-trip tickets

9.10.1 Rail 10-trip tickets

There are four types of 10-trip tickets for use on Metlink rail services:

- Adult 10-Trip tickets – for use by any fare paying passenger
- Concession 10-Trip tickets – only for passengers entitled to the Child Concession or Accessible Concession
- Tertiary 10-Trip tickets – only for passengers entitled to the Tertiary Concession
- Off-Peak 10-Trip tickets – only for travel in off-peak periods

Each ticket type has a corresponding "Occasional Ticket". Terms and conditions for regular paper tickets equally apply to their corresponding occasional tickets.

A 10-trip ticket can be used for 10 trips, and is priced at 10 times the value of a smartcard fare for the maximum number of zones that can be travelled using the ticket, subject to the following terms and conditions:

9.10.1.1 Rail Adult 10-Trip Tickets

A rail Adult 10-Trip Ticket:

- Is priced at ten times the adult smartcard fare for the maximum number of zones that can be travelled using the ticket
- Can be used for up to 10 trips on all rail services between the zones printed on the ticket
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession (passengers entitled to a Metlink concession are not restricted from paying an adult fare)
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
- Allows more than one person to travel together using a ticket, subject to having a sufficient number of unused trips on the ticket for the number of people travelling together
- Can only be purchased from the Metlink rail ticketing outlets
- Must be clipped each time it is used unless the ticket is presented in conjunction with a 'Transfer Permit' on the next service, subject to the terms and conditions for 'Transfer Permit'
- Can be used in conjunction with more than one 'Transfer Permit' if the ticket is used for a group travel involving a transfer, and subject to the number of valid Transfer Permits presented on the next train corresponds to the number of people travelling together and the number of used trips on the ticket
- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

9.10.1.2 Rail Concession 10-Trip Ticket

A rail Concession 10-Trip Ticket:

- Offers 50% discount on the price of an adult 10-trip ticket for the same number of zones travelled.
- Can be used for up to 10 trips on all rail services between the zones printed on the ticket
- Is subject to the terms and conditions for minimum fares and surcharges on Wairarapa Line
- Can only be used by passengers entitled for a Child Concession or Accessible Concession
- May require a relevant proof of entitlement to be presented, when requested
- Allows more than one eligible person to travel together using a ticket, subject to the number of valid (unused) trips on the ticket corresponds to the number of people travelling together
- Can only be purchased from the Metlink rail ticketing outlets
- Must be clipped each time it is used unless the ticket is presented in conjunction with a 'Transfer Permit' on the next service, subject to the terms and conditions for 'Transfer Permit'
- Can be used in conjunction with more than one 'Transfer Permit' if the ticket is used for a group travel involving a transfer, and subject to the number of valid Transfer Permits presented on the next train corresponds to the number of eligible people travelling together and the number of used trips on the ticket

- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

To use a Concession 10-Trip ticket, the blind or disabled passengers must:

- Meet the eligibility criteria and conditions for Accessible Concession; and
- If requested by the Metlink staff, present a valid ID or proof of entitlement

9.10.1.3 Rail Tertiary 10-Trip Ticket

A rail Tertiary 10-Trip Ticket:

- Offers 25% discount during peak on the price of an adult 10-trip ticket for the same number of zones travel
- Can be used for up to 10 trips on all rail services between the zones printed on the ticket
- Can only be used by passengers entitled to the Tertiary Concession
- Require a valid tertiary student photo ID card with a valid Metlink concession sticker, when requested by the Metlink staff
- Allows more than one person to travel together using a ticket, subject to:
 - all persons using the ticket to be entitled to the Tertiary Concession and can present valid photo IDs with stickers; and
 - the number of valid (unused) trips on the ticket corresponds to the number of eligible people travelling together
- Can only be purchased from the Metlink rail ticketing outlets
- Must be clipped each time it is used unless the ticket is presented in conjunction with a 'Transfer Permit' on the next service, subject to the terms and conditions for 'Transfer Permit'
- Can be used in conjunction with more than one 'Transfer Permit' if the ticket is used for a group travel involving a transfer, and subject to the number of valid Transfer Permits presented on the next train corresponds to the number of eligible people travelling together and the number of used trips on the ticket
- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

To use a Tertiary 10-Trip ticket, the tertiary students must:

- Meet the eligibility criteria and conditions for Tertiary Concession; and
- Apply to their corresponding Tertiary Education Organisation (TEO) and provide information required for assessment of their eligibility for Tertiary Concession; and
- Have a genuine Metlink concession sticker attached to their tertiary student photo ID Card
- If requested, present the valid tertiary student photo ID card with the sticker to the Metlink staff

The Metlink concession stickers will apply for a limited period with an expiry date. Students will need to re-apply to the TEO for a new sticker after the expiry.

9.10.1.4 Rail Off-Peak 10-Trip Ticket

An Off-Peak 10-trip ticket:

- Offers 25% discount on the price of an adult 10-trip ticket for the same number of zones travel
- Can be used for up to 10 trips on all rail services between the zones printed on the ticket only during the Off-Peak times defined in this document
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession
- Allows more than one person to travel together using a ticket, subject to the number of valid (unused) trips on the ticket corresponds to the number of people travelling together
- Can only be purchased from the Metlink rail ticketing outlets
- Must be clipped each time it is used unless the ticket is presented in conjunction with a 'Transfer Permit' on the next service, subject to the terms and conditions for 'Transfer Permit'
- Cannot be used in conjunction with a 'Transfer Permit' outside Off-Peak times
- Can be used in conjunction with more than one 'Transfer Permit' if the ticket is used for a group travel involving a transfer, and subject to the following conditions:
 - The number of valid Transfer Permits presented on the next train corresponds to the number of people travelling together and the number of used trips on the ticket
 - The Transfer Permits are used in conjunction with a 10-trip off-peak ticket during the Off-Peak times only
- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

9.10.1.5 Validation of 10-trip tickets

When used on-board, the holder of a rail 10-trip ticket must present the ticket to the on-board Metlink staff for validation. The validation of an adult rail 10-trip ticket involves inspecting whether:

- the ticket is genuine and not forged or corrupted (e.g. defaced)
- the ticket has at least one unused trip that can be clipped
- in the case of group travel:
 - On the first train, the number of unused trips left on the ticket corresponds to the number of people travelling together
 - On the next train, the number of valid Transfer Permits surrendered corresponds to the number of people travelling together and the number of used trips on the ticket; and
- the ticket is being used between the correct zones printed on the ticket

The validation then follows by clipping one or more trips of the ticket. Once all unused trips are clipped, a 10-trip ticket is void and cannot be used again for another trip, unless it is presented in conjunction with a valid 'Transfer Permit' on the next service.

If requested by the Metlink staff, passengers using a Concession 10-Trip or Tertiary 10-Trip ticket must present a valid proof of entitlement to be able to use their tickets.

9.10.2 Ferry 10-trip tickets

There are various ferry 10-trip tickets as below:

Adult 10-Trip Ticket (Days Bay – Queens Wharf and Days Bay – Seatoun):

- Is the 'base fare' for ferry services, on which all other ferry fares are set
- Allows 10 trips between Days Bay and Queens Wharf or Days Bay and Seatoun
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession
- Allows up to two passengers to use a single ticket for a trip
- Cannot be cancelled and is non-refundable once sold.

Adult 10-Trip Ticket (Queens Wharf – Seatoun):

- Allows 10 trips between Queens Wharf and Seatoun
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession
- Allows up to two passengers to use a single ticket for a trip
- Cannot be cancelled and is non-refundable once sold.

Concession 10-Trip Ticket (Days Bay – Queens Wharf and Days Bay – Seatoun):

- Allows 10 trips between Days Bay and Queens Wharf or Days Bay and Seatoun
- Is only valid for use by passengers entitled for a Child Concession or Accessible Concession
- Requires a proof of entitlement, if requested
- Allows up to two eligible passengers to use a single ticket for a trip
- Cannot be cancelled and is non-refundable once sold.

Concession 10-Trip Ticket (Queens Wharf – Seatoun):

- Allows 10 trips between Queens Wharf and Seatoun
- Is only valid for use by passengers entitled for a Child Concession or Accessible Concession
- Requires a proof of entitlement, if requested
- Allows up to two eligible passengers to use a single ticket for a trip
- Cannot be cancelled and is non-refundable once sold.

Tertiary 10-Trip Ticket (Days Bay – Queens Wharf and Days Bay – Seatoun):

- Allows 10 trips between Days Bay and Queens Wharf or Days Bay and Seatoun
- Is only valid for use by passengers entitled for a Tertiary Concession
- Requires a proof of entitlement, if requested
- Allows up to two eligible passengers to use a single ticket for a trip
- Cannot be cancelled and is non-refundable once sold.

Tertiary 10-Trip Ticket (Queens Wharf – Seatoun):

- Allows 10 trips between Queens Wharf and Seatoun
- Is only valid for use by passengers entitled for a Tertiary Concession
- Requires a proof of entitlement, if requested
- Allows up to two eligible passengers to use a single ticket for a trip
- Cannot be cancelled and is non-refundable once sold.

The prices of 10-trip tickets vary for different users travelling between wharves, as shown in the ferry fare schedule in [Appendix 2](#).

9.11 Period passes

9.11.1 Metlink Explorer (rail and bus)

There are four types of Metlink Explorer tickets, each priced based on the maximum number of zones that can be travelled using the ticket, as shown in [Appendix 2](#). Each ticket allows travel within the zones specified for the ticket. The tickets are:

- Metlink Explorer 1 to 3 (valid within zones 1 to 3)
- Metlink Explorer 1 to 7 (valid within zones 1 to 7)
- Metlink Explorer 1 to 10 (valid within zones 1 to 10)
- Metlink Explorer 1 to 14 (valid within zones 1 to 14)

Each Metlink Explorer ticket:

- Allows an unlimited number of trips for one day after 9am on weekdays and all day on weekends and public holidays (Metlink Explorer 1 – 14 can be used on the Metlink rail service departing Wellington at 8.21am)
- Is valid for use on all Metlink rail and bus services, excluding school buses, within the zones specified on the ticket
- Is valid for use on after midnight services solely within the zones specified on the ticket
- Is not valid on ferry services
- Allows holder to take a child aged 5 to 15 (inclusive) for free
- Can be purchased from bus drivers, rail on-board Metlink staff and from ticket offices
- Can only be cancelled on-board a Metlink bus at the same bus stop within five minutes after the ticket is issued
- Cannot be cancelled on a bus after five minutes past the time when the ticket is issued, or at a rail ticket agent or on-board trains. Requests for refunds where a cash ticket cannot be cancelled on-board are to be made directly to Metlink.

9.11.2 Bus 30 Day passes

9.11.2.1 Wellington 30 Day pass (bus)

The Wellington 30 Day pass is a fixed-price period pass for those who regularly use Metlink buses within Wellington city and suburbs. The pass is available in electronic form that can be preloaded onto Snapper cards and used for 30 consecutive days from the time it is first used.

The Wellington 30 Day pass:

- Is only available in electronic form and must be preloaded on an active Snapper card
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession
- Allows an unlimited number of journeys for 30 consecutive days from its first use on a valid bus
- Can be used to make an unlimited number of transfers between valid Metlink buses
- Is valid for use on Metlink routes operating in Wellington city (including after midnight routes N1, N2, N3, N4 and N5) solely within zones 1 to 3

- Is not valid on routes 81, 83, 84 and 85x, N6, N8, N22, N66, N88 or school routes
- Is valid on routes 60 and 60e, subject to tag on and tag off solely within zones 1 to 3
- Can be purchased online, at a participating Snapper retailer or using a Snapper Mobile application with a compatible cell-phone
- Cannot be used if the Snapper card has an outstanding (unpaid) owed amount
- Is non-refundable once sold (a tag on using a bus 30 Day pass can be cancelled only at the same stop and within five minutes of the tag on).

9.11.2.2 Eastbourne 30 Day pass (bus)

The Eastbourne 30 Day pass is a fixed-price period pass for those who regularly use Metlink buses to travel between Eastbourne and Wellington. The pass is available in electronic form that can be preloaded onto Snapper cards and used for 30 consecutive days from the time it is first used within zones 1 to 3 and on the direct Eastbourne routes.

The Eastbourne 30 Day pass:

- Is only available in electronic form and must be preloaded on an active Snapper card
- Can be purchased and used by anyone regardless of their eligibility for a Metlink concession
- Allows an unlimited number of journeys for 30 consecutive days from its first use on a valid bus
- Can be used to make an unlimited number of transfers between valid Metlink buses
- Is valid for use on:
 - Metlink routes operating in Wellington city (including after midnight routes N1, N2, N3, N4 and N5) solely within zones 1 to 3 ; and
 - only on the direct bus routes 81, 83, 84 and 85x between Wellington and Eastbourne and the Eastbourne after midnight route N88; otherwise another fare may apply
- Can be purchased online, at a participating Snapper retailer or using a Snapper Mobile with a compatible cell-phone
- Is not valid if a Snapper card has an outstanding (unpaid) owed amount
- Is non-refundable once sold (a tag on using a bus 30 Day pass can be cancelled only at the same stop and within five minutes of the tag on).

9.11.3 Rail Monthly passes (rail only)

Rail Monthly passes are available in two forms for adults and school-aged children.

The tickets are priced at 30 times the adult or child smartcard fares for the maximum number of zones that can be travelled using the ticket, and are subject to the following terms and conditions:

An Adult Rail Monthly Pass:

- Allows an unlimited number of trips within the calendar month specified on the ticket
- Can only be used on Metlink rail services between the zones printed on the ticket
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
- Cannot be used by more than one person travelling on a Metlink vehicle
- Can be purchased from the Metlink rail ticketing agents or online (where applicable)
- Can be paid for in cash or, where available, using a payment card at an eftpos machine

- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

A Child Rail Monthly Pass:

- Allows an unlimited number of trips within the calendar month specified on the ticket
- Can only be used on Metlink rail service between the zones printed on the ticket
- Can only be used by a passenger entitled to Child Concession
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
- Cannot be used by more than one person travelling on a Metlink vehicle
- Can be purchased from the Metlink ticketing agents or online (where applicable)
- Can be paid for in cash or, where available, using a payment card at an eftpos machine
- Cannot be used for travel beyond the zones in which the ticket is valid
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

9.11.4 Metlink MonthlyPlus passes (rail and bus)

Metlink MonthlyPlus passes are available in two forms for adults and school-aged children.

The tickets are priced at 30 times the adult or child smartcard fares for the maximum number of zones that can be travelled using the ticket and offer discounted travel for frequent travellers, subject to the following terms and conditions:

An Adult Metlink MonthlyPlus Pass:

- Allows an unlimited number of trips within the calendar month specified on the ticket
- Can be used on any Metlink rail service between zone 1 and the outer zone printed on the ticket
- Can be used on Metlink bus services within zone 4 and the outer zone specified on the ticket
- Cannot be used on a bus within zones 1, 2 and 3
- Cannot be used on bus routes 81, 83, 84 and 85x, school bus services, after midnight services or bus routes 60 and 60e within zones 1 to 3
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
- Cannot be used for travel on a bus or rail service beyond the zones specified on the ticket
- Cannot be used by more than one person travelling on a Metlink vehicle
- Can be purchased from the Metlink rail ticketing agents or online (where applicable)
- Can be paid for in cash or, where available, using a payment card at an eftpos machine
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

A Child Metlink MonthlyPlus Pass:

- Allows an unlimited number of trips within the calendar month specified on the ticket
- Can only be used by a passengers entitled to a Child Concession
- Can be used on any Metlink rail service between zone 1 and the outer zone printed on the ticket
- Can be used on Metlink bus services within zone 4 and the outer zone specified on the ticket

- Cannot be used on a bus within zones 1, 2 and 3
- Cannot be used on bus routes 81, 83, 84 and 85x, after midnight services or bus routes 60 and 60e within zones 1 to 3
- Is subject to the terms and conditions for minimum fares and surcharges on the Wairarapa Line
Cannot be used for travel on a bus or rail service beyond the zones specified on the ticket
- Cannot be used by more than one person travelling on a Metlink vehicle
- Can be purchased from the Metlink rail ticketing agents or online (where applicable)
- Can be paid for in cash or, where available, using a payment card at an eftpos machine
- Must be shown if requested by the Metlink staff for validation
- Cannot be cancelled and is non-refundable once sold.

9.11.5 Ferry Monthly passes

Ferry Monthly passes are available for adults and school-aged children travelling between Queens Wharf, Days Bay and Seatoun on ferry services.

Ferry monthly tickets allow an unlimited number of trips on ferry services within 30 consecutive days from the date of purchase specified on tickets.

School-aged children must present valid photo ID if requested.

9.12 Rail Transfer Permit

The Metlink Rail Transfer Permit is a free ticket that in conjunction with a valid rail single trip cash ticket (including on-board strip tickets) or a rail 10-trip ticket allows passengers to transfer from one train to another, where service timetables requires a transfer between two trains on the same line.

Where a transfer is needed, passengers must present a valid single trip or 10-trip ticket on the initial journey, and request a Transfer Permit from the on-board Metlink staff.

Once transferred to the next train, passengers need to present both tickets for inspection and surrender the transfer ticket to the on-board Metlink staff.

More than one Transfer Permit may be issued corresponding to the number of persons who use a 10-trip ticket for a group travel that requires a transfer between trains.

For a Concession 10-Trip Ticket or Tertiary 10-Trip Ticket, all persons using the ticket must be entitled for the concession.

The Rail Transfer Permit:

- Is to be used on the next available train
- Cannot be used over two lines
- Cannot be used for more than one transfer
- Can be used in conjunction with:
 - A rail Adult Single Trip Cash Ticket; or
 - a rail Child Single Trip Cash Ticket; or
 - a rail Adult 10-Trip Ticket; or
 - a rail Off-Peak 10-Trip Ticket

- a rail Concession 10-Trip Ticket; or
- a rail Tertiary 10-Trip Ticket; or
- Strip tickets; or
- Occasional single or 10-trip tickets.
- Is available across the rail network and on all lines
- Can only be issued on board

Where applicable, rail transfer products are valid on buses replacing trains.

10 Special fares

10.1 After midnight fares

There are two fixed fares for travel on after midnight services, as below:

A single trip on after midnight routes N1, N2, N3, N4 and N5 within Wellington city (zones 1 to 3) costs a fixed fare (as shown in [Appendix 2](#)) regardless of the number of zones travelled through.

A single trip on after midnight routes N6, N8, N22, N66 and N88 for up to and including 3 zones travel costs a fixed fare (as shown in [Appendix 2](#)). The fare doubles for a single trip of 4 zones or more.

Fares can be paid using cash or Snapper card. No paper receipt will be issued if a Snapper card is used for payment.

SuperGold card, Metlink Explorer and bus 30 Day passes are valid on after midnight services subject to the terms and conditions for the pass products.

To pay a correct fare using a Snapper card, passengers travelling on after midnight services are required to tag on when boarding and tag off when leaving the bus, otherwise a Penalty fare may apply.

The Penalty amount is the after midnight smartcard fare from the point of tag on until the last stop on the service.

Snapper cards (and any preloaded pass product on the card) cannot be used until the Penalty fare is fully paid for on the next tag on and removed from the card.

Fare rules for boundary stops apply to after midnight fares.

10.2 Metlink Wellington Event rail tickets

The following Metlink event tickets are available during special events in Wellington. Each ticket is available in two forms for adults and school-aged children.

10.2.1.1 Two Trip Wellington Event Ticket 1-3

This ticket provides return travel on any available rail service between any station in zone 3 and the Wellington Station. These are special fare tickets, as shown in [Appendix 2](#).

The ticket:

- Is valid for travel associated with selected events only
- Is valid on all rail services available on the event day
- Is valid for two trips on the event day only, up to 1.15am the following day
- Can only be purchased from the Metlink rail ticket agents
- Must be shown on request
- Cannot be cancelled and is non-refundable once sold.

10.2.1.2 Two Trip Wellington Event Ticket 1-10

This ticket provides return travel on any available rail service between any station within zones 1 to 10 and the Wellington Station. These are special fare tickets, as shown in [Appendix 2](#).

The ticket:

- Is valid for travel associated with selected events only
- Is valid on all rail services available on the event day
- Is valid for two trips on the event day only, up to 1.15am the following day
- Can only be purchased from the Metlink rail ticket agents
- Must be shown on request
- Cannot be cancelled and is non-refundable once sold.

10.2.1.3 One Trip Wellington Event Ticket 1-3

This ticket is available only after an event from the Metlink staff at the entrance to the Wellington Railway Station platform on event days. These are special fare tickets, as shown in [Appendix 2](#).

The tickets are valid for one trip from Wellington Station on specified event days only, up to 1.15am the following day.

Other conditions are the same as the Two Trip Wellington Event Ticket 1-3.

10.2.1.4 One Trip Wellington Event Ticket 1-10

This ticket is available only after an event from the Metlink staff at the entrance to the Wellington Railway Station platform on event days. These are special fare tickets, as shown in [Appendix 2](#).

The tickets are valid for one trip from Wellington Station on specified event days only, up to 1.15am the following day.

Other conditions are the same as the Two Trip Wellington Event Ticket 1-10.

10.3 Kapiti Combo return tickets (rail and bus)

10.3.1 Waikanae Combo (rail and bus)

This ticket:

- Is a fixed fare same-day return ticket between Waikanae and Paraparaumu, as shown in [Appendix 2](#)
- Is only available if the fare is paid in cash
- Can only be purchased on Routes 280 and 281 Waikanae bus services
- Can be used at any time on Routes 280 and 281 and Metlink rail services between Waikanae and Paraparaumu Stations

- Cannot be used on non-Metlink services
- Can be cancelled within five minutes after the ticket is issued, at the same bus stop.
- Cannot be cancelled after five minutes past the time when the ticket is issued. Requests for refunds where a cash ticket cannot be cancelled on-board are to be made directly to Metlink.

10.3.2 Otaki Combo (rail and bus)

This ticket:

- Is a fixed fare same-day return ticket between Otaki and Paraparaumu, as shown in [Appendix 2](#)
- Is only available if the fare is paid in cash
- Can only be purchased on Route 290 Otaki bus services
- Can be used at any time on Route 290 and Metlink rail services between Waikanae and Paraparaumu Stations
- Cannot be used on non-Metlink services
- Can be cancelled within five minutes after the ticket is issued, at the same bus stop
- Cannot be cancelled after five minutes past the time when the ticket is issued. Requests for refunds where a cash ticket cannot be cancelled on-board are to be made directly to Metlink.

10.4 Minimum fare and surcharges on Wairarapa Rail Line

A minimum adult cash fare of 8 zones applies to all peak outbound journeys from Wellington to Petone, Waterloo and Upper Hutt stations on Wairarapa trains, as shown in the fare schedule. The only stops for Wairarapa trains in the Hutt Valley are Petone, Waterloo and Upper Hutt stations. Concessions are not valid where there is a minimum adult cash fare.

Passengers who use a 10-trip ticket or MonthlyPlus pass valid between zone 1 and 4 or zone 1 and 5 or zone 1 and 7 on outbound Wairarapa services are required to pay a cash surcharge, as shown in [Appendix 2](#). The surcharges:

- Do not apply to:
 - Wellington-bound services
 - SuperGold card holders during SuperGold scheme off-peak times; and
 - to children under 5 years
- Otherwise, apply to all fare paying passengers travelling to destinations within the Hutt Valley from Wellington including children older than five.

10.5 Ferry return tickets

Ferry return tickets are two times the price of one way fares and are issued for convenience. This pricing excludes tickets to and from Matiu/Somes Island which are all return fares (there is no single-trip equivalent), and the same price applies irrespective of the departure wharf.

A return ticket can only be used for one stop-over. For example if a passenger with a return ticket between Queens Wharf and Days Bay gets off the ferry at Matiu/Somes Island on either direction, an extra one way fare will be charged. Therefore price of an extra one way trip should be considered for a return journey that involves a stop-over at Matiu/Somes Island.

Discounted tickets are available for children on all services. A discounted family pass is also available for a family of two adults and up to 4 children travelling together only on ferries between Queens Wharf, Days Bay and Seatoun. There is no family pass on Harbour Explorer Excursion ferry.

11 Right of refusal

Subject to the conditions in this document, vulnerable people in critical situations and children must be allowed entry and travel on Metlink vehicles at all times, even if they are unable to pay the correct fare.

Metlink staff may refuse to allow a passenger to travel on a Metlink vehicle if:

- Allowing the passenger on board the vehicle would unreasonably cause a serious health, safety or security risk for other passengers and the Metlink staff; or
- The driver or on-board Metlink staff has reason to suspect the passenger is exploiting Metlink's free or discounted travel allowance options or attempting to avoid paying a fare; or
- The vehicle has reached its passenger capacity limit.

Appendix 1. Fare zones

This appendix describes the Metlink fare zones.

Principles for fare zones

The fare zone system provides a broad relationship between the fare charged and distance travelled with the fare charged depending on the number and size of fare zones. This in turn determines the size of the fare increments as distance increases. Fare zones are designed so that:

- Zone boundaries are closely spaced in Wellington City and gradually increase in spacing the further the zones are from Wellington City; and
- Each zone covers, to the extent possible, an entire locality which typically includes one or more suburbs.

This type of zoning is meant to:

- Maintain a simple, equitable and consistent fare structure
- Balance affordability of fares with cost recovery
- Avoid penalising those who travel short distances within their local areas, and
- Minimise number of bus stops and train stations locating at or clustering around zone boundaries.

Description of fare zones

Fare zone 1

Fare zone 1 covers the central city area including Thorndon, Te Aro, Aro Valley, Mt Victoria and Oriental Bay.

The boundary between zone 1 and zone 2 occurs at the following points:

- Hutt Road at Aotea Quay - stops 5026 and 5488
- Grant Road at Newman Terrace - stops 4116 and 5116
- Glenmore Street at Botanic Gardens - stops 4313 and 5313
- Kelburn – Cable Car Station (KELB)
- Victoria University Kelburn Campus - stops 4915 and 5915
- Brooklyn Road at Bidwill Street - stops 6715 and 7715
- Wallace Street at Massey University - stops 6914, 7914 and 7919
- Adelaide Road at Basin Reserve - stops 6014 and 7014
- Wellington College (school grounds) - school stop 6011
- Wellington East Girls' College - Ellice Street (school stop) - stop 6008
- Pirie Street at Bus Tunnel - stops 6215 and 7215
- Palliser Road - Town Belt - between stops 6564 and 6565
- Oriental Parade at Carlton Gore Road - stops 6519 and 7519.

Fare zone 2

Fare zone 2 covers Kaiwharawhara, Wadestown, Mairangi, Wilton, Northland, Kelburn, Highbury, Brooklyn, Kowhai Park, Kingston, Vogeltown, Berhampore, Newtown, Wellington Hospital, Hataitai, Mt Victoria summit and Roseneath.

The boundary between zone 2 and zone 3 occurs at the following points:

- Hutt Road at Rangiora Avenue - stops 3258 and 3260
- Kaiwharawhara Road/Ngaio Gorge Road - stops 4404 and 5404
- Churchill Drive/Blackbridge Road
- Churchill Drive at Wilton Bush Road - stop 5136
- Karori Tunnel at Karori end - stops 4320, 5320, 5380 and 5920
- Happy Valley Road - between stops 7794 and 7795
- Adelaide Road at Wakefield Park - between stops 6127 and 6128
- Mt Albert Road at Mt Albert Park - between stops 6942 and 6946
- Sutherland Road at Sutherland Crescent - stops 6926 and 7926
- Kilbirnie Shops - stops 6224, 7224, 6026 and 7026.
- Evans Bay Intermediate School (school stop) - stop 6020
- St Patrick's College - Evans Bay Parade - stop 6553
- St Patrick's College - Evans Bay Parade - stop 7553

Fare zone 3

Fare zone 3 covers the remaining suburbs in Wellington City, including: to the south, Maupuia, Miramar, Seatoun, Strathmore, the Airport, Rongotai, Lyall Bay, Southgate, Houghton Bay, Island Bay, Owhiro Bay and Happy Valley. Karori in the west, and in the North, Crofton Downs, Ngaio, Awarua Street, Simla Crescent, Box Hill, Khandallah, Ngauranga, Broadmeadows, Raroa, Newlands, Johnsonville, Paparangi, Grenada Village, and Churton Park.

The boundary between zone 3 and zone 4 occurs at the following points:

- Middleton Road - stops 3906 and 3966
- North of bus stop 3451 at 68 Havana Rise
- Hutt Road at Horokiwi Road

Fare zone 4

Fare zone 4 covers Takapu Road, Redwood, Tawa, Linden, Korokoro, Maungaraki, Normandale, Harbourview, Tirohanga, Melling, Boulcott, Hutt Central, Queensgate, Alicetown, Petone, Ava, Woburn, Moera, Waiwhetu, Waterloo, Eponi, Gracefield, Seaview and Hutt Hospital.

The boundary between zone 4 and zone 5 occurs at the following points:

- Main Road to Kenepuru Drive at Gee Street - between stops 3948 and 3950
- Western Hutt Road between Melling and Belmont - between stops 9150 and 9347
- High Street at Hutt Hospital - stops 8123 and 9223
- Oxford Terrace at Eponi Station - stops 8201 and 9201
- Fairfield Shops - Waiwhetu Road (near 300) - stop 8168

- Fairfield Shops - Waiwhetu Road (near 197) - stop 9268
- Wainuiomata Hill summit bridge-and lookout
- Marine Drive at Port Road - stops 8737 and 9837

Fare zone 5

Fare zone 5 covers Porirua, Elsdon, Titahi Bay, Waitangirua, Ascot Park, Papakowhai, Kenepuru, Kelson, Belmont, Pomare, Taita, Wingate, Naenae, Fairfield, Wainuiomata, Point Howard, and Mahina Bay.

The boundary between zone 5 and zone 6 occurs at the following points:

- Paremata Station and bus stop 2600
- Paremata Crescent - stops 2742 and 2751
- Tirowhanga Road at Kahu Road - between stops 2580 and 2582
- Omapere Street at Transom Close - north of stops 2706 and 2774
- High Street at Eastern Hutt Road
- Marine Drive between Mahina Bay and Sunshine Bay - between stops 9842 and 9843

Fare zone 6

Fare zone 6 covers Whitby, Mana, Plimmerton, Manor Park, Silverstream, Stokes Valley, and Heretaunga.

The boundary between zone 6 and zone 7 occurs at the following points:

- Trentham Station
- Ararino Street at Trentham Station - stops 9525 and 9526
- Fergusson Drive at Camp Street (Trentham Shops) - stops 8467 and 9567
- State Highway 1 between Pukerua Bay and Whenua Tapu Cemetery

Fare zone 7

Fare zone 7 covers Pukerua Bay, Muri, Emerald Hill, Totara Park, Timberlea, Upper Hutt, Wallaceville and Trentham.

The boundary between zone 7 and zone 8 occurs at the following points:

- State Highway 2 between Emerald Hill and Te Marua
- State Highway 1 at Ames Street

Fare zone 8

Fare zone 8 covers Paekakariki, Te Marua, and Maymorn.

The boundary between zone 8 and zone 9 occurs at the following points:

- State Highway 1 at McKays Crossing
- State Highway 2 at Kaitoke Loop Road/Station Drive

Fare zone 9

Fare zone 9 covers Raumati, Raumati South, Paraparaumu, and Paraparaumu Beach.

The boundary between zone 9 and zone 10 occurs at the following point:

- State Highway 1 at Waikanae River Bridge
- State Highway 2 at Pakuratahi River bridge.

Fare zone 10

Fare zone 10 covers Waikanae and Waikanae Beach.

The boundary between zone 10 and zone 11 occurs at the following point:

- State Highway 1 at Greenhill Road -
- State Highway 2 between Rimutaka Crossing Lookout and Featherston.

Fare zone 11

Fare zone 11 covers Peka Peka on the west coast and Featherston in the Wairarapa.

The boundary between zone 11 and zone 12 occurs at the following points:

- State Highway 1 at Te Hapua Road
- State Highway 2 at Tauherenikau River bridge
- State Highway 53 at Tauherenikau River bridge

Fare zone 12

Fare zone 12 covers Te Horo on the west coast, and Woodside and Greytown in the Wairarapa.

The boundary between zone 12 and zone 13 occurs at the following points:

- Otaki River Bridge
- Waiohine River Bridge
- Ruamahanga River bridge

Fare zone 13

Fare zone 13 covers Otaki and Otaki Beach on the west coast, Carterton, Matarawa and Martinborough in the Wairarapa.

The boundary between zone 13 and zone 14 occurs at the following point:

- State Highway 1 at Atkins Road.
- State Highway 2 at Waingawa River Bridge -

Fare zone 14

Zone 14 is the final zone, and covers Masterton in the Wairarapa, including Masterton Station, Renall Street Station and Solway Station.

Wellington Region Rail Network Map



Appendix 2. Fare schedule

The following tables show the fares effective from mid-July 2018.

Bus and Rail fares

Bus smartcard fares^(a)

Number of zones	Adult	Child	Off-Peak	Tertiary Concession	Accessible Concession
1	\$1.71	\$0.86	\$1.28	\$1.28	\$0.86
2	\$2.81	\$1.41	\$2.11	\$2.11	\$1.41
3	\$3.74	\$1.87	\$2.81	\$2.81	\$1.87
4	\$4.20	\$2.10	\$3.15	\$3.15	\$2.10
5	\$5.13	\$2.57	\$3.85	\$3.85	\$2.57
6	\$6.52	\$3.26	\$4.89	\$4.89	\$3.26
7	\$7.40	\$3.70	\$5.55	\$5.55	\$3.70
8	\$8.27	\$4.14	\$6.20	\$6.20	\$4.14
9	\$9.33	\$4.67	\$7.00	\$7.00	\$4.67
10	\$10.26	\$5.13	\$7.70	\$7.70	\$5.13
11	\$11.74	\$5.87	\$8.81	\$8.81	\$5.87
12	\$12.62	\$6.31	\$9.47	\$9.47	\$6.31
13	\$13.92	\$6.96	\$10.44	\$10.44	\$6.96
14	\$14.83	\$7.42	\$11.12	\$11.12	\$7.42

^(a) Means fares paid by Snapper cards.

Rail 10-trip tickets^(b)

Number of zones	Adult	Child	Off-Peak	Tertiary Concession	Accessible Concession
1	\$17.10	\$8.60	\$12.80	\$12.80	\$8.60
2	\$28.10	\$14.10	\$21.10	\$21.10	\$14.10
3	\$37.40	\$18.70	\$28.10	\$28.10	\$18.70
4	\$42.00	\$21.00	\$31.50	\$31.50	\$21.00
5	\$51.30	\$25.70	\$38.50	\$38.50	\$25.70
6	\$65.20	\$32.60	\$48.90	\$48.90	\$32.60
7	\$74.00	\$37.00	\$55.50	\$55.50	\$37.00
8	\$82.70	\$41.40	\$62.00	\$62.00	\$41.40
9	\$93.30	\$46.70	\$70.00	\$70.00	\$46.70
10	\$102.60	\$51.30	\$77.00	\$77.00	\$51.30
11	\$117.40	\$58.70	\$88.10	\$88.10	\$58.70
12	\$126.20	\$63.10	\$94.70	\$94.70	\$63.10
13	\$139.20	\$69.60	\$104.40	\$104.40	\$69.60
14	\$148.30	\$74.20	\$111.20	\$111.20	\$74.20

^(b) The price of a 10-trip ticket is ten times the smartcard fare for the equivalent number of zones travelled.

Cash fares (bus and rail)

Number of zones	Adult	Child
1	\$2.50	\$1.50
2	\$4.00	\$2.00
3	\$5.00	\$2.50
4	\$5.50	\$3.00
5	\$6.50	\$3.50
6	\$8.50	\$4.50
7	\$9.50	\$5.00
8	\$10.50	\$5.50
9	\$12.00	\$6.00
10	\$13.00	\$6.50
11	\$15.00	\$7.50
12	\$16.00	\$8.00
13	\$17.50	\$9.00
14	\$19.00	\$9.50

Monthly passes^(a)

Number of zones	Adult	Child
1	\$51.30	\$25.80
2	\$84.30	\$42.30
3	\$112.20	\$56.10
4	\$126.00	\$63.00
5	\$153.90	\$77.10
6	\$195.60	\$97.80
7	\$222.00	\$111.00
8	\$248.10	\$124.20
9	\$279.90	\$140.10
10	\$307.80	\$153.90
11	\$352.20	\$176.10
12	\$378.60	\$189.30
13	\$417.60	\$208.80
14	\$444.90	\$222.60

^(a) Applies to Rail Monthly passes (rail only) and Metlink MonthlyPlus passes (bus and rail).

Bus 30 day passes

Fare product	Fare
Wellington 30-day bus pass (valid zones 1-3)	\$150.00
Eastbourne 30-day bus pass (valid zones 1-3 and routes 81, 83, 84, 85x, N88)	\$200.00

Day passes (bus and rail)

Fare product	Fare
Metlink Explorer Day Pass - zones 1-3	\$10.00
Metlink Explorer Day Pass - zones 1-7	\$15.00
Metlink Explorer Day Pass - zones 1-10	\$20.00
Metlink Explorer Day Pass - zones 1-14	\$25.00

Bus after mid-night fares

N1, N2, N3, N4, N5

- \$7.00 per trip

N6, N66, N22, N8, N88

- \$7.00 per trip for up to and including 3 zones travel; and
- \$14.00 per trip for more than 3 zones travel as shown in the following table:

Number of zones	N6	N66	N8	N88	N22
1	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
2	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
3	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
4	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00
5	\$14.00	\$14.00		\$14.00	\$14.00
6	\$14.00			\$14.00	\$14.00
7					\$14.00

Rail event tickets

Fare product	Fare
Wellington Event Ticket 1-10 – Adult Single	\$8.00
Wellington Event Ticket 1-10 – Child Single	\$4.00
Wellington Event Ticket 1-3 – Adult Single	\$4.00
Wellington Event Ticket 1-3 – Child Single	\$2.00
Wellington Event Ticket 1-10 – Adult Return	\$16.00
Wellington Event Ticket 1-10 – Child Return	\$8.00
Wellington Event Ticket 1-3 – Adult Return	\$8.00
Wellington Event Ticket 1-3 – Child Return	\$4.00

Kapiti Combo tickets (bus and rail)

Fare product	Fare
Waikanae Combo Ticket – 2 zones (between zones 9 and 10)	\$7.00
Otaki Combo Ticket – 5 zones (between zones 9 and 13)	\$12.00

Minimum fares and surcharges on Wairarapa Rail Line

Fare product	Fare
Minimum fare – 8 zones	\$10.50
Surcharge on peak outbound services for 4 to 6 zones 10-trip tickets	\$5.00
Surcharge on peak outbound services for 7 zones 10-trip tickets	\$1.00
Surcharge on peak outbound services for 4 to 6 zones MonthlyPlus passes	\$5.00
Surcharge on peak outbound services for 7 zones MonthlyPlus passes	\$1.00

Ferry fares

10-Trip Ticket	Adult	Child	Accessible Concession	Tertiary Concession	Family
Queens Wharf - Days Bay	\$90.00	\$45.00	\$45.00	\$68.00	
Days Bay – Seatoun	\$90.00	\$45.00	\$45.00	\$68.00	
Queens Wharf – Seatoun	\$72.00	\$36.00	\$36.00	\$54.00	
Queens Wharf – Matiu/Somes Island					

One Way Ticket	Adult	Child	Accessible Concession	Tertiary Concession	Family
Queens Wharf - Days Bay	\$12.00	\$6.00			
Days Bay – Seatoun	\$12.00	\$6.00			
Queens Wharf – Seatoun	\$12.00	\$6.00			
Queens Wharf - Matiu/Somes Island					

Return Ticket	Adult	Child	Accessible Concession	Tertiary Concession	Family
Queens Wharf - Days Bay	\$24.00	\$12.00			\$66.00
Days Bay – Seatoun	\$24.00	\$12.00			\$66.00
Queens Wharf – Seatoun	\$24.00	\$12.00			\$66.00
Queens Wharf - Matiu/Somes Island	\$25.00	\$13.00			\$68.00

Monthly Pass	Adult	Child	Accessible Concession	Tertiary Concession	Family
Queens Wharf - Days Bay	\$270.00	\$135.00			
Days Bay – Seatoun	\$270.00	\$135.00			
Queens Wharf – Seatoun	\$270.00	\$135.00			
Queens Wharf - Matiu/Somes Island					

Round Trip Ticket	Adult	Child	Accessible Concession	Tertiary Concession	Family
Harbour Explorer	\$24.00	\$12.00			
Queens Wharf - Matiu/Somes Island - Days Bay	\$36.00	\$19.00			

Appendix 3. Operational Guidelines

Peak and Off-Peak times

The following peak and off-peak periods are defined to enable correct fare charging in the event of early or late arrival or departure of a Metlink service, while allowing sufficient time for boarding and alighting prior to start of an off-peak period.

- For the purpose of off-peak fares, a boarding within two minutes before start of an off-peak period and six minutes after the end of an off-peak period is to be treated as an off-peak boarding. The buffers are intended to avoid penalising passengers if a service leaves a stop or station up to one minute early or arrives at a stop or station up to five minutes late.
- For the purpose of the SuperGold scheme, a boarding within ten minutes before the start of an off-peak period and within ten minutes after the end of an off-peak period is to be treated as an off-peak boarding.

For off-peak fares on all Metlink services excluding after mid-night routes

From time	To time	Mon to Fri	Sat and Sun and Public holiday
00:00:00	03:59:59	Off-peak	Off-peak
04:00:00	08:57:59	Peak	Off-peak
08:58:00	15:05:59	Off-peak	Off-peak
15:06:00	18:27:59	Peak	Off-peak
18:28:00	23:59:59	Off-peak	Off-peak

For SuperGold off-peak fares on all Metlink services

From time	To time	Mon to Fri	Sat and Sun and Public holiday
00:00:00	03:59:59	Off-peak	Off-peak
04:00:00	08:49:59	Peak	Off-peak
08:50:00	15:09:59	Off-peak	Off-peak
15:10:00	18:19:59	Peak	Off-peak
18:20:00	23:59:59	Off-peak	Off-peak

Managing cash transactions when correct change is unavailable

Where a bus passenger attempts to pay in cash for a trip and correct change cannot be given, the following procedures must be followed:

- The passenger must be allowed to travel on the bus;
- The driver must hold the amount tendered and inform the passenger that correct change may be available by the end of the passenger's trip and ask the passenger to return to the driver before leaving the bus to check if the correct change has become available;
- The driver must issue a Discretionary Ticket (\$0.00 ticket) to the passenger and ask the passenger during their trip to write their name and telephone number on the reverse of the ticket, explaining that they will need to retain and present the ticket at the end of their trip;
- If the correct change can be given by the end of the passenger's trip, and the passenger returns to the driver, the driver must issue a ticket with the correct cash fare for the trip and complete the cash transaction; the passenger can retain their Discretionary Ticket or return it to the driver;
- If the correct change is not available by the end of the passenger's trip, the driver must explain that the correct change is not available, return the original amount tendered to the passenger and take back the Discretionary Ticket (checking that the passenger has written their name and phone number clearly on the reverse). The driver must then ask the passenger to pay the amount owed for this fare on the next bus the passenger uses, and let the passenger leave the bus without paying. The driver is to hand in the Discretionary Ticket at cash pay in.
- If a passenger attempts to pay a fare for a previous trip for which they were unable to provide correct change, the bus driver must issue a new ticket for that trip. Travel on a current trip can be paid either by Snapper or cash; however the previous (unpaid) fare must be paid by cash.