

Your guide to fares, fees and go card terms and conditions

TransLink go card user guide (part 2 of 2)



TRANSLink



Fares

All fares, fees and charges are effective as at 2 January 2012 and are subject to change at any time.

Zones travelled	Adult fares (effective January 2012)		
	<i>go</i> card	<i>go</i> card off-peak	Single Paper
1	\$3.05	\$2.44	\$4.50
2	\$3.58	\$2.87	\$5.20
3	\$4.24	\$3.40	\$6.20
4	\$4.77	\$3.82	\$7.00
5	\$5.43	\$4.35	\$7.90
6	\$6.09	\$4.88	\$8.90
7	\$6.62	\$5.30	\$9.60
8	\$7.15	\$5.72	\$10.40
9	\$7.68	\$6.15	\$11.20
10	\$8.87	\$7.10	\$12.90
11	\$9.40	\$7.52	\$13.70
12	\$9.79	\$7.84	\$14.20
13	\$10.19	\$8.16	\$14.80
14	\$10.99	\$8.80	\$16.00
15	\$11.91	\$9.53	\$17.30
16	\$12.84	\$10.28	\$18.70
17	\$14.02	\$11.22	\$20.40
18	\$14.82	\$11.86	\$21.50
19	\$15.61	\$12.49	\$22.70
20	\$16.81	\$13.45	\$24.40
21	\$17.60	\$14.08	\$25.60
22	\$18.52	\$14.82	\$26.90
23	\$19.45	\$15.56	\$28.30

Zones travelled	Concession fares (effective January 2012)		
	<i>go card</i>	<i>go card off-peak</i>	Single Paper
1	\$1.53	\$1.22	\$2.30
2	\$1.79	\$1.44	\$2.60
3	\$2.12	\$1.70	\$3.10
4	\$2.39	\$1.91	\$3.50
5	\$2.72	\$2.18	\$4.00
6	\$3.05	\$2.44	\$4.50
7	\$3.31	\$2.65	\$4.80
8	\$3.58	\$2.86	\$5.20
9	\$3.84	\$3.08	\$5.60
10	\$4.44	\$3.55	\$6.50
11	\$4.70	\$3.76	\$6.90
12	\$4.90	\$3.92	\$7.10
13	\$5.10	\$4.08	\$7.40
14	\$5.50	\$4.40	\$8.00
15	\$5.96	\$4.77	\$8.70
16	\$6.42	\$5.14	\$9.40
17	\$7.01	\$5.61	\$10.20
18	\$7.41	\$5.93	\$10.80
19	\$7.81	\$6.25	\$11.40
20	\$8.41	\$6.73	\$12.20
21	\$8.80	\$7.04	\$12.80
22	\$9.26	\$7.41	\$13.50
23	\$9.73	\$7.78	\$14.20

Please note: Prices are in \$AUD and include GST.

Please note: Off-peak or frequent user discounts on fares do not apply to an Airtrain journey.

- For Airtrain fares please contact Airtrain direct by visiting airtrain.com.au or call **(07) 3216 3308**.
- Travel for free with *go* card after your 10th journey in a 7 day period, from Monday to Sunday, regardless of zones travelled. The frequent user scheme resets every Monday morning.
- Use a Seniors Card +*go*, a senior *go* card or a green pensioner concession *go* card for two journeys on the same day and travel for FREE on your *go* card for the rest of the day.

Fixed amount

If you don't touch on or touch off correctly we won't be able to calculate the correct fare and will charge you a non-refundable fixed amount. Fixed amounts are as follows:

	Adult	Senior Child Concession
Bus/Ferry	\$5	\$2.50
Train	\$10	\$5

The next time you use your *go* card the card reader display will show you have been charged a fixed amount. If you see this message do not touch on again, your touch has been recorded.

The fixed amount applied when you touch on for journeys that start at an Airport station differs from the standard TransLink fixed amount.

Fixed amount for the journeys from the Brisbane International and Domestic Airport stations are:

Adult and senior <i>go</i> card holders	\$30
Concession <i>go</i> card holders	\$25
Child <i>go</i> card holders	\$12.50

go card fees and start-up costs

Before you start using your go card, you will need to add value to your card and pay a refundable deposit. This deposit is like a safety net which allows you to finish your journey even if you have insufficient funds on the card (as long as your balance is positive at the start of your journey).

	Adult	Senior Child Concession
Refundable deposit	\$5	\$5
Minimum starting balance	\$5	\$5
Card issuance fee*	\$5	\$5

*This fee is currently waived

Please note: If you purchased an adult go card before 2 December 2009, your \$10 deposit is still valid and will be refunded to you in full once you complete and return the refund and balance transfer form.

Glossary of terms

Authorised user

A person nominated by the cardholder as the person authorised to use that card for travel. The authorised user is nominated on the application form for a registered *go* card.

Authorised person

An authorised person is a person who is, or is appointed as, an authorised person under Section 111 of the Transport Operations (Passenger Transport) Act 1994. Such persons are authorised to exercise a range of powers under that Act relating to transport services

Cardholder

The person responsible for all fares, fees and charges incurred by the use of the card by any person until the card is cancelled.

Card balance

The stored value available on a *go* card to pay for the cost of travel. The card balance does not include the refundable deposit paid to be issued with a *go* card.

Discounted fares

An amount deducted when the *go* card touches on at the start of a trip.

Fixed amount

Translink fares and savings applied as a result of using *go* card do not apply to Airtrain services.

When you touch off at the end of your trip the correct fare is calculated and the *go* card balance is adjusted accordingly.

Journey

Travel between designated stations or stops on one or more TransLink services and comprising one or more trips if permitted by transfer rules.

Maximum journey time

The maximum amount of time permitted for a single journey using a *go* card. That is, the maximum amount of time permitted between touch on at the start of the first trip of a journey and touch off at the completion of the final trip of a journey.

Maximum transfer time

The maximum time permitted between touch on at the start of the first trip, and touch on at the start of the final trip of the journey.

Registered card

A *go* card that is linked to the personal details of the cardholder held on a secure central system.

Top up

The act of increasing the card balance on a *go* card by crediting funds to the card.

Touch off

To present a *go* card to the TransLink logo on the card reader on completing a journey or trip, resulting in a response from the card reader that the transaction is successful. For the purposes of the Transport Operations (Passenger Transport) Act 1994 touch off has the same meaning as TAG OFF as defined in that Act

Touch on

To present a *go* card to the TransLink logo on a card reader commencing a journey or trip, resulting in a response from the card reader that the transaction is successful. A preset amount (see fixed amount) is deducted from the *go* card at touch on. For the purposes of the Transport Operations (Passenger Transport) Act 1994 touch on has the same meaning as TAG On as defined in that Act.

Transfer

The act of disembarking from one TransLink service at the end of a trip and embarking on another TransLink service at the start of another trip.

TransLink

The TransLink Transit Authority ABN 46 097 411 749 a body corporate established under the Transport Operations (TransLink Transit Authority) Act 2008

Trip

A segment of a journey between designated stops or stations for which the cardholder or authorised user embarks and disembarks from a TransLink service.

Unregistered card

go card not linked to personal details of the cardholder.



Call 13 12 30 or visit **translink.com.au**
your link to public transport, timetables, savings, go cards and more.

Interpreter Service call 13 12 30

National Relay Service

TTY and modem call 13 36 77

Direct TTY call 3369 3377

Accessible transport

visit translink.com.au/accessibletransport

Speech to Speech Relay Service

call 1300 555 727

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