

## Queensland Rail STAS go card terms and conditions

### Conditions of use

1. The cardholder is deemed to have accepted these conditions of use when the Queensland Rail STAS go card is made active by TransLink.
2. The cardholder must comply and guarantee that any authorised user complies with:
  - these conditions of use
  - the [TransLink go card user guide \(PDF, 304KB\)](#)
  - the [go card guide to balance transfers and refunds \(PDF, 205KB\)](#)
  - all legislation relating to smart cards, including the Transport Operations (Passenger Transport) Act 1994: and, if the cardholder or authorised user fails to comply with the above, the cardholder indemnifies TransLink for any and all loss, damage, costs and/or expenses incurred by TransLink as a result of such failure.
3. The STAS period is defined as gazetted Queensland state school days up until 7pm
4. The concession period is defined as gazetted Queensland state school days after 7pm as well as all day during both weekends and public holidays
5. The Queensland Rail STAS go card may be used for travel on a designated TransLink service, provided that:
  - the service is equipped with an operational card reader
  - during the STAS period travel is only taken on a Queensland Rail service between the stations designated on the STAS holder's STAS application
  - the Queensland Rail STAS go card has a sufficient balance to commence a journey when travelling outside of the STAS period
  - the Queensland Rail STAS go card has not expired, or been cancelled or blocked.
6. The *Queensland Rail STAS go card* must be touched to a card reader at the start and finish of travel on a TransLink service, to obtain a response from the card reader indicating that the *Queensland Rail STAS go card* has been read successfully. The number of *Queensland Rail STAS go cards* used for each trip must equal the number of cardholders travelling.
7. The cardholder will be liable for all fares, fees and charges incurred by the use of the *Queensland Rail STAS go card* by any person until the *Queensland Rail STAS go card* is cancelled. Fares, fees and charges relating to *Queensland Rail STAS go cards* are outlined in the go card user guide.
8. TransLink will deduct a fixed amount from the *Queensland Rail STAS go card* every time the card is touched on at the start of travel on a TransLink service outside of the STAS period. When the card is touched off at the end of travel on a TransLink service

outside of the STAS period, the correct fare is calculated and the cardholder's *Queensland Rail STAS go* card balance is adjusted accordingly.

9. If the cardholder fails to touch on at the start of travel or touch off at the end of travel on a TransLink service, the correct fare cannot be calculated and the fixed amount will remain deducted from the card balance and the cardholder forfeits any right to have the *Queensland Rail STAS go* card balance adjusted to reflect the correct fare for that journey, except in accordance with the 'Balance adjustments' section of the *go* card user guide.
10. The *Queensland Rail STAS go* card must only be used by the authorised user.
11. The *Queensland Rail STAS go* card remains the property of TransLink and the card must be produced for inspection or surrendered to TransLink upon request.
12. TransLink may block, cancel or retain the *Queensland Rail STAS go* card in accordance with the *go* card guide to balance transfers and refunds.
13. Where the *Queensland Rail STAS go* card has expired or been inactive for a period of 5 years, any remaining balance on the card is returned to TransLink. The cardholder authorises TransLink to transfer the remaining card balance to TransLink's account in accordance with the *go* card guide to balance transfers and refunds. The cardholder may claim the balance at any time provided the *Queensland Rail STAS go* card was registered.
14. The cardholder acknowledges and agrees that interest does not accrue on the card balance or deposit held on the *Queensland Rail STAS go* card.
15. The cardholder may apply for a refund on the card in accordance with the *go* card guide to balance transfers and refunds.
16. The cardholder acknowledges that in the event that an incorrect amount has been applied to a *Queensland Rail STAS go* card, TransLink reserves the right to recall any overpayment without notice to, or consent of the cardholder.
17. The *go* card user guide and the *go* card guide to balance transfers and refunds are published on the TransLink website [translink.com.au](http://translink.com.au). A copy of the guide is also available by calling TransLink on 13 12 30.
18. TransLink may change these terms and conditions and related material (such as the TransLink *go* card user guide and the *go* card guide to balance transfers and refunds) at its discretion. Any update to the terms and conditions and/or related material will be published on the TransLink website at [translink.com.au](http://translink.com.au), or available by calling TransLink on 13 12 30. TransLink will endeavour to advertise changes to these terms and conditions before they commence.
19. The cardholder must only access the cardholder's *Queensland Rail STAS go* card account, including travel information, address and contact information, balances and credit card account information, through ordinary use of the [translink.com.au](http://translink.com.au) website by methods purposely made available on this website. The cardholder must not enable or permit any other person, electronic application or system to access the

information, including, by entering the cardholder's user name and password into such an application or system.

20. You can use your *Queensland Rail STAS go* card on all TransLink bus, train, ferry and tram services during the concession period as defined.
21. There is no frequent user scheme on the *Queensland Rail STAS go* card.
22. The cardholder permits TransLink to take any reasonable measures to ensure the card is only used for approved travel during the STAS period
23. If the *STAS go* card is being used for unauthorised travel during the STAS period, a warning notice may be issued to the cardholder. If there is further unauthorised travel, TransLink reserve the right to cancel and/or confiscate the *Queensland Rail STAS go* card.
24. In the event that a *STAS go* card is lost, stolen or misplaced, there are no provisions for an adjustment or refund of fares charged whilst awaiting a replacement *STAS go* card.

### **Auto top-up agreement**

I/we agree that I/we:

- will comply with the auto top-up agreement
- authorise my/our financial institution to release information to TransLink to verify the details of the nominated credit card account and auto top-up amount
- accept liability for all transactions made by the use of the *Queensland Rail STAS go* card by any person, whether or not with my/our knowledge or consent until such time as auto top-up is terminated in accordance with the auto top-up agreement
- will ensure that the nominated credit card account is valid and has available credit to enable auto top-up transactions at all times
- accept liability for any fees incurred from my/our financial institution in the event that there is insufficient credit in the nominated credit card account at the time an auto top-up transaction is triggered
- will notify TransLink promptly of any change in any details supplied through the electronic application including the name(s), address and telephone number of the account holder(s), requests for alteration of credit card arrangements or stopping or cancelling auto top-up by contacting TransLink on 13 12 30, or visiting the TransLink website. Any change to the credit card account details including closure of the credit card account or the use of a new credit card account must be notified to TransLink by calling 13 12 30 or visiting the TransLink website ([translink.com.au](http://translink.com.au)).
- authorise TransLink to record and use the information in accordance with the TransLink privacy statement
- acknowledge that I/we have no right to any interest earned on the card balance or deposit held on the *Queensland Rail STAS go* card.

### Activation of auto top-up

- When auto top-up is activated, the first auto top-up amount will be deducted from the nominated credit card immediately regardless of the balance on *Queensland Rail STAS go* card.
- TransLink will not be obliged to process any auto top-up transactions from a new or changed credit card account until expiry of 5 business days from receiving written notification of the new or changed account.
- TransLink will transfer your auto top-up amount, whenever the card balance on the nominated *Queensland Rail STAS go* card falls below \$5.
- When the card balance falls below \$5 the nominated *Queensland Rail STAS go* card needs to be touched on before the auto top-up amount will be added to the card balance.

### Termination of auto top-up agreement

- The credit card holder(s) can request TransLink to terminate auto top-up at any time by notifying TransLink in writing, by calling 13 12 30 or visiting the TransLink website.
- Where TransLink receives notification to terminate auto top-up, termination will occur within 3 business days of receipt of that notification.
- TransLink may terminate auto top-up immediately in the event that:
  - there is a breach of this auto top-up agreement by the account holder(s);
  - payment of monies is not received by TransLink for any auto top-up transactions pursuant to this agreement; or
  - the nominated credit card account is no longer valid.
- The card holder(s) acknowledge that the credit card holder may request TransLink to terminate auto top-up at any time by notifying TransLink in writing, by calling 13 12 30, or visiting the TransLink website.
- Where auto top-up is terminated by TransLink at the request of the credit card holder, the card holder(s) will be liable for all transactions made by use of the *Queensland Rail STAS go* card up to the date and time of termination.

### Insufficient funds in account

- If at the time an auto top-up transaction is triggered, there are insufficient funds in the credit card account nominated in the electronic application, the auto top-up transaction may be rejected by your financial institution and a fee may be charged to your credit card account by your financial institution. TransLink will treat the payment as if it was never made. If TransLink incurs any costs, bank fees or charges as a result of a dishonoured auto top-up transaction, these fees may be passed on to the credit card holder as a charge.

### Transactions on weekends & public holidays

- If an auto top-up transaction is triggered on a weekend or public holiday, the auto top-up amount will be available on your *Queensland Rail STAS go* card immediately. The transaction should appear on your credit card account on the next working day. Please note, this may vary slightly depending on your financial institutions processing arrangements.

### Failure to receive payment

- If TransLink fails to receive payment in respect of an auto top-up transaction, TransLink may:
  - recover from the credit card account holder(s) any monies payable by the credit card account holder(s) to TransLink;
  - deduct or set-off any monies payable by the credit card account holder(s) to TransLink from the balance of any *Queensland Rail STAS go* card issued to or held by the credit card account holder(s); or
  - suspend or terminate auto top-up and/or any or all *Queensland Rail STAS go* card linked to the primary card holder for such period as determined by TransLink.

### Notification of errors

- If you believe there has been an error in debiting your credit card account, contact TransLink on 13 12 30 as soon as possible so that your query can be investigated in a timely manner.
- If you believe there has been an auto top-up transaction to your credit card that you have not approved, contact your financial institution immediately.

### Availability of credit cards

- Only Visa and MasterCard credit cards are acceptable methods of payment for auto-top up.

### Changes to auto top-up agreement

- TransLink may change the terms and conditions of this auto top-up agreement and related material at its discretion. Updated terms and conditions of the auto top-up agreement and related materials will be published on the TransLink website [translink.com.au](http://translink.com.au), and are also available by calling TransLink on 13 12 30.

### Third party *Queensland Rail STAS go* card applications

You should only access your *Queensland Rail STAS go* card account via the methods provided on the TransLink website.

There are third party applications available on the internet that offer to display *Queensland Rail STAS go* card account balances and other *Queensland Rail STAS go* card information.

Currently these products are not endorsed or able to be endorsed by TransLink.

Customers who provide their *Queensland Rail STAS go* card details to non-TransLink third party applications or non-endorsed services are breaching the [Queensland Rail STAS go card terms and conditions](#).

This policy is to ensure your personal data is kept secure.

Please see the [Stay Smart Online website](#) for more tips on internet security and keeping your personal information safe.