

qconnect conditions of travel

Travel is only permitted on *qconnect* bus services with a valid *qconnect* paper ticket or valid travel pass.

All *qconnect* ticketing products remain the property of the operator and are not transferable from one customer to another, unless otherwise stated.

The following are examples of passenger conduct which may constitute a breach of an offence provision under the *Transport Operations (Passenger Transport) Act 1994* or the *Transport Operations (Passenger Transport) Regulation 2018*, and to which penalties will apply. This list is not exhaustive and other conditions apply.

- A passenger must be in possession of a valid ticket for the entire journey.
- A passenger must not evade or attempt to evade paying the required fare for the intended journey.
- A concession ticket holder must be in possession of proof of entitlement to a concession, for example a valid concession card, or concession sticker.
- A passenger must produce a ticket and/or proof of entitlement to a concession when requested to do so by a driver, or an Authorised Person.
- A person must supply the person's name, address and age to an Authorised Person when requested where the person is committing or reasonably suspected of committing an offence.
- A person must produce proof of concession entitlement to purchase a ticket at a concession rate.

Passengers must not:

- create a nuisance or disturbance on a public passenger vehicle
- interfere with a public passenger vehicle, service equipment or a public passenger service
- smoke (including electronic cigarettes) on/in a public passenger vehicle or on/at public passenger infrastructure including public transport waiting points
- obstruct an Authorised Person in the exercise of a power
- consume food or drink on a public passenger vehicle
- bring animals on a public passenger vehicle, unless it is an appropriately trained guide, hearing or assistance animal
- play musical instruments or operate sound equipment on a public passenger vehicle at a level which is likely to cause a nuisance or discomfort to other passengers on a public passenger vehicle
- place their feet on seats or occupy more than one seat
- bring on to vehicles excessive amounts of luggage
- put anything in the aisles of a public passenger vehicle that is likely to cause an obstruction or injury to someone
- spit on a public passenger vehicle and public transport infrastructure.

Please note: the examples above apply to most public transport infrastructure.