

# FREQUENTLY ASKED QUESTIONS

July 2014

## What is the *SEEQ* card?

The *SEEQ* card is a convenient way for tourists to explore South East Queensland using TransLink's network of bus, train, ferry and tram services.

It is a time-based smart card that provides travel on any TransLink service for a 3 or 5 day consecutive period across all 23 zones of the TransLink network.

*SEEQ* cardholders also have access to over \$700 worth of offers and discounts at key tourist attractions, accommodation providers, restaurants and more.

As a time-based product, there is no need for you to be familiar with TransLink's zone system or to understand the difference between a journey and trip.

## Who can use *SEEQ* card?

*SEEQ* card can be purchased by anyone visiting South East Queensland who wants to conveniently discover the best of South East Queensland's tourism offerings using the TransLink bus, train, ferry and tram network from Gympie in the north, to Coolangatta in the South and west to Helidon.

## Where to buy the *SEEQ* card?

The *SEEQ* card can be purchased on arrival at selected South East Queensland retailers, staffed Queensland Rail station ticket offices, plus Airtrain stations. A full list of locations is available online at [translink.com.au](http://translink.com.au)

*SEEQ* card can also be purchased in advance online through [translink.com.au](http://translink.com.au)

## How much does the *SEEQ* card cost?

You can purchase adult and child *SEEQ* cards at the following prices:

	Adult	Child*
3 day pass	\$79	\$40
5 day pass	\$129	\$65

\* A child *SEEQ* card can only be purchased for a child aged 5 to 14 years inclusive.

## Can I purchase one *SEEQ* card for my whole family to use?

No, every person aged 5 years or more must hold their own card. The card is not transferrable.

## Where can I use my *SEEQ* card?

A *SEEQ* card can be used to travel on all TransLink bus, train, ferry and tram services in South East Queensland. It can also be used for up to 2 journeys on Airtrain services to and from the Brisbane Domestic and International Airport Terminals.

*SEEQ* card also entitles you to obtain special offers and discounts from over 60 participating businesses. For a full list of *SEEQ* card offers visit [translink.com.au](http://translink.com.au).

## How do I use my *SEEQ* card to travel?

You must always touch on and touch off with your *SEEQ* card.

As you board a bus, ferry, enter a train or tram station or platform, you will need to touch your *SEEQ* card flat to the card reader. Only remove your card when you see a green or amber light and a beep is sounded. This will signal you have used your card correctly.

## How do I use my *SEEQ* card to redeem my offers and discounts?

You have 12 months from the date of purchase to redeem your *SEEQ* special offers. The expiry date for your unique offers is written on the card when you purchase it.

To redeem an offer from a *SEEQ* card participating business, you will need to show your *SEEQ* card when you book or pay for your service. If you do not show your *SEEQ* card you may not be able to redeem the offer or saving.

If the expiry date has been removed you will be unable to redeem any of your *SEEQ* offers.

# FREQUENTLY ASKED QUESTIONS

July 2014

## What is the difference between a *SEEQ* card and a standard *go* card?

A *SEEQ* card uses the same system as a standard *go* card but it is a time-based product. It offers travel across all 23 TransLink zones for 3 or 5 consecutive days so there is no need for you to be familiar with TransLink's zone system or to understand the difference between a journey and trip.

*SEEQ* card also entitles you to obtain special offers and discounts from over 80 participating businesses. For a full list of *SEEQ* card offers visit [translink.com.au](http://translink.com.au). These value adds are not available with a standard *go* card. For more information about *go* card visit [translink.com.au/go-card](http://translink.com.au/go-card).

The terms and conditions that apply to a *SEEQ* card are available at [translink.com.au](http://translink.com.au).

## Are student or senior discounts available for *SEEQ* cards?

*SEEQ* cards are only available as adult and child cards.

There are no concessionary rates for senior citizens who reside outside of Australia or for students who reside outside of Queensland.

Australian residents may be eligible for Senior and Concession fares by purchasing a *go* card. Please visit [www.translink.com.au/tickets-and-fares/go-card/types-of-go-card](http://www.translink.com.au/tickets-and-fares/go-card/types-of-go-card) for full details on child, senior and concession card eligibility.

## How long is my card valid?

Your *SEEQ* card is valid for 3 or 5 consecutive calendar days from the first time you touch on to a TransLink service.

This means if you first touch on to a TransLink service on Friday with your 3 day *SEEQ* card it will expire on the last Sunday service. Or if you purchase a 5 day *SEEQ* card and first touch on to a TransLink Service on Monday your card will expire on the last Friday service.

## Does my *SEEQ* card expire?

Yes, your *SEEQ* card will expire 12 months after the date of purchase. All travel using *SEEQ* card must be completed before the card expires as the expiry date cannot be reset.

An expired *SEEQ* card is not valid for travel on TransLink services. If your *SEEQ* card has expired and you wish to continue to use public transport you must buy an additional *SEEQ* card, a single one-way paper ticket or a *go* card.

## How much can I save with *SEEQ*?

You can save over \$700 in value by using the offers provided by our card participating businesses. These include offers and discounts at accommodation, dining and other attractions in South East Queensland.

## Can I keep my *SEEQ* card and use it the next time I return to South East Queensland?

You can keep your *SEEQ* card as a souvenir of your visit to South East Queensland but you will not be able to use the same *SEEQ* card for travel after 3 or 5 days use or once it has expired.

## Can I use the *SEEQ* card SPECIAL offers after my card has expired for travel?

Yes. You have 12 months from the date of purchase to redeem your *SEEQ* special offers. The expiry date for your special offers is written on the card when you purchase it.

If the expiry date has been removed you will be unable to redeem any of your *SEEQ* offers.

## My *SEEQ* card does not work. What should I do?

If your card is damaged or faulty, ask an authorised staff member for help or call TransLink on **13 12 30** anytime.

## Can I add money to my *SEEQ* card?

No, additional money can not be added to your *SEEQ* card. Your *SEEQ* card is only valid for use during the 3 or 5 consecutive days following your first touch on to a TransLink service.

## Can I order online and pick up MY *SEEQ* card when I arrive in South East Queensland?

No, *SEEQ* cards are only available online or at selected South East Queensland retailers or staffed

# FREQUENTLY ASKED QUESTIONS

July 2014

Queensland Rail stations. When you purchase your *SEEQ* card online it will be delivered to the address you nominate.

## Will I be able to order my *SEEQ* card by phone?

No, at this stage you can only purchase your *SEEQ* card online, at selected South East Queensland retailers and staffed Queensland Rail stations.

## If I purchase my *SEEQ* card online when will I receive my order?

The delivery depends on the shipping method you choose at time of purchase. Delivery times are an estimate only and are provided by Australia Post. An estimate of the product delivery time will be provided to you at time of purchase.

## Can my *SEEQ* card be delivered to a PO Box?

Yes, *SEEQ* cards purchased online can be delivered to a PO Box.

Where possible TransLink uses the Australia Post Express service network for both domestic and international deliveries. International customers can check to see if they're country is one of over 200 countries available for delivery by visiting the Australia Post website.

Please note: all deliveries will take place during business hours.

## How much are the postage and handling costs for *SEEQ* cards ordered online?

Postage and handling costs will be advised at time of purchase and will depend on the delivery location.

## How can I pay for my *SEEQ* card?

*SEEQ* cards can be purchased online with Visa or Mastercard through our secure payment facility.

If you are purchasing your *SEEQ* card from a selected South East Queensland retailer you will also be able to pay using cash or EFTPOS.

## Is my information SECURE when purchasing a *SEEQ* card online?

Yes, our payment facility is secure when you purchase your *SEEQ* card online with Visa or Mastercard.

## How do I get a refund?

*SEEQ* card is non-refundable if you change your mind. However, if your card is not working correctly because it is faulty you will need to call TransLink on **13 12 30**.

If your *SEEQ* card was purchased online, but not delivered within the expected timeframes please contact [onlinesales@translink.com.au](mailto:onlinesales@translink.com.au).