

# Conditions of Carriage

for travel on Metlink services



These Conditions of Carriage, and the terms and conditions specified on the Metlink website, apply to passengers travelling on Metlink services provided by Operators appointed by Greater Wellington Regional Council.

January 2026

<https://www.metlink.org.nz/about/legal/conditions-of-carriage/>

## Contents

1) Definitions .....	3
2) General Conditions .....	5
a) Binding conditions .....	5
b) Right of refusal.....	5
c) Our liabilities.....	6
d) Issuing of Infringement Notices.....	7
3) Our Services.....	7
a) Timetables .....	7
b) Vehicle capacity .....	8
c) Getting on and off our Vehicles .....	8
4) Safety, Security, and Privacy .....	8
a) Safety .....	8
b) Security.....	10
c) Privacy .....	10
5) Using a wheelchair or Mobility Aid on our Vehicles.....	11
6) Carriage of items or animals .....	11
a) Travelling with micro-mobility items .....	11
b) Travelling with luggage .....	12
c) Travelling with strollers, prams, and buggies.....	12
d) Travelling with animals .....	12
7) Travelling in large groups .....	13
8) Fares and tickets.....	13
9) Providing feedback .....	15
10) Supplementary information.....	17

## 1) Definitions

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

**“Accessible Concession”** is a Metlink concession for registered members of the Blind Low Vision NZ and Te Hunga Whaikaha Total Mobility Scheme.

**“Support Person”** is someone accompanying a disabled person who needs to travel with that person to facilitate their travel.

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

**“Conditions of Carriage”** means the conditions specified in this document as well as the terms and conditions specified on the Metlink website.

**“Community Connect Concession”** is a national concession available to people who are in the possession of a valid Community Services Card (CS Card).

**“Multi-passenger tag on”** is the ability to tag (pay for) multiple individuals onto a Vehicle using the Snapper card.

**“Free travel entitlement”** refers to the Tickets or certain conditions that are required to be met to access eligible public transport services at no cost.

**“Journey”** refers to travel between an origin and a destination which may involve one trip, or multiple linked trips on more than one Vehicle and may include a Ride.

**“Journey-based fare”** refers to the smartcard fares charged based on the number of zones between the first and last points at which a passenger tags on and off.

**“Metlink”** is the operating brand name of public transport services managed by Greater Wellington.

**“Mobility Aid”** refers to any mobility scooter or other personal mobility device in which a passenger remains seated and is self-propelled or electronically powered.

**“Missing Tag-Off Charge”** is applied when you fail to tag off your previous trip. The next time you tag on, you will receive a missing tag off charge.

**“Off-peak”** periods are as defined on the Metlink website in the fares and ticketing section (refer to section 10).

**“Operator”** refers to an operator appointed by us to provide public transport services under a Partnering Contract.

**“Period pass”** is a ticket that allows a user to travel for a defined period (e.g., day 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 passenger gains legal access to travel on public transport, and may include smartcards, single-trip tickets, multi-trip tickets, free transfers and period passes.

**“Partnering Contract”** refers to a contract between Greater Wellington and an Operator of rail or bus services entered into in accordance with the Public Transport Operating Model and the Land Transport Management Act 2003.

**“Snapper Card”** is a contactless smartcard issued by Snapper Services Limited that can be used for payment for travel on Metlink services in the Wellington Region on which Snapper payment is accepted.

**“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.

**“SuperGold Card”** is a discounts and concessions card for seniors and veterans issued by the Ministry for Social Development.

**“Ticket”** refers to a right to travel, which may be in the form of a paper Ticket (such as paper-based single-use tickets) or a validated smart card or other electronic means of payment, or SuperGold Card, and may also require proof of entitlement.

**“Ticketing Supplier”** refers to the provider of any ticketing and fare payment-related systems, technology and services (including providers of financial services) delivered to Greater Wellington under a direct contract or via a legal service agreement.

**“Te Hunga Whaikaha/Total Mobility Card”** refers to a smart card issued by Metlink for eligible customers enabling them to travel on a discounted fare on Metlink Vehicles or subsidised taxi services under the Te Hunga Whaikaha Total Mobility Scheme.

**“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, wheelchair access, or driving.

**“Transfer product”** means a ticket or smartcard functionality that allows Journey-based fare calculation (fare integration) or targeted application of discounted transfers to certain Journeys.

**“Trip”** refers to travel on one Vehicle between two locations and may include a Ride.

**“Vehicle”** is a reference to a Metlink bus or train, including, in the case of rail Vehicles, any bus replacing rail service, as applicable.

**“We”, “us”, “our”, “Metlink Staff”, or “Staff”** means Greater Wellington, or an Operator including employees or contractors of either Greater Wellington or an Operator.

**“Greater Wellington”** is also known as Greater Wellington Regional Council or legally known as Wellington Regional Council.

**“You” or “your”** means any passenger using a Vehicle or a passenger who is on premises that form part of the Metlink public transport network.

## 2) General Conditions

### a) Binding conditions

- i) These Conditions of Carriage form the basis of our contract with you if you travel with us, or you are on one of our Vehicles (including buses, trains, or ferries) or on any of our premises that form part of the Metlink public transport network.
- ii) When you choose to use the Metlink public transport network, services and premises; or pay a fare or purchase or use our tickets, you agree to, and are bound by these Conditions of Carriage as well as the terms and conditions specified on the Metlink website (refer to Section 10)).
- iii) Metlink Conditions of Carriage may change from time to time and are current as at the date shown on the cover. The most current version is available on the Metlink website (refer to section 10). Other documents and webpages referenced in these conditions may also change from time to time. For the most current version, refer to the Metlink website (refer to section 10) and use the search function to find the most up to date version.
- iv) In the event of any conflict between the Conditions of Carriage in this document and terms and conditions on Metlink website, the Conditions of Carriage in this document will take precedence.
- v) Metlink Staff are required to ensure that these conditions are adhered to and where relevant may exercise discretion in ensuring that these conditions are complied with on our behalf.

### b) Right of refusal

- i) If you do not comply with these Conditions of Carriage, the conditions as set out on your ticket, and any of the terms and conditions specified on the Metlink website (refer to Section 10)), we may cancel your Ticket and require you to leave our Vehicle or premises. If this happens, you will not be entitled to a refund.
- ii) Metlink Staff at their discretion may refuse allowing you to board our Vehicle or may require that you leave our Vehicle or premises, if they identify that:
  - You are doing or have done anything that is not permitted under these Conditions of Carriage
  - It is necessary for reasons of security or safety (of yours and/or others)
  - It is necessary due to your failure to observe our Staff instructions
  - It is necessary to prevent an illegal act
  - You do not have a valid Ticket for your Journey, or you have evaded or are attempting to evade a fare
  - You have previously evaded or attempted to evade a fare or been involved with vandalizing our Vehicles, premises, or equipment
  - Your conduct is considered inappropriate, harmful, likely to cause discomfort, or offensive, or you are abusive towards our Staff, or other passengers
  - Your conduct, age, physical state (including intoxication, impairment by drugs and level of hygiene) or the nature or condition of your luggage, may:
    - Require special assistance that our Staff are not able or required to provide
    - Cause inconvenience to, discomfort to or objection from other passengers

- Create a hazard or risk to you, other people, or property.
- iii) You must leave our Vehicle or premises (and take your belongings with you) when our Staff ask you to do so.
- iv) If you have caused any damage or loss to our Vehicles or premises, or caused injury, harm or discomfort to any person or their property, we may seek redress through appropriate legal channels.
- v) In some instances, you may be banned or trespassed from using our services for non-compliance with these Conditions of Carriage. If this happens, we will make reasonable endeavors to advise you of this decision and the reason why.

### c) Our liabilities

- i) We take our obligations under relevant consumer laws seriously and strive to meet the guarantees applicable to our services under the Consumer Guarantees Act 1993. These guarantees are that:
  - the transport service you receive will be carried out with reasonable care and skill; and
  - the transport service will be reasonably fit for its purpose.
- ii) If you are using our services for business purposes, you agree that the provisions of the Consumer Guarantees Act 1993 do not apply.
- iii) Subject to paragraph 2(c)(ii), nothing in these Conditions of Carriage affects any of our obligations or your rights under the Consumer Guarantees Act 1993.
- iv) You have rights of redress under the Consumer Guarantees Act 1993 if we have not met the applicable guarantees under the Consumer Guarantees Act 1993.
- v) Where we have failed to meet the applicable guarantees, in addition to your entitlement to a refund, we may be liable for any loss or damage incurred by you resulting from the failure to comply so long as that loss or damage was reasonably foreseeable.
- vi) Under the Consumer Guarantees Act 1993 you may have the right to a partial or full fare refund in relation to unplanned service disruptions unless the service disruption was due to:
  - causes beyond our control; or
  - an act, default, omission, or representation made by a party other than us or our agents.
- vii) We will consider your request for a fare refund in relation to a service disruption where we have not met the guarantees applicable to our transport services. If you believe you are entitled to a refund, you may contact Metlink via the contact us page on our website (refer to Section 10), email: [info@metlink.org.nz](mailto:info@metlink.org.nz), or phone: 0800 801 700.
- viii) Under the Contract and Commercial Law Act 2017, we may be liable for loss or damage to your property when you travel on our services that results from intentional conduct or the gross negligence of our Staff.
- ix) Other than as described in paragraphs in this section, we are not liable to you:
  - For indirect or consequential loss not directly caused by a service disruption (e.g., if we cancel an Airport Express service and you miss your flight, then the cost of that flight is not a direct loss and will not be repaid by us)
  - For any losses, damages, costs, distress, or inconvenience from a Service Disruption subject to the conditions specified under Section 3

- For any losses, damage, costs, distress or inconvenience suffered by you or any other person, or loss or damage to any property
  - For any losses, damages, costs, distress or inconvenience if we:
    - refuse to allow you to enter and use our Vehicle, services, or premises
    - refuse to allow you to travel with any luggage or other item
    - if our services depart early, arrive late, are cancelled, miss stops, or terminate early.
  - x) We accept no liability for anything left on any of our Vehicles in any circumstances.
  - xi) You may let us know if you lose any property while travelling with us. Our process for claiming or returning any property found on our Vehicles is set out on our website (refer to Section 10)).
  - xii) Our Refund Policy is available on our website (refer to Section 10)).
- d) **Issuing of Infringement Notices**
- i) In addition to the actions outlined above in our right to refuse you, Metlink's Warranted Transport Officers may issue infringement notices to any person who fails to present a valid Ticket or proof of entitlement to travel. These notices may be issued under the authority of the Land Transport Amendment Act 2017 and may carry a financial penalty.
  - ii) Warranted Transport Officers are authorised to check Tickets and issue infringement notices of up to \$150 for fare evasion.

### 3) Our Services

#### a) Timetables

- i) Our timetables are published on our website (refer to Section 10)).
- ii) The service information shown in the timetables includes scheduled arrival and departure times and may change from time to time.
- iii) The scheduled arrival or departure times of services are displayed at various stations and stops across the network including on Real Time Information (RTI) signs, and printed timetables.
- iv) While we strive to operate reliable and punctual services according to our published timetables and provide accurate information about our services, departure and arrival times shown on our website, app, RTI signs, and on the printed timetables are not guaranteed.
- v) Our services may be disrupted and not run according to our published timetables. This may be due to planned or unplanned service disruptions.
- vi) Some service disruptions are planned in advance (planned service disruptions), for example disruptions to accommodate maintenance work, certain road closures, or diversions.
- vii) Unplanned service disruptions may be caused by events that are outside our control. Examples of causes outside of our control include adverse weather conditions; tides; traffic conditions; the condition of road and rail infrastructure; accidents; mechanical, electrical or communications failures; safety concerns; power failures; fuel shortages; disasters; protests/demonstrations; emergencies, and industrial action.

viii) If there is a service disruption (planned or unplanned), we will do our best to:

- tell you the reason for disruption,
  - keep you informed about service changes during your Journey; and
  - provide information about disruptions and service changes via our communication channels.
- ix) During a service disruption, we may use a different Vehicle, change timetables or routes, or stop or cancel services.
- x) If the service disruption is unplanned, we may respond to the disruption without giving you advance notice about the required changes.
- xi) Regardless of whether any service disruption is within our control, we will strive to remedy the disruption within a reasonable time where appropriate, including by commissioning replacement services.
- xii) Where we provide replacement services, we will do our best to ensure that:
- they depart from and stop at or as close to the scheduled stops as is lawful and safe; and
  - run as close as reasonably practicable to the scheduled departure and arrival times.
- xiii) However, we may not always be able to deliver the replacement services according to the scheduled timetable or at or close to the scheduled stops or stations.

**b) Vehicle capacity**

- i) We endeavour to provide appropriate Vehicle capacity on our services, but there may be occasions when a Vehicle reaches the passenger limit. If this occurs, you may be refused entry to board the Vehicle, and in some cases, it may not stop to pick up waiting passengers.
- ii) Replacement services may be provided using a different type of Vehicle or a Vehicle with different capacities allowed for loading and carrying passengers, cycles, or luggage on board.

**c) Getting on and off our Vehicles**

- i) You must ensure that you are clearly visible to the driver at your bus stop or pick up point.
- ii) You must get on and off our Vehicle only at designated bus stops, train stations, ferry wharves or pick up points unless otherwise stated for “hail and ride” services.
- iii) If there are passengers waiting to get off a Vehicle, you must let the existing passengers get off before you get on the Vehicle.
- iv) You must not stand on the steps or in any area marked as “no standing area” on our Vehicles (e.g., beside the driver or on the Vehicle’s staircase) while the Vehicle is moving.
- v) All passengers must use the front door of a public bus to get on the bus, however, may leave the bus via the front or back door.

## 4) Safety, Security, and Privacy

**a) Safety**

- i) To ensure all Metlink passengers travel comfortably and safely, you are encouraged to:



- Be courteous to fellow passengers and our Staff
  - Sit down if a seat is available
  - Offer your seat to someone who may need it more than you, for example, older people, pregnant people, people with a disability, people who have mobility difficulties, or other people that may be considered vulnerable
  - Avoid placing bags or other items on seats at times when seating is limited, particularly during peak times
  - Only play music using headphones, and at a volume that does not disturb other passengers or our Staff on-board the Vehicle.
  - Take your rubbish and belongings with you when you leave the Vehicle
  - Move as far as can be reasonably expected towards the back of the bus when you are standing.
- ii) When using our services or premises, you must obey all notices and co-operate with and follow all instructions from our Staff.
- iii) We encourage you to interact positively with our Staff. However, we ask you to consider minimising contact where the Staff member could be distracted from completing their duties safely or efficiently. This includes situations such as conversing with the bus driver while the bus is moving.
- iv) If there are no seats available or you choose to stand, we strongly recommend that you hold onto a fixed object such as a pole, seat-back or strap while the Vehicle is moving. You must not stand or position yourself:
- Where you might obstruct others from entering or exiting the Vehicle
  - On the upper deck or staircase of a double-deck bus
  - In any area marked as a “no standing” area
  - In any area that is likely to cause any health or safety risk to yourself, other passengers, or our Staff.
- v) If you are sitting on a seat in a wheelchair space, pram storage area, or cycle storage area, you must vacate the seat if the space or area is needed for a wheelchair, pram or cycle, as these areas are specifically designed for these purposes. Similarly, you must remove scooters, skateboards and similar devices from these areas if the space is needed for a wheelchair, pram or cycle.
- vi) The following activities or behaviours are not allowed on our Vehicles:
- Distracting or obstructing our Staff including the driver
  - Interfering with any unauthorised equipment on the Vehicle
  - Using emergency equipment or emergency exits, except in an emergency
  - Putting feet or footwear on Vehicle seats
  - Using offensive language
  - Smoking or using e-cigarettes or other similar “vaping” devices
  - Damaging, soiling, littering or misusing any part of the Vehicle
  - Throwing anything in to or out from the Vehicle

- Doing anything illegal
  - Distributing anything, offering anything for sale or collecting for charity
  - Doing anything which endangers or causes discomfort or offence to any other person.
- vii) You may eat or drink on our Vehicles so long as drinks/liquids are in a container with a lid to prevent spillage, and food must be cold and not cause discomfort to passengers or our Staff. You are expected to clean up any mess you make and take any rubbish with you from this consumption. Passengers experiencing health or medical related issues requiring food or drink may be exempt to this condition at the discretion of our Staff.
- viii) If another passenger is not complying with these conditions, you may tell one of our Staff. At their discretion, our Staff may advise the passenger what they need to do to comply or take other appropriate action.
- ix) Where able to do so, you must inform Metlink Staff immediately if you become unwell or injure yourself getting on or off or travelling on our Vehicles. However, you also may report this to us later via our website (refer to section 10).
- x) In some instances, Metlink may be required under public health direction to advise passengers on other public health measures that are recommended or required to travel on our Vehicles or use our services or premises.

## b) Security

- i) You must not carry onto our Vehicles or pack in any luggage any dangerous articles or hazardous substances, including but not limited to firearms, compression gases, corrosives, explosives, flammable liquids, and/or solids, radioactive materials, oxidising materials, poisons, noxious, illegal, and infectious substances.
- ii) The exception to carrying any of these is where it can be proved that the item or items you carry is or are safely stored or contained in accordance with the relevant legislation, and/or follows any guidance set out for how it should be carried on public transport. It is at Staff discretion to judge whether this exception will apply and the item(s) you are carrying are safe and secure enough to be carried on board.
- iii) You may not get on any of our Vehicles wearing (or wear while travelling) any motorcycle helmet, ski mask or any type of headgear which conceals your face unless you are wearing the headgear for religious, medical, or public health reasons.
- iv) If you notice any suspicious activity or unattended luggage on our Vehicles or within our premises, please let our Staff know as soon as possible.

## c) Privacy

- i) By using our services or premises, you agree to Greater Wellington's Privacy Statement, and the Public Transport Group Camera Surveillance Policy both of which are published on our website (refer to section 10).
- ii) If you wish to film or photograph while on any of our Vehicles or premises other than for personal use, you must seek prior written permission from us by contacting Metlink via the contact us page on our website (refer to Section 10), email: [info@metlink.org.nz](mailto:info@metlink.org.nz), or phone: 0800 801 700.
- iii) We discourage filming or photographing for personal use whilst on any of our Vehicles or premises where the footage collected includes passengers and/or our Staff where their

consent to be filmed or photographed has not been given.

## 5) Using a wheelchair or Mobility Aid on our Vehicles

- i) We are committed to making public transport an easy and convenient experience for disabled people. Information about the services available on our Vehicles, as well as Metlink's Accessibility Charter and the associated Action plan is available on our website (refer to section 10)).
- ii) Space is limited, so wheelchairs or Mobility Aids are accepted on a first-come, first-served basis as capacity allows.
- iii) If you use a wheelchair or Mobility Aid while travelling with us, you must comply with the requirements identified in our Accessibility Guide (refer to section 10)).
- iv) Once your wheelchair or Mobility Aid is in the wheelchair area on our Vehicles, the brakes must be applied, and the power must be switched off (if applicable).
- v) Most Metlink bus services are wheelchair accessible. However, dimension and weight conditions apply, and wheelchair users who can't board buses without help must have their own Support Person who can assist them with boarding as our Staff are not required to assist people to board.
- vi) Some Mobility Aids are not allowed on Metlink buses due to their size and weight. At times, a Metlink branded bus may not be available for bus replacement services. Some bus replacement services will not be accessible for wheelchairs or Mobility Aids.
- vii) For guidance on specifications on what wheelchairs, mobility scooters, and larger style pushchairs may be carried refer to our website (refer to section 10).
- viii) Transport mobility devices, including powered mobility scooters and Segway's, that exceed dimensions and weight restrictions set out on the website (refer to section 10) are not classed as a wheelchair and may not be able to be carried due to their dimensions and restricted maneuverability.
- ix) All Metlink train services are accessible to wheelchairs and Mobility Aids, with given parking areas and securing belts. Note that:
- x) In some situations, wheelchair users need to have a Support Person.
- xi) Some stations may be inaccessible or challenging to access with wheelchairs and Mobility Aids.
- xii) Dimension, weight and maneuverability conditions apply.
- xiii) Our Ferries are not wheelchair accessible and may not be able to accommodate all mobility aids similar to this.
- xiv) The ability to safely carry or accommodate any of these items is at the discretion of Staff on board the service.

## 6) Carriage of items or animals

### a) Travelling with micro-mobility items

- i) Except as set out in section 2(c), we are not liable for loss or damage to cycles, scooters, skateboards, or similar micro-mobility equipment that you wish to travel with.

- ii) Cycles, scooters, roller skates, skateboards and other micro-mobility or similar equipment may generally be carried on our Vehicles, so long as they:
  - Do not unduly interfere with other customers
  - Are not used, operated, or worn whilst on board our Vehicles
  - Are not likely to cause injury to anyone or damage to any property
  - Comply with our vehicle capacity requirements as set out on our website (refer to section 10).
- iii) If you wish to travel with a cycle, scooter, skateboard or similar equipment on any of our Vehicles, check the Metlink guidelines to find out where and when that is possible (refer to section 10).

**b) Travelling with luggage**

- i) Except as set out in section 2(c), we are not liable for loss or damage to luggage that you wish to travel with.
- ii) You must follow all instructions given by our Staff in relation to items you brought onto our Vehicle. You are liable for any damage or loss caused by the luggage or other items you carry on-board our Vehicles or premises.
- iii) Luggage must not block any emergency exits or other passengers' access on or off the Vehicle or movement inside the Vehicle.
- iv) Our Staff may refuse to carry any item if the available space for luggage is already full, or which they believe to be:
  - Excessively large
  - Hazardous or otherwise likely to cause injury to anyone or damage to any property
  - Due to its nature or condition, likely to cause offence or discomfort to another passenger
  - Unaccompanied luggage.

**c) Travelling with strollers, prams, and buggies**

- i) Except as set out in section 2(c), we are not liable for loss or damage to strollers, prams, and buggies that you wish to travel with.
- ii) Our Vehicles have different capacities for carrying strollers, prams, and buggies. Check the Metlink guidelines (refer to section 10) to confirm the capacity for prams on the Vehicles that you will be using on your Journey. If you want to bring one of these on our Vehicles, you must comply with those guidelines.

**d) Travelling with animals**

- i) Except as set out in section 2(c), we are not liable for injury or harm to your domestic pet or disability assist dog that you wish to travel with.
- ii) You may travel on our Vehicles with your certified disability assist dog (as defined in the Dog Control Act 1996).
- iii) Domestic pets are allowed to travel on our Vehicles subject to the guidance set out on our website (refer to section 10)).
- iv) You must comply with reasonable instructions from our Staff about your disability assist dog or domestic pet.

- v) Passengers travelling with domestic pets are responsible for those pets, and other passengers' safety and must keep their pets under control while they are on our premises or getting on or off or travelling on our Vehicles.
- vi) You may be refused entry to board the Vehicle or asked to leave the Vehicle with your domestic pet if the Vehicle is crowded; or, if in our Staffs opinion, the animal is causing or likely to cause a safety risk or nuisance to other customers.
- vii) Passengers travelling with domestic pets must travel during off-peak periods only.

## 7) Travelling in large groups

- i) RAIL: If you wish to travel as part of a group of 10 or more people, we require 10 working days' advance notice of your travel plans. Please call Metlink rail ticketing Staff on 04 462 1546 during business hours or email: [ticketing@transdevnz.co.nz](mailto:ticketing@transdevnz.co.nz). If we are not adequately notified, we may not be able to accommodate your group and may refuse entry to some or all of your group on the service that you wish to use. Nevertheless, there is no guarantee that we will be able to accommodate your group, even if you do advise us in advance.
- ii) BUS: We encourage larger groups to travel during off-peak periods. This is to minimise the possibility that we may not be able to accommodate your group and may refuse entry to some or all of your group on the service that you wish to use.
- iii) FERRY: Groups of ten or more are encouraged to contact East by West so we can assist with your travel requirements. This allows us to prepare to handle a group travelling together in a way to avoid potential service impact, and to manage payment.
- iv) Large school groups (10 or more students) must be supervised by responsible adults.

## 8) Fares and tickets

- i) By using our services or premises, you agree to the Terms and Conditions of our fares and tickets published on our website in the links provided in section 10).
- ii) Information about Metlink fares including how fares are calculated, fare zones, fare types, concessions, Ticket prices and how and where Metlink tickets can be bought are set out on the Metlink website (refer to section 10)).
- iii) Metlink offer a range of discounted fares and travel concessions. Not all concessions are available on all services. Concessions and discounts are available for eligible groups subject to the Terms and Conditions set out on our website (refer to section 10)).
- iv) Unless otherwise stated for a discounted or free travel entitlement, if you are travelling on a concession fare you must present to Staff a valid Ticket and proof of entitlement to the concession every time you board a Vehicle or whenever requested to show your Ticket during your Journey. If you do not, you may have to pay the required fare or leave the Vehicle.
- v) Children under 5 years old must be accompanied by a passenger who is at least 10 years old.
- vi) Each Ticket and Concession is valid under its own Terms and Conditions as specified on paper tickets, the Metlink website (refer to section 10) or our ticketing suppliers' website, and these conditions.

- vii) SCHOOL BUS SERVICES: Metlink School bus services may only be used by passengers travelling on a Child Concession fare. The exception to this is when Metlink, at its sole discretion, gives written permission for an adult to travel on a school bus service. This is generally only given for a specific purpose and/or timeframe.
- viii) Metlink reserves the right to change fare levels, or the prices, or Terms and Conditions of any Ticket including their validity for any or all parts of the Metlink public transport network.
- ix) Changes to the availability and conditions of any Ticket, and relevant transition guidance, will be communicated via all our communication channels.
- x) You must have a valid Ticket or proof of entitlement to travel on our services.
- xi) Unless a Ticket allows more than one person to travel together on a Ticket, each person getting on a service must either use their own Snapper Card or where applicable, pay for the Trip with another valid payment method.
- xii) You must keep your Ticket safe, undamaged and unaltered for the whole of your Journey and present it on request for validation by our Staff. Otherwise, you may have to pay another fare or be asked to leave the Vehicle. You will not be eligible for a refund should you later find a missing Ticket.
- xiii) You must pay the correct fare for your entire Journey in accordance with the Metlink fare schedule, the conditions of use printed on tickets and specified on the Metlink website (refer to section 10)) and these Conditions of Carriage.
- xiv) You may not travel on a Vehicle beyond the point for which you have paid a fare or beyond the time for which your Ticket is valid, or otherwise evade or attempt to evade paying the fare for your Journey. If you continue to travel, you may be requested to pay another fare or to leave the Vehicle.
- xv) Metlink tickets are subject to the Metlink Refund Policy (refer to section 10)) and are non-refundable unless otherwise specified on the Metlink website (refer to section 10)) or on the back of paper tickets.
- xvi) For a limited period (including during planned changes to fares and/or tickets) paper tickets may be issued with a mark (e.g. a stamp) that shows an expiry date or any other changes to the Terms and Conditions of the ticket required for the planned change.
- xvii) When using a Snapper Card, you are subject to the Terms and Conditions set out by Snapper on their website.
- xviii) Cash payment may not be available on some services. EFTPOS facilities are not available on our Vehicles unless otherwise specified for the service.
- xix) You may buy a cash or prepaid Ticket for another person or give your Ticket to another person. In either case, the new holder will be the lawful holder, and will be bound by these conditions, any conditions of use specified on paper tickets, and the Metlink website (refer to section 10).
- xx) Where you wish to pay by cash, it is preferred that you pay the exact amount. Bus drivers have a limited cash float and may not be able to provide change. If correct change cannot be given, you may still travel with us but the driver will hold your cash and should issue you a “discretionary ticket”. If this occurs, you will need to approach the driver before disembarking the bus to check if the correct change has become available. If the correct change is still not available when you check back with the driver, the driver will return

your original cash tendered in exchange for your discretionary ticket and you may leave the bus without paying. Your details may be recorded as part of this process, and we may follow up with you to recover the fare.

- xxi) If you are using a Snapper Card, the card must be loaded with a valid travel pass or a stored value of at least the minimum permissible fare amount for the Trip you wish to take at the first tag-on. Otherwise, you may not be able to use your card to travel with us and you may have to pay another fare or leave the Vehicle.
- xxii) When using a Snapper Card, you must validate your travel at the start of your Trip by tagging on, and at the end of your Trip by tagging off. If you do not tag off at the end of your Trip, a “Default fare” may be applied to your card.
- xxiii) “Default fares” are subject to the conditions specified on our Website (refer to section 10) and may vary for buses or rail trips and in the case of rail trips depending on where the Trip starts and direction of the trip.
- xxiv) When using a travel pass or a concession loaded on a Snapper Card, the pass or concession will not work if the Snapper card’s stored value has a negative balance.
- xxv) Journey-based fares are available on certain Metlink services when the fare is paid with a Snapper Card, subject to the Terms and Conditions specified on the Metlink website (refer to section 10).
- xxvi) Some Journey’s involving transfers between trains or between trains and buses replacing trains may require tagging on at the first stop or station and tagging off at the last stop or station of the Journey. The terms and conditions for transfers are set out on the Metlink website (refer to section 10).
- xxvii) Metlink may change fares or tickets or run certain initiatives or promotions which may be restricted to certain services, times, fare, and payment types and be subject to such terms and conditions as we advise through our communication channels.
- xxviii) Fares and concessions provided under national schemes are subject to the terms and conditions set under the scheme and availability of funding support from central Government.
- xxix) Failure to provide valid proof of payment for the Journey may result in being issued an infringement notice by a Warranted Transport Officer. For more information on fare enforcement and the role of Warranted Transport Officers, refer to the Metlink website (refer to section 10).

## 9) Providing feedback

- i) We welcome queries, suggestions, complaints, compliments, and other feedback as they help us to improve our services and to put things right when they have gone wrong. If you have any queries, suggestions, complaints, or other feedback you can contact Metlink via the contact us page on our website (refer to Section 10), email: [info@metlink.org.nz](mailto:info@metlink.org.nz), or phone: 0800 801 700.
- ii) In regard to any complaint you make about our services or other communication with us that requires investigation and/or resolution:
  - Your personal information may be passed on to a third party, if we consider it necessary to do so, for the purpose of resolving the issues you raise

- If you do not want your personal information to be passed on to a third party, you must specifically say this at the time of providing the information to us.



## 10) Supplementary information

Wherever the Metlink website is referred to throughout the Conditions of Carriage, a relevant link is provided below for ease of reference.

Home Page	<a href="https://www.metlink.org.nz/">https://www.metlink.org.nz/</a>
Timetables	<a href="https://www.metlink.org.nz/#timetables">https://www.metlink.org.nz/#timetables</a>
Alerts	<a href="https://www.metlink.org.nz/alerts/">https://www.metlink.org.nz/alerts/</a>
Contact Us	<a href="https://www.metlink.org.nz/contact-us">https://www.metlink.org.nz/contact-us</a>
Tickets, Fares and Transfers	<a href="https://www.metlink.org.nz/tickets-and-fares/">https://www.metlink.org.nz/tickets-and-fares/</a>
Refunds Policy	<a href="https://www.metlink.org.nz/legal/refund-policy">https://www.metlink.org.nz/legal/refund-policy</a>
Metlink Accessibility Guide, Accessibility Charter, and Accessibility Action plan	<a href="https://www.metlink.org.nz/getting-started/accessibility-guide/">https://www.metlink.org.nz/getting-started/accessibility-guide/</a>
Travelling with Bikes & Scooters	<a href="https://www.metlink.org.nz/getting-started/apps-maps-and-guides/bikes-and-scooters/">https://www.metlink.org.nz/getting-started/apps-maps-and-guides/bikes-and-scooters/</a>
Travelling with Children and Prams	<a href="https://www.metlink.org.nz/getting-started/apps-maps-and-guides/children-and-prams/">https://www.metlink.org.nz/getting-started/apps-maps-and-guides/children-and-prams/</a>
Travelling with Animals	<a href="https://www.metlink.org.nz/getting-started/apps-maps-and-guides/animals/">https://www.metlink.org.nz/getting-started/apps-maps-and-guides/animals/</a>
Metlink App	<a href="https://www.metlink.org.nz/planning-tools/metlink-app">https://www.metlink.org.nz/planning-tools/metlink-app</a>
Privacy Statement	<a href="https://www.metlink.org.nz/legal/privacy-statement">https://www.metlink.org.nz/legal/privacy-statement</a>
CCTV Policy	<a href="https://www.metlink.org.nz/legal/security-cameras">https://www.metlink.org.nz/legal/security-cameras</a>
Park and Ride	<a href="https://www.metlink.org.nz/getting-started/apps-maps-and-guides/park-and-ride">https://www.metlink.org.nz/getting-started/apps-maps-and-guides/park-and-ride</a>
Advertising Policy	<a href="https://www.metlink.org.nz/legal/metlink-advertising-policy">https://www.metlink.org.nz/legal/metlink-advertising-policy</a>
Strategic Event Support Policy	<a href="https://www.metlink.org.nz/legal/metlink-strategic-event-support-policy">https://www.metlink.org.nz/legal/metlink-strategic-event-support-policy</a>
Warranted Transport Officers	<a href="https://www.metlink.org.nz/news-and-updates/news/warranted-transport-officers">https://www.metlink.org.nz/news-and-updates/news/warranted-transport-officers</a>