

## FAQs on 2023 Fare Changes

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### GOVERNMENT HALF PRICE INITIATIVE FROM 1 APRIL 2022 TO 30 JUNE 2023

#### Will all bus, rail and ferry fares be half price from 1 April 2022 to 30 June 2023?

Yes – all Metlink fares will be at least 50% less than the current fares on all buses, ferries and trains.

Please check the fare tables on the Metlink website at: <https://www.metlink.org.nz/getting-started/tickets-and-fares/>

#### Will all Total Mobility fares be half the current price from 1 April 2022 to 30 June 2023?

Total Mobility users will pay 25% instead of 50% of the total taxi fare up to a maximum of \$80 per trip.

For taxi fares above \$80 per trip, Metlink will contribute \$60 with the passenger paying the remaining amount.

This is the approach approved by Waka Kotahi New Zealand Transport Agency for all Regional Councils.

#### Will concessions and off-peak travel be half price?

Yes – all Metlink fares including Off-Peak discounts, Child, Accessible and Tertiary concessions, cash fares and period passes will be at least 50% discount on the current fares.

#### Why are some fares discounted more than 50%?

The Government asked for public transport fares to be halved. Metlink has ensured that every fare is discounted by at least 50%. This means that some fares are rounded to the nearest 1 cent, 10 cents or 50 cents as appropriate for the payment method.

#### Can current full-price rail tickets be exchanged for half-price tickets or refunded?

No, current full-price tickets need to be saved until the end of the half price fares period.

#### Can I use my full-price ticket to travel after 1 April 2022 during the half-price period?

Yes – but the full-price paper tickets will be clipped as normal, so the best value is obtained through purchasing a half-price ticket.

#### Can I use my half-price rail tickets after the 30 June 2023?

Half-price tickets are only valid until the 30 June 2023. Metlink will provide options nearer the time for passengers to utilise the unused ticket value on full-price travel.

We recommend passengers purchase only what they need during the half-price period.

#### Can I use one clip of my full price 10-trip ticket to pay for two people travelling together?

No – your full-price paper ticket will be clipped once per person, per trip. The best value is obtained through purchasing a half-price ticket.

Group travel on either full-price or half-price tickets is as at present with one clip per person per trip.

#### Can I still use my Snapper card and Snapper 30-Day bus and rail passes?

Half-price Snapper fares for single journeys will be automatically applied from 1 April 2022. Just top up your Snapper balance as normal, and you will be charged the correct fare.

Sale of full-price Snapper 30-Day passes has been suspended, but new half-price 30 Day passes can be purchased from 1 April 2022. Passengers will need to ensure they have topped up their Snapper balance to pay for their journeys between their pass expiring and purchasing their new half price Snapper 30 Day Pass.

If your 30-Day Pass is still active on the 1 April 2022, Snapper will automatically reimburse 50% of the remaining pass value to your on-card Snapper balance, which you can collect using the mobile app, a kiosk, or at a retailer.

For any enquiries, please [contact Snapper](#).

#### **When can I purchase my half-price rail ticket?**

Metlink suspended online sales of full price Monthly and MonthlyPlus rail passes, but passengers who have already purchased a full-price monthly pass online are being contacted to arrange a replacement.

All half-price rail tickets will be available from all stations and ticket agents from 1 April 2022.

Waikanae and Ōtaki return tickets will be able to be purchased on buses at half-price and used on trains as normal.

#### **What if I don't live near a station where I can purchase a ticket before 1 April 2022?**

Passengers may either purchase a half-priced cash ticket on-board, use their existing full-price 10-trip tickets for their first trip or purchase a half-price monthly pass in the week prior at a suitable station or agent.

#### **How do I know I have a half-price paper ticket?**

The half-price tickets will be stamped with the half-price logo. It will be very easy for passengers and Metlink staff to know the difference from a full-price ticket.

#### **Will the full price tickets be available for purchase during the half-price period?**

No – only half-price tickets will be sold during the half-price period between 1 April 2022 and 30 June 2023.

Metlink will update customers with any change to the availability or conditions of tickets and fares and will make necessary arrangements to transition back to the normal full prices after the half price period is ended.

#### **How do I get half price tickets for the ferry?**

The ferry ticket office will sell single, return and 10-trip half price paper tickets from 1 April 2022. These will be stamped to show that they are half price tickets and will be clipped on board.

On-board half-price ticket sales will be by Eftpos or cash for paper tickets that will be clipped upon issue.

We have been advised by the operator of ferry services that the ferry monthly passes will be discontinued from 1 April 2022.

### **Who is funding (paying for) the half price fares?**

The Government has stated that it will reimburse agreed costs of implementing the half-price fare initiative.

### **AFTER MIDNIGHT FARE CHANGE**

#### **Will the change apply to all after midnight services?**

Yes – all current fixed fares will be replaced with Metlink Standard fares on all after midnight routes.

#### **What will be the new after midnight fares look like?**

The change means that all current fixed fares (\$7.00 and \$14.00) will be replaced by Metlink Standard fares based on the number of zones travelled through on all after midnight routes.

All after midnight fares will be at off-peak rates unless a concession applies.

MonthlyPlus passes will now be accepted on the following after midnight routes: N6, N66, N8, N88 and N22 but solely for travel outside zones 1 to 3, within zone 4, and to any outer zone specified on the ticket, subject to the terms and conditions for MonthlyPlus passes.

The half-price fares will also be applied to after midnight services now that they are aligning with standard Metlink fares from 1<sup>st</sup> April 2022.

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