

Greater Christchurch Metrocard and Metrostickki Terms and Conditions

Valid 9 May 2011

General Terms

The Metrocard and Metrostickki remains the property of Environment Canterbury (promotional name of the Canterbury Regional Council). A Metrostickki is defined as a Stickki label which attaches to a mobile phone or other physical device by way of self adhesive and performs the same function as a Metrocard.

The use of Metrocard and Metrostickkis is governed by the terms and conditions determined by Environment Canterbury (ECan).

The Metrocard and Metrostickki are available for use on all participating Christchurch Metro bus services. ECan is not responsible for any operators that refuse to honour Metrocard. While standard Metro fares apply on all participating services, customers should be aware that additional fares may be charged on the Metrocard or Metrostickki for services that are not operated under the Metro system. ECan is not responsible for the quality of service provided as a consequence of the use of the Metrocard or Metrostickki, or liable for any losses thereby incurred.

ECan together with any participating bus and ferry operators is authorized to debit bus and ferry service fees and charges to Metrocard or Metrostickki. The available credit on Metrocard or Metrostickki is not transferable and is non-refundable except at the discretion of ECan. No interest will be paid to the cardholder for any funds on a Metrocard.

ECan has the right to cancel a Metrocard or Metrostickki without notice. Authorised staff from ECan and participating bus companies, or their agents, may confiscate any Metrocard or Metrostickki if they suspect it is being misused.

All personal (registration) information relating to cardholders will remain confidential and not be sold or passed on to any third party by ECan without the cardholder's consent.

ECan has the right to vary the Terms and Conditions in respect of the use of the Metrocard or Metrostickki at any time. Publication or notice of changes will usually be provided four weeks prior to any changes.

If a Metrocard or Metrostickki is not used for three or more years the card will expire and the balance remaining will be retained by ECan. Use is defined as the purchase of a trip on a bus or ferry within the Greater Christchurch Metro network.

Customer Rights / Obligations

Metrocards and Metrostickkis must be validated for every trip taken on a participating bus or ferry service by presenting the card in an approved manner to the on board card-reader device. The cardholder must show their Metrocard, Metrostickki, and/or boarding ticket, upon demand by an operator or driver. Failure to do so may mean that an operator charges the cardholder another fare.

The cardholder is responsible for providing registration details either via the online website www.metroinfo.co.nz/login or completing a registration form when applying for their Metrocard or Metrostickki. Registration is required to allow the balance of a lost or stolen Metrocard or Metrostickki to be transferred to a new card.

Any cardholder who wishes to use a child concession must carry a Can Do card, driver's license or approved "Metro" identification (ID) with them that records their eligibility for the reduced fare. This ID must be shown to the driver when boarding the service or on demand. Failure to carry or display appropriate ID may result in a full adult fare being charged. If the cardholder is applying for a child concessionary Metrocard or Metrostickki proof of Date of Birth is required.

If a registered Metrocard or Metrostickki is lost or stolen it is the responsibility of the cardholder to inform ECan. ECan will deactivate any registered cards reported lost or stolen. Deactivation will take effect the next business day following notification of the lost or stolen card. A new Metrocard or Metrostickki can be obtained, subject to the cardholder paying the card issuing fee and the value remaining on the lost or stolen card or stickki label after the date of notification may be transferred to the new card or stickki.

The cardholder is responsible for the care of their Metrocard or Metrostickki. All new and replacement cards and stickki labels will incur a fee.

Inappropriately registered or unregistered Metrocards or Metrostickkis cannot be deactivated and the value remaining on a lost or stolen Metrocard or Metrostickki will not be refunded or transferred to a new card or stickki.

Should a Metrocard or Metrostickki fail to operate; the driver will retain the card and issue a receipt to the passenger. This receipt will be valid for the remainder of that business day and will allow the passenger to use Metro services for that day only. It is the passenger's responsibility to contact Metroinfo at the temporary Christchurch central interchanges at Hagley Park or Bealey Avenue to arrange for a new card to be issued and any funds transferred from the malfunctioning card or stickki to the new card or stickki. Where a replacement card or stickki has not been obtained the passenger will be charged full cash fares after the expiry of the receipt.

The cardholder may reload their Metrocard or Metrostickki at the temporary Christchurch central interchanges at Hagley Park or Bealey Avenue, or at an approved Metro Agent, and on participating buses and ferries. If a Metrocard or Metrostickki has been registered reloads can also be completed via the internet using an approved credit card. Card or stickki reloads are restricted to multiples of \$10. EFTPOS is available at the temporary city Bus Exchanges and Service Centres only.

On presentation of your Metrocard or Metrostickki, the fare will be automatically deducted. No paper receipts or tickets will be issued for fares purchased with a Metrocard or Metrostickki, unless you are on your last available ride.

A Metrocard or Metrostickki is not transferable and Metrocard or Metrostickki discounted fares are restricted to the cardholder.

Any passenger using a Metrocard or Metrostickki for a child's concession fare is expected to offer their seat to a full fare paying passenger if all the other seats on the vehicle are occupied. This is a condition of access to cheaper child fares.

Before presenting a Metrocard or Metrostickki, cardholders need to specify the full zonal distance they require on the first leg of their journey (first trip), if they want to benefit from the free transfers when travelling beyond Zone 1.

When a new Metrocard or Metrostickki is issued it must be loaded with a minimum value of \$10.

All Metrocards and Metrostickkis have a 30 day warranty period, hence if a card or stickki is found faulty within the warranty period it will be replaced free of charge. Outside of the warranty period faulty Metrocards and Metrostickkis will incur a fee.

ECan has the right to deduct funds from a Metrocard or Metrostickki if an incorrect fare has been charged or a fee has been avoided.