

Disclaimer

This on-line version of the Victorian Fares and Ticketing Manual (General) (effective 12 March 2011) (the Manual) includes the conditions determined under section 220D of the *Transport (Compliance and Miscellaneous) Act 1983* contained in the version of the Manual published in the Victoria Government Gazette No. S 77 dated Thursday 10 March 2011, as amended by the conditions determined under section 220D of the *Transport (Compliance and Miscellaneous) Act 1983* published in the following Government Gazettes—

- the Victoria Government Gazette No. S 131 dated Wednesday 20 April 2011
- the Victoria Government Gazette No. S 210 dated Thursday 30 June 2011
- the Victoria Government Gazette No. S 242 dated Monday 25 July 2011
- the Victoria Government Gazette No. S 430 dated Friday 23 December 2011.

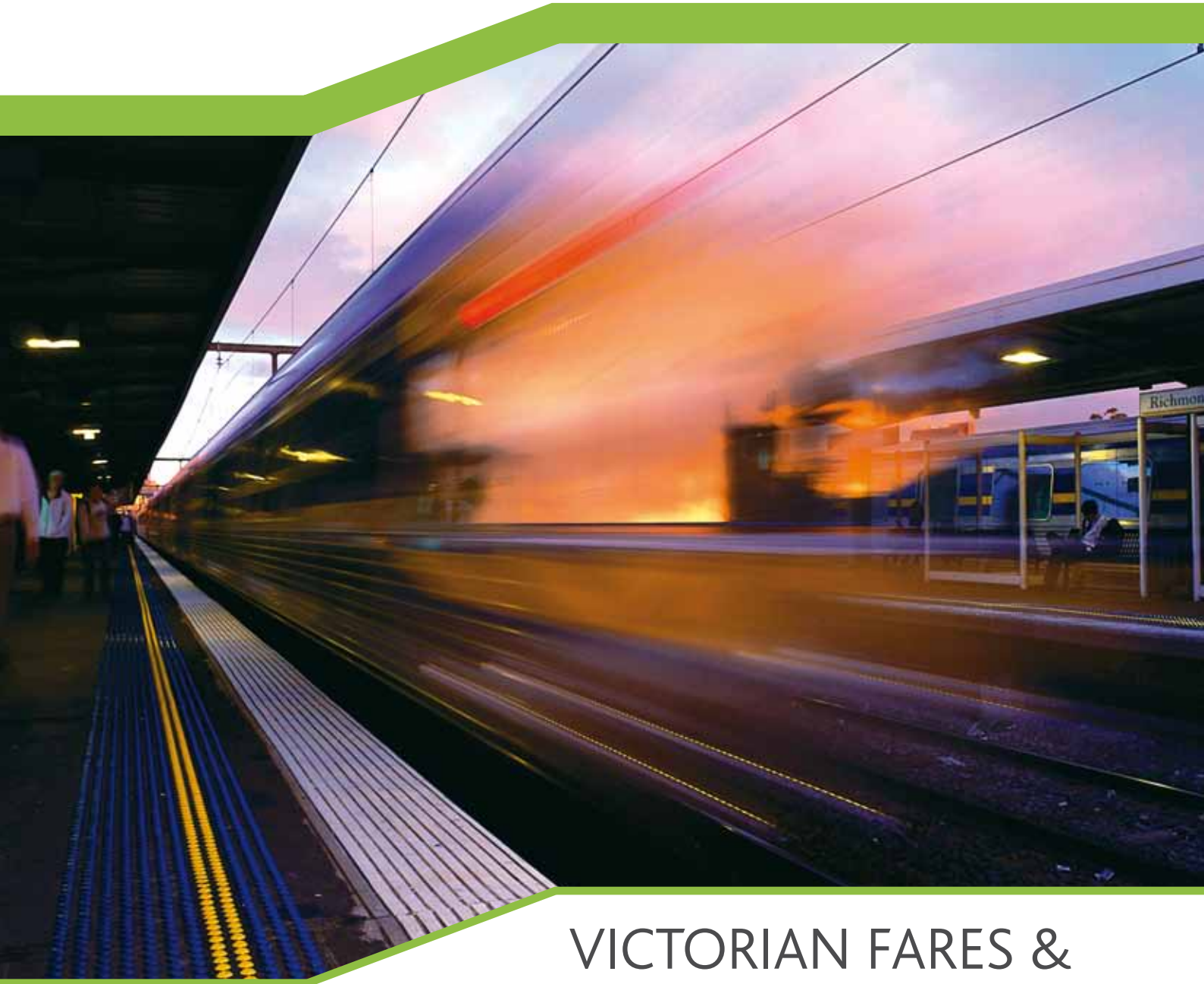
This on-line version reflects the conditions contained in the Manual, as so amended, in force as at 1 January 2012.

While every effort has been made to ensure that this on-line version of the Manual is accurate, the Government Gazettes referred to above collectively provide the authoritative version of those conditions.



VICTORIAN FARES & TICKETING MANUAL

(General)



VICTORIAN FARES & TICKETING MANUAL

(General) (Effective 12 March 2011)

Incorporating amendments as at 1 January 2012

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CHAPTER 1

Introduction and legal status

Introduction

During 2010 the focus continued on consolidation of existing fares and ticketing products by encouraging customers to move away from single trip tickets and to commence purchasing value tickets (e.g. weekly, monthly, 10 x 2hour, 5 x daily), which was supported by Metlink's value ticket campaign.

Some new discounted travel initiatives were also introduced during 2010 to encourage public transport patronage including free weekend travel for Seniors, Disability Support Pensioners and Carer Payment recipients who travel using a myki, and two additional off peak free travel vouchers for Seniors cardholders. The Access Travel Pass and DHS Carer Card were also introduced to support people with special needs travelling on public transport.

HECTOR MCKENZIE
DIRECTOR OF PUBLIC TRANSPORT

Legal status and Application

The contents of this manual set out conditions that have been determined under section 220D(1) of the *Transport (Compliance and Miscellaneous) Act 1983*, except for –

- the introduction
- the contents of chapters 1 to 10 and 12 that are in green text
- the contents of chapter 11.

The conditions in this manual (the Conditions) take effect from, and including, 12 March 2011.

The Conditions, as in force from time to time, apply to one or more of the classes of tickets specified below (classes) as set out throughout the manual and govern the entitlement to use the public transport services specified in the Conditions in respect of which those tickets are issued if –

- (a) only tickets of one or more of the classes may be used in relation to a such a service; or
- (b) if subparagraph (a) does not apply, but tickets of a class may be used in relation to such a service and a person uses or purports to use one of those tickets in relation to such a service.

In the immediately preceding paragraph, 'entitlements' means entitlements that are able to be exercised on or after the commencement of the conditions in this manual, including entitlements that existed, but had not been exercised, before the conditions in this manual were published in the Government Gazette.

The classes of tickets referred to above are:

- Metropolitan tickets
- V/Line tickets
- Student Passes
- Regional Bus Tickets
- Free Passes and authorities.

Public transport operators must make a copy of this manual available for inspection at their principal office. Copies are available for sale to the public for \$5 at the MetShop, located in the Melbourne Town Hall (corner of Swanston and Collins Streets).

The manual and updates may be downloaded from metlinkmelbourne.com.au/ticketing



CHAPTER 2

Metropolitan travel

Metropolitan travel

For the purposes of the conditions contained in this manual, Melbourne’s public transport system is divided into two Zones, and most fares are based on the Zones in which travel occurs. The Zones for metropolitan trains are defined by the Melbourne Train Network Map. The Zones for trams are defined by the Melbourne Tram Network Map. These maps are shown in this chapter. The Zones for metropolitan buses are defined in this chapter under the headings “Melbourne bus zones” and “Metropolitan bus routes extending outside the Melbourne metropolitan area”.

Tickets need to be valid for each Zone that a passenger travels in. However, when travelling in a Zone boundary overlap, the ticket only needs to be valid for one of the overlapping Zones.

Melbourne bus zones

Maps showing the bus routes specified below are available for inspection at the MetShop at Melbourne Town Hall, on the Metlink website www.metlinkmelbourne.com.au and at the office of the Director of Public Transport. To find out the locations of zone boundaries refer to the map or list below. Further information is available by calling Metlink on 131 638.

The following bus routes are entirely within Zone 1:

223, 232, 235, 237, 238, 251, 253, 401, 402, 404, 406, 407, 409, 431, 432, 465, 467, 468, 472, 475, 403, 504, 505, 506, 508, 509, 510, 512, 526, 546, 605, 606, 609.

The following bus routes are entirely within Zone 2:

270, 271, 273, 279, 280, 281, 282, 284, 286, 293, 295, 364, 366, 367, 413, 416, 418, 419, 421, 422, 423, 424, 425, 436, 437, 439, 441, 442, 443, 444, 445, 446, 447, 448, 449, 453, 455, 457, 458, 459, 460, 461, 481, 484, 485, 486, 487, 488, 489, 500, 518, 520, 528, 529, 532, 533, 535, 538, 540, 541, 544, 554, 557, 558, 559, 562, 564, 570, 571, 572, 573, 575, 577, 578, 579, 580, 582, 631, 663, 664, 670, 671, 672, 673, 675, 676, 677, 679, 680, 681, 682, 685, 686, 687, 688, 689, 690, 691, 693, 694, 695, 696, 697, 699, 705, 706, 708, 709, 732, 735, 736, 737, 738, 740, 745, 753, 754, 755, 757, 758, 765, 768, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 783, 784, 785, 789, 790, 791, 795, 796, 797, 799, 813, 814, 815, 821, 823, 824, 825, 828, 831, 832, 833, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 857, 858, 861, 885, 891, 892, 893, 894, 895, 896, 897, 898, 901, 902, 926, 924, 925, 927, 928, 929, 943, 965, 981.

The following bus routes are entirely within the overlap between zones 1 and 2:

490, 550, 551, 553, 601.

The following bus routes are within zone 1, but overlap with zone 2 on the portions of the route indicated:

ROUTE	
219	Overlaps with zone 2 for all stops along route west of and including Duke Street (Sunshine). Overlaps with zone 2 for all stops between Asling Street (Brighton) and Warriston Street (Brighton).
220	Overlaps with zone 2 for all stops along route west of and including Duke Street (Sunshine).
246	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
250	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
340	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
350	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
410	Overlaps with zone 2 for all stops along route west of and including Duke Street (Sunshine). 410occ: zone 2 applies for all stops west of Darnley Street (Braybrook).
411	Overlaps with zone 2 for all stops along route west of and including Pier Street (Altona).

412	Overlaps with zone 2 for all stops along route west of and including Pier Street (Altona).
414	Overlaps with zone 2 for all stops along route west of and including Grieve Parade (Brooklyn).
415	Overlaps with zone 2 for all stops along route west of and including Bent Street (Altona).
471	Overlaps with zone 2 for all stops along route west of and including Grieve Parade (Altona North).
501	Overlaps with zone 2 for all stops along route between Airport West Shoppingtown and Niddrie terminus.
527	Overlaps with zone 2 for all stops along route north of and including Gaffney Street (Pascoe Vale).
534	Overlaps with zone 2 for all stops along route west of Ross Street (Coburg North).
548	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg Heights).
549	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
567	Overlaps with zone 2 for all stops along route north of Murray Road (Preston).
625	Overlaps with Zone 2 for all stops along the route between Chadstone Shopping Centre and Poath Road (Hughesdale).
626	Overlaps with Zone 2 for all stops along route south of and including North Road (Ormond).
627	Overlaps with zone 2 for all stops along route south of and including North Road (Ormond) and for all stops along route between Chadstone Shopping Centre and Poath Road (Hughesdale).
630	Overlaps with zone 2 for all stops along route east of and including Katandra Avenue (Ormond).

The following bus routes are within zone 2, but overlap with zone 1 on the portion of the route indicated:

ROUTE	
202	Overlaps with zone 1 for all stops along route west of and including Balwyn Road (Balwyn).
285	Overlaps with zone 1 for all stops along route west of Doncaster Road/Walnut Road intersection (Balwyn North).
400	Overlaps with zone 1 for all stops along route south of Dohertys Road (Laverton North) and east of Sydney Street (Sunshine).
417	From Laverton – overlaps with zone 1 for all stops along route between Laverton Station and Federation Trail (Laverton North).
417	To Laverton – overlaps with zone 1 for all stops along route between Dohertys Road/Cherry Lane (Laverton North) and Laverton Station.
446	Overlaps with zone 1 for all stops along route east of and including Wackett Street (Laverton).
451	Overlaps with zone 1 for all stops along route east of Sydney Street (Sunshine).
454	Overlaps with zone 1 for all stops along route east of Mernda Street (Sunshine West).
456	Overlaps with zone 1 for all stops along route east of Sydney Street (Sunshine).
517	Overlaps with zone 1 for all stops along route northwest of Lower Plenty Road/Waiora Road (Heidelberg Heights).
531	Overlaps with zone 1 for all stops along route south of and including Lorne Street/Sydney Road (Fawkner).
536	Overlaps with zone 1 for all stops along route west of Widford Street (Glenroy).
542	Overlaps with zone 1 for all stops along route south of and including Lytton Street (Glenroy).
555	Overlaps with zone 1 for all stops along route south of and including Reservoir Railway Station.
556	Overlaps with zone 1 for all stops along route south of White Street and McMahon Road (Reservoir).
563	Overlaps with zone 1 for all stops along route south of O'Connell Street (Kingsbury).
566	Overlaps with zone 1 for all stops along route south of O'Connell Street (Kingsbury).

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701	Overlaps with zone 1 for all stops along route north of and including North Road (Hughesdale) and all stops west of and including Jasper Road/Centre Road (Bentleigh).
703	Overlaps with zone 1 for all stops along route west from and including Monash Medical Centre/Centre Road (Bentleigh East). Overlaps with zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
704	Overlaps with zone 1 for all stops along route north of and including North Road (Huntingdale).
733	Overlaps with zone 1 for all stops along route north of North Road (Oakleigh). Also overlaps with zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
734	Overlaps with zone 1 for all stops along route west of and including Warrigal Road (Ashwood).
742	Overlaps with zone 1 for all stops along route south of and including Garnett Street/Huntingdale Road (Huntingdale).
766	Overlaps with zone 1 for all stops along route west of and including Hamilton Street (Mont Albert).
767	Overlaps with zone 1 for all stops along route between Warrigal Road/Waverley Road (Chadstone) and North Road (Hughesdale).
800	Overlaps with zone 1 for all stops along route west of and including North Road/Princes Highway (Clayton).
802	Overlaps with zone 1 for all stops along route west of and including Monash University (Clayton).
804	Overlaps with zone 1 for all stops along route west of and including Monash University (Clayton).
811	Overlaps with zone 1 for all stops along route west of and including Halifax Street (Brighton).
812	Overlaps with zone 1 for all stops along route west of and including Halifax Street (Brighton).
862	Overlaps with zone 1 for all stops along route west of and including Monash University (Clayton).

Parts of the following bus routes are within zone 1 and parts are within zone 2 as indicated.

Note that most of the following routes include zone overlaps of zones 1 and 2:

ROUTE	
200	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
201	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).
203	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
205	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
207	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
215	Zone 1 applies for all stops along route east of and including Sydney Street (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine).
216	Zone 1 applies for all stops along route east of and including Sydney Road (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine) and south of Bay Street (Brighton).
301	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
302	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).

303	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
304	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
305	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
306	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
307	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
308	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
309	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
313	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
315	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
316	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
318	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
319	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
408	Zone 1 applies for all stops along route east of St Albans Road (St Albans). Zone 2 applies for all stops along route west of Darnley Street (Braybrook).
476	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/Keilor Road (Niddrie).
477	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
478	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
479	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
483	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/ Keilor Road (Niddrie).
513	Zone 1 applies for all stops along route west of Cape Street/Burgundy Street (Heidelberg). Zone 2 applies for all stops along route east of and including Oriel Road (Heidelberg West) and north of Gaffney Street (Pascoe Vale).
530	Zone 1 applies for all stops along route south of and including Lorne Street/Sydney Road (Fawkner). Zone 2 applies for all stops along route north of and including Bakers Road (Coburg North).
552	Zone 1 applies for all stops along route south of McMahon Road (Reservoir). Zone 2 applies for all stops along route north of Dundas Street (Thornbury).
561	Zone 1 applies for all stops along route west of Grieve Street (Macleod West). Zone 2 applies for all stops along route north-east of Carawa Drive (Coburg North).
600	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
612	Zone 1 applies for all stops along route south of and including Whitehorse Road (Surrey Hills). Zone 2 applies for all stops along route north of and including Camberwell Road/Bowen Street (Camberwell).

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623	Zone 1 applies for all stops along route west of and including Warrigal Road (Chadstone). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre (Malvern East).
624	Zone 1 applies for all stops along route south of Atkinson Street/Atherton Road (Oakleigh) and south of Power Avenue/Warrigal Road (Ashwood). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
822	Zone 1 applies for all stops along route north of South Road (Bentleigh East). Zone 2 applies for all stops along route south of and including North Road (Murrumbeena).
900	Zone 1 applies for all stops along route west of and including Monash University Bus interchange (Clayton North). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
903	Zone 1 applies for all stops along route west of and including Dora Street (Heidelberg). Zone 2 applies for all stops along route east of and including Hannah Street (Preston). Overlaps with Zone 1 for all stops between Elgar Road (Surrey Hills) and North Road (Bentleigh East) inclusive. Overlaps with Zone 2 for all stops between Western Ring Road/McIntyre Road (Sunshine North) and Somerville Road/McDonald Road (Brooklyn) inclusive.
905	Zone 1 applies for all stops along route west of Kampmann Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
906	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
907	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
908	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
922	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
923	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
942	Zone 1 applies for all stops along route east of Mernda Street (Sunshine West). Zone 2 applies for all stops along route west of Duke Street (Sunshine).
944	Zone 1 applies for all stops along route east of and including Point Cook Road (Altona Meadows). Zone 2 applies for all stops along route west of and including Civic Parade (Altona).
954	To Craigieburn: Zone 1 applies for all stops along route south of and including Malvern Avenue (Tullamarine). Zone 2 applies for all stops along route north of and including Keilor Road/Matthews Avenue (Niddrie).
954	To Melbourne: Zone 1 applies for all stops along route south of and including Belair Avenue/Pascoe Vale Road (Glenroy). Zone 2 applies for all stops along route north of and including Gaffney Street (Pascoe Vale).
956	Zone 1 applies for all stops along route south of and including Reservoir Railway Station. Zone 2 applies for all stops along route north of and including Bell Street/High Street (Preston).
958	Zone 1 applies for all stops along route south of and including Kingsbury Drive/Plenty Road (Bundoora). Zone 2 applies for all stops along route north of and including Bell Street/Upper Heidelberg Road (Heidelberg).
961	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
966	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn North).
968	Zone 1 applies for all stops along route west of and including Warrigal Road (Burwood). Zone 2 applies for all stops along route east of and including Burke Road (Camberwell).
980	Zone 1 applies for all stops along route west of and including Warrigal Road (Oakleigh). Zone 2 applies for all stops along route east of Poath Road (Hughesdale).

Metcards

Melbourne's ticketing system operates on train, tram and bus services in the metropolitan area, with electronically encoded tickets called Metcards. While most metropolitan journeys are undertaken with Metcards, on some bus services non-Metcard tickets are sold for single trips.

FARES					
Zones		1	2	1	2
2 hour	Full	\$4.00	\$3.00	\$6.50	
	Concession	\$2.60	\$2.00	\$3.70	
Daily	Full	\$7.60	\$5.40	\$11.90	
	Concession	\$4.00	\$3.00	\$6.30	
10 x 2 hour 5 x Daily Weekly	Full	\$32.80	\$22.60	\$55.40	
	Concession	\$16.40	\$11.30	\$27.70	
Monthly	Full	\$122.80	\$82.20	\$189.20	
	Concession	\$61.40	\$41.10	\$94.60	
Yearly		\$1306.50	\$871.00	\$2021.50	

	FULL	CONCESSION
City Saver x 10 (Within City Saver area)	\$24.40	\$12.20
City Saver	\$3.10	\$1.80
Off-Peak Daily (Zones 1+2)	\$11.00	\$5.50
5 x Weekend Daily	-	\$16.50
Sunday Saver (Zones 1+2)	-	\$3.50
5 x Seniors Daily (Zones 1+2)	-	\$18.00
Seniors Daily (Zones 1+2)	-	\$3.80

Where to buy Metcards

Passengers can pre-purchase Metcards from:

- The internet — metlinkmelbourne.com.au (\$10 minimum purchase applies and delivery is free)
- The Metcard Helpline — **1800 652 313** (\$10 minimum purchase applies and delivery is free)
- Hundreds of retail agents throughout Melbourne (for locations, visit metlinkmelbourne.com.au or phone Metlink on **131 638**)
- Customer service centres at staffed train stations
- Metcard ticket machines at train stations
- The MetShop (Melbourne Town Hall, corner of Swanston and Little Collins Streets)
- Commuter Club, which allow companies to purchase only yearly tickets for their staff at a discounted rate (phone **9651 7555** for more information)

Passengers who have not pre-purchased tickets can buy 2 hour, 10x2 hour, Seniors Daily and 5xSeniors Daily Metcards on board buses and 2 hour, Daily and Seniors Daily Metcards from coin-only ticket machines on trams.

The table on the following page lists where tickets can be purchased and what payment methods are accepted at each outlet.

Pre-pay Bus Stops and Bus Routes

Some metropolitan bus stops and bus routes are specified as pre-pay bus stops and pre-pay bus routes.

If a bus stop is specified as a pre-pay bus stop, passengers boarding the bus at that stop are not permitted to purchase a ticket while on board the bus.

If a bus route is specified as a pre-pay bus route, tickets are not available for sale on board the buses that operate on that bus route.

The following bus stop is specified as a pre-pay bus stop:

- The site bounded by Doncaster Road, Hender Street and the Eastern Freeway known as the Doncaster Park and Ride and forming part of metropolitan bus routes numbers 207, 280, 282, 284, 285, 307, 309, 313, 316 and 319.

The following bus routes are specified as pre-pay bus routes:

- Metropolitan bus route number 401
- Metropolitan bus route number 601.

Passengers boarding a bus at a pre-pay bus stop or boarding a bus that is operating on a pre-pay bus route must have already purchased a ticket before boarding the bus.

	TRAIN STATION TICKET WINDOW	TRAIN STATION LARGE TICKET MACHINE	TRAIN STATION SMALL TICKET MACHINE	METSHOP	INTERNET	METCARD HELPLINE	METCARD RETAIL AGENTS	TRAM	BUS +	OTHER*
Ticket/Card										
City Saver x 10	✓cs			✓	✓	✓	✓cs			
City Saver	✓cs		✓cs					✓cs		
2 hour	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10 x 2 hour	✓	✓		✓	✓	✓	✓			
Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5 x Daily	✓	✓		✓	✓	✓	✓			
Weekly	✓	✓		✓	✓	✓	✓			
Monthly	✓	✓		✓	✓	✓	✓			
Yearly	✓			✓						
Seniors Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5 x Seniors Daily	✓	✓		✓	✓	✓	✓			
10 x Early Bird	✓									
5 x Weekend Daily	✓			✓	✓	✓	✓			
Sunday Saver	✓			✓	✓	✓	✓			
Off-Peak Daily #	✓	✓	✓							
Prepaid Travel Authority	✓			✓						
Victorian Student Pass	✓			✓						✓
Student Concession Card	✓			✓						✓
Other Concession Cards										✓
Payment methods										
Coins	✓	✓	✓	✓			✓	✓	✓	✓
Notes	✓	✓~		✓			✓		✓	✓
EFTPOS	✓	✓		✓			some			
Credit cards ^	✓			✓	✓	✓	some			some

Only available in Zone 2.

* This includes some bus depots and bus companies, and government departments.

cs Only available in the City Saver area.

~ Maximum change provided is \$9.95.

+ Some bus routes are 'pre-pay' fares only. Tickets are not sold on board.

^ Visa and Mastercard only.

Validating your Metcard

Validation is required to ensure that passengers travel with a valid ticket. It is an offence to travel without a valid ticket and passengers who do so risk being fined.

Validation also provides Metlink with useful information, such as the number of passengers using particular services.

Pre-purchased Metcards

Passengers must validate or re-validate their Metcard in accordance with the requirements stated in Chapter 10. Most train stations have black and steel validators at the entrance to the platform. Green validators are installed on board trams and buses.

To validate or re-validate a Metcard, insert it into the slot as shown on the unit. When the ticket is removed, one of the following tones will sound:

- 1 'beep' for successful full-fare ticket validation
- 2 'beeps' for successful concession ticket validation
- 5 'beeps' if validation is unsuccessful

Some train stations (including those in the City) have electronic barriers, which are opened by inserting a Metcard into the slot above the green arrow and then removing it from another slot at the top of the barrier. If the validation is unsuccessful, the ticket will be returned through the input slot and the barrier will not open.

Even if station barriers have been left open, passengers must validate or re-validate their Metcard before travelling. If a passenger has not validated their Metcard at the start of a train journey, they will not be able to open the barriers at their destination.

Metcards purchased on trams

Tickets purchased on board trams are already validated for that trip only and do not need to be validated again on that vehicle. However, if passengers transfer to another service, the ticket must be re-validated in accordance with the requirements stated in Chapter 10.

Choosing the right Metcard

Most Metcards can be used for an unlimited number of journeys on any metropolitan train, tram or bus for a set period. A passenger may board any train, tram or bus before their ticket expires, even if the journey extends beyond the ticket's expiry time.

If a train, tram or bus service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired. Similarly if a scheduled train, tram or bus service that would have left before the ticket expired does not run, the passenger may travel on the next service.

2 hour

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for at least two hours. The ticket expires two hours from the next full hour after it was first validated. For example, a ticket validated at 8.55 am will expire at 11.00 am and a ticket validated at 9.05 am will expire at 12.00 noon. Tickets first validated after 6.00 pm are valid until 3.00 am the following day.

10 x 2 hour

A single ticket that can be used for ten 2 hour periods. The ticket can be used by one person, but only by one person during each 2 hour period.

No more than two 2 hour periods will be deducted per day. For example, a ticket validated at 9.05 am will expire at 12.00 noon on the first 2 hour period. If the ticket is used again at 1.30 pm on the same day, it will then be valid until 3.00 am the following day.

Conditions of travel are the same as for 2 hour Metcards.

10 x Early Bird

The ticket is only available at metropolitan Premium stations.

A single ticket that can be used for travel on ten weekdays before 7.00am. The ticket can be used by more than one person, but only by one person on each weekday.

Allows unlimited travel on all electrified metropolitan train services (including City Loop stations) in Zone 1, Zone 2 and Zones 1+2 before 7.00am on weekdays. The ticket expires at 7.00am on the day of validation.

If a train service is running late, the passenger may still use a 10 x Early Bird Metcard as long as the service was scheduled to arrive at the passenger's destination before 7.00am. If a scheduled train service that would have arrived at the passenger's destination before the ticket expired does not run, and the next scheduled train service would not arrive at the passenger's destination before the ticket expires, the ticket is not valid for the passenger's journey and the passenger must purchase a valid Metcard for that journey.

Daily

Allows unlimited train, tram and bus travel within the Zones shown on the ticket until 3.00 am after it was first validated. Tickets validated between midnight and 3.00 am are only valid until that 3.00 am.

5 x Daily

A 5 x Daily is one ticket that can be used for five days' travel. The ticket can be used by more than one person, but only by one person on each day.

Conditions of travel are the same as for individual Daily Metcards.

5 x Weekend Daily

A 5 x Weekend Daily is one ticket that can be used for five days of travel on Saturdays and Sundays, but only by one person on each day.

A 5 x Weekend Daily allows unlimited train, tram and bus travel in Zones 1 and 2 on weekends until 3.00am on Sunday (for tickets validated on Saturday) or 3.00am on Monday (for tickets validated on Sunday).

A 5 x Weekend Daily validated on weekends between midnight Saturday and 3.00am on Sundays is valid only until that 3.00am. A 5 x Weekend Daily cannot be validated between midnight Friday and 3.00am on Saturdays.

Off-Peak Daily

Off-Peak Daily Metcards have the same conditions as Zone 1+2 Daily Metcards but are only valid on weekdays (except public holidays) after 9.00 am.

Sunday Saver

Allows unlimited train, tram and bus travel in Zones 1 and 2 from 3.00 am on Sunday until the end of services for that day (3.00 am Monday morning).

Seniors Daily

This ticket allows unlimited train, tram and bus travel within Zones 1 and 2, until 3.00 am after first being validated. This ticket is available to holders of Seniors Cards from any Australian State or Territory.

5 x Seniors Daily

A 5 x Seniors Daily is one ticket that can be used for five days' travel. The ticket can be used by more than one person, but only by one person on each day. Conditions of travel are the same as for individual Seniors Daily Metcards.

Seniors Sunday Pass

Allows unlimited free train, tram and bus travel from 3.00 am on Sundays until 3.00 am Monday morning wholly within Zones 1 and 2; or travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System; or the town bus services of Mildura, Moe, Morwell, Traralgon and Warrnambool.

This ticket can only be used by holders of a Victorian Seniors Card.

Sunday Pass

Allows unlimited free train, tram and bus travel from 3.00 am on Sundays until 3.00 am Monday morning wholly within Zones 1 and 2; or travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System; or the town bus services of Mildura, Moe, Morwell, Traralgon and Warrnambool.

This ticket can only be used by residents of Victoria who hold one of the following:

- Victorian Seniors Card,
- DHS Carer Card,
- a valid Australian Pensioner Concession Card with a Centrelink code 'DSP' (Disability Support Pensioners), or
- a valid Australian Pensioner Concession Card with a Centrelink code 'CAR' (Carer Payment recipients) if the recipient is under the age of 60.

Availability of Seniors Sunday Passes and Sunday Passes

Seniors Sunday Passes and Sunday Passes are no longer available for issue, but, if issued before 1 January 2011, may continue to be used subject to the conditions in this manual. Persons eligible for these passes may apply for tickets giving similar entitlements issued under the conditions contained in the Victorian Fares and Ticketing Manual (myki) (effective 7 September 2010). Tickets so issued will be valid for travel on the town bus services of Mildura and Warrnambool as well as those services on which tickets issued under those conditions may already be used.

Weekly

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for seven consecutive days.

On Saturdays and Sundays, Weekly Zone 1 or Zone 2 Metcards can be used for travel in Zones 1 and 2, irrespective of the Zone shown on the ticket.

The ticket expires at the end of services seven days from the day it was first validated. For example a ticket validated on Tuesday will expire at the end of services for the following Monday (3.00 am on Tuesday).

A ticket first validated between midnight and 3.00 am is deemed to have been validated the previous day.

Monthly

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for a month.

On Saturdays and Sundays, Monthly Zone 1 or Zone 2 Metcards can be used for travel in Zones 1 and 2, irrespective of the Zone shown on the ticket.

The ticket expires at the end of services one month from the day it was first validated. For example, a ticket first validated on 15 June will expire at the end of services for 14 July (3.00 am on 15 July). A ticket first validated on 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

A ticket first validated between midnight and 3.00 am is deemed to have been validated the previous day.

Yearly

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for a full year.

On Saturdays and Sundays, Yearly Zone 1 or Zone 2 Metcards can be used for travel in Zones 1 and 2, irrespective of the Zone shown on the ticket.

The ticket expires at the end of services one full year from the day it was first validated. A ticket first validated between midnight and 3.00 am is deemed to have been validated the previous day.

A Commuter Club scheme is available for employers to purchase yearly tickets for their staff at a discounted rate. For more information, phone **9651 7555**.

Metropolitan bus routes extending outside the Melbourne metropolitan area

The routes listed below extend beyond zones 1 and 2. Most of these routes include zone overlaps.

ROUTE	
683	Zone 2 applies along the entire route. Zone 3 applies east of Allsops Road / Wickham Road (Woori Yallock).
684	Zone 1 applies west of Eastern Fwy/Bulleen Road. Zone 2 applies west of Maroondah Highway/Goondah Lane (Healesville). See pages 39-50 for locations of stops on this route east of Maroondah Highway/Goondah Lane (Healesville).
782	Zone 2 applies north of Flinders Road/Pacific Drive (Frankston). Zone C applies south of Flinders Road/Pacific Drive (Frankston).
788	Zone 2 applies north of Nepean Highway/Bruce Road (Mount Martha). Zone C applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone D applies west of Lonsdale Street (McCrae).
970	Zone 1 applies north of Centre Road (Brighton). Zone 2 applies south of North Road (Gardenvale) to north of Nepean Highway/Bruce Road (Mt Martha). Zone C applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone D applies west of Lonsdale Street (McCrae).

Part of the following bus route is within zone C and part is within zone D as indicated:

ROUTE	
787	Zone C applies east of Brendel Street (Rosebud). Zone D applies west of Lonsdale Street (McCrae).

The following bus route is entirely in the overlap between zones C and D:

886.

The following bus route is entirely within zone D:

786.

Fringe zone boundaries

When **myki** is fully introduced Zones C and D will be replaced with Zones 3 and 4 as part of the new state-wide ticketing system. Passengers then will be able to travel with a single ticket, available from any ticket issue point.

ZONE	FULL FARE 2 HOUR	CONCESSION 2 HOUR
Zone C (future Zone 3)	\$2.20	\$1.10
Zone D (future Zone 4)	\$2.20	\$1.10
Zone C+D (future Zone 3+4)	\$3.50	\$1.70

Other regional fares

Mornington Peninsula

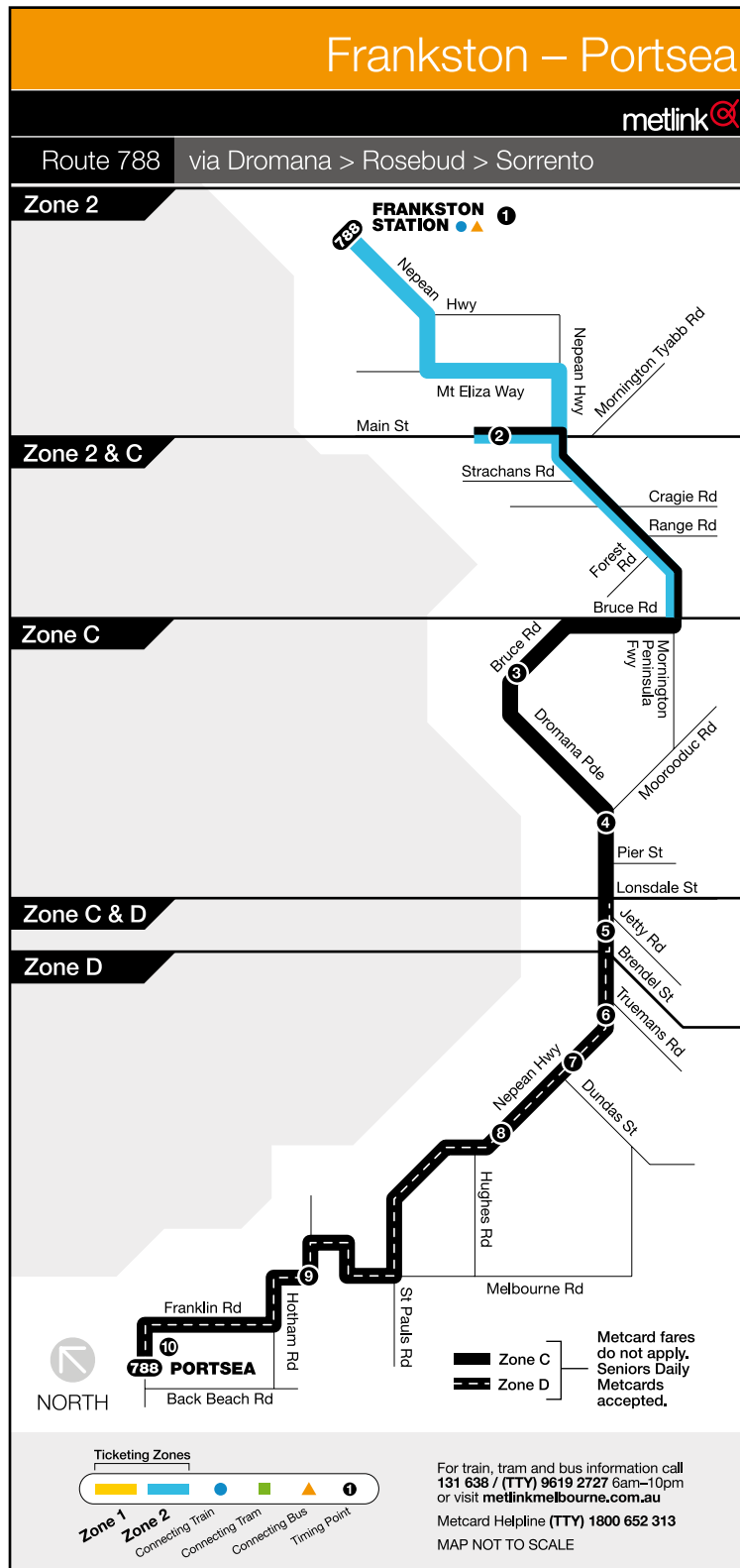
The Mornington Peninsula has been included in the state-wide fare structure.

See map on opposite page.

Fares and Tickets required

Passengers travelling (i) from south of Nepean Hwy/Bruce Rd Mt Martha on services from Frankston or (ii) from north of Craigie Rd Mt Martha towards Portsea are to be issued with two tickets; a Metcard for the Metcard zone(s) and a paper ticket covering the part of the journey south of the Metcard area.

EXAMPLE TRIP	FULL	CONCESSION	TICKET(S) ISSUED
Melbourne to Frankston	\$6.50	\$3.70	Metcard 1+2 only
Melbourne to Rosebud	\$8.70	\$4.80	Metcard 1+2 & Zone C Paper
Melbourne to Portsea	\$10.00	\$5.40	Metcard 1+2 & Zone C+D Paper
Frankston to Mt Martha	\$3.00	\$2.00	Metcard 2 only
Frankston to Rosebud	\$5.20	\$3.10	Metcard 2 & Zone C Paper
Frankston to Portsea	\$6.50	\$3.70	Metcard 2 & Zone C+D Paper
Safety Beach to Rosebud	\$2.20	\$1.10	Zone C Paper only
Safety Beach to Sorrento	\$3.50	\$1.70	Zone C+D Paper only
Rosebud to Sorrento	\$2.20	\$1.10	Zone D Paper only
Rosebud to Rye	\$2.20	\$1.10	Zone D Paper only



Airport services

Skybus (Melbourne Airport – City)

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, seven days a week. The service runs every 15 minutes between 6.00 am and 9.00 pm (less frequently at other times), and takes 20 minutes to get from the Airport to the City centre.

MetShop or online do not sell Full Fare and Family Return tickets. The Skybus stops at Melbourne Airport's South/Virgin Blue terminal and the Qantas domestic terminal and at Southern Cross Station in the City. Minibuses run between Southern Cross Station and 120 hotels in central Melbourne. **Skybus tickets are available from the driver, at ticket kiosks in the airport terminals, The MetShop or online.** V/Line tickets, free travel passes and concessions are not accepted by Skybus.

For more information, phone **9335 3066** or go to **skybus.com.au**

	AVAILABLE FROM	SINGLE	RETURN
Ticket type			
Full-fare	Skybus office & agencies	\$17.00	\$28.00
Child (4–14 years old)	Skybus office only	-	\$6.50
Family: 2 adults plus up to 4 children (4–14 years)	Skybus office & agencies	\$38.00	\$65.00
Family Flexi: 1 adult plus up to 4 children (4–14 years)	Skybus office & agencies/MetShop & Online	\$24.00	\$40.00
Adult plus 2 hour Zone 1 Metcard	Skybus office/MetShop only	\$21.00	-
Adult plus Daily Zone 1 Metcard	Skybus office/MetShop only	\$24.00	-

Sunbus (Avalon Airport – City)

Sunbus runs services between Avalon Airport and the Melbourne central business district via Werribee. City stops are at Southern Cross Station (Firefly Coaches Sales outlet) and outside Hotel Bakpak at 167 Franklin Street.

If booked 48 hours in advance, buses will also pick-up at hotel and accommodation venues in the CBD, Werribee RSL and suburbs up to six kilometres from the city (additional charges apply).

For more information, phone **9689 6888** or go to **sunbusaustralia.com.au**

TICKET TYPE	WERRIBEE	SOUTHERN CROSS STATION/ 167 FRANKLIN ST	CBD AREA	SUBURBS
Adult	\$16.00	\$20.00	\$27.00	\$32.00
Adult Return	\$30.00	\$36.00	\$54.00	\$64.00
Child*	\$8.00	\$10.00	\$13.50	\$16.00

Fares are current between 12 March 2011 and 31 December 2011. Concession fares are not available except for children.

* Child = 4 to 14 inclusive.

Telebus service

There are 12 Telebuses operating in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.

Passengers can use the service in two ways: they may board or leave the bus at one of the fixed stops in the area (and pay the normal Metcard fare), or they may be picked up or dropped off at home (and pay a small surcharge). Tickets are available from the driver.

Passengers can save by pre-purchasing surcharge tickets in bulk.

To book a home pickup or make a permanent booking, phone the Telebus dispatcher on **9735 3133**. Bus drivers cannot accept bookings. Pickups at bus stops will be within 5 minutes of the time shown on the timetable (to allow for home pickups).

For more information, phone Invicta Bus Services **9735 3400** or go to invictabus.com.au/telebus.html

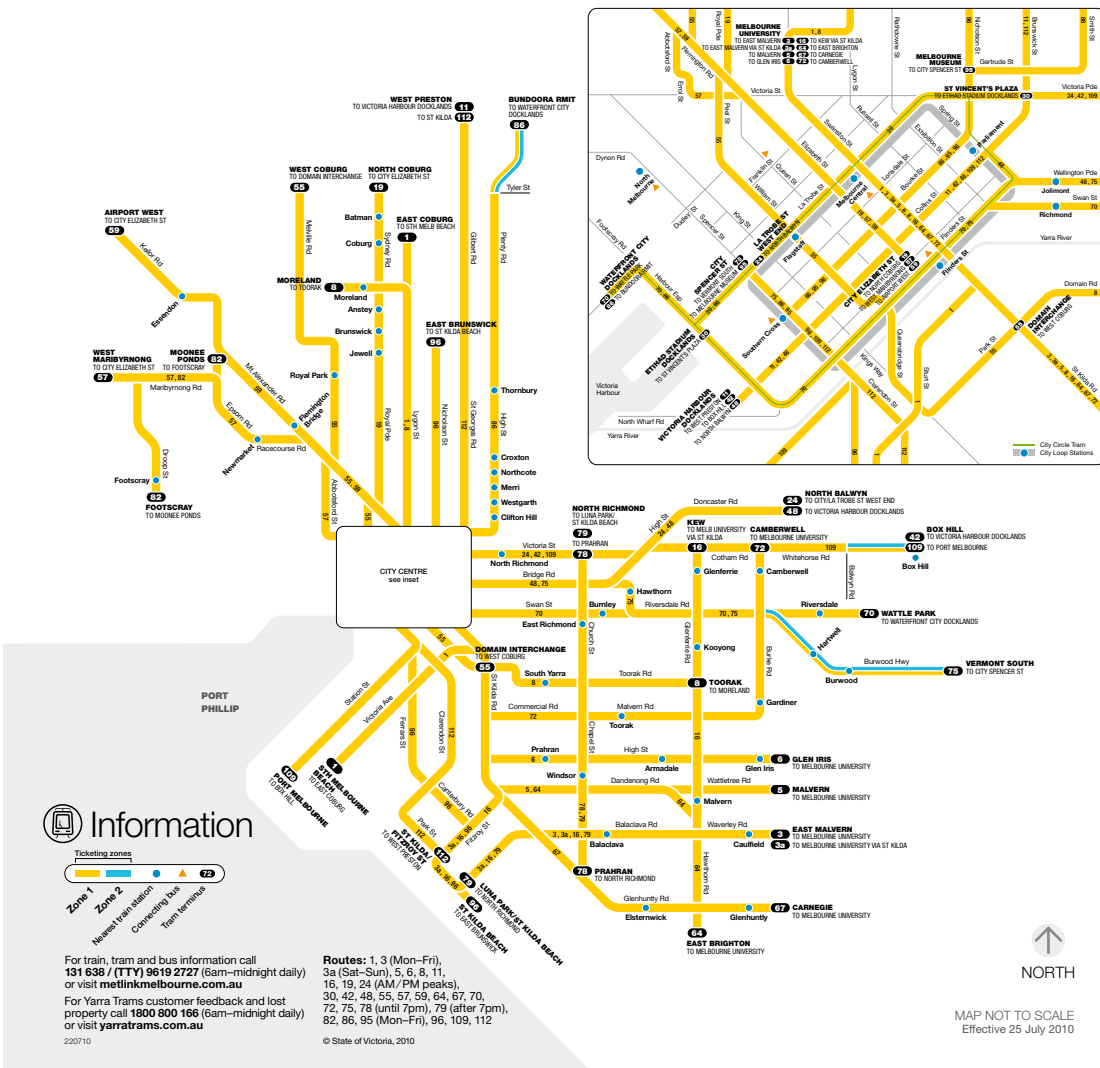
	PICKUP/DROP OFF SURCHARGE	
	Single trip	10-trip
Full-fare	\$1.00	\$9.00
Concession	\$0.60	-

Melbourne train network map



There are 78 Premium stations in metropolitan Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where passengers can get tickets, timetables, information and change for vending machines and pay phones. Most Premium stations have passenger facilities such as enclosed waiting areas and toilets.

Melbourne tram network map



A close-up photograph of a red rectangular sign with rounded corners, featuring the V/Line logo in white. The sign is mounted on a dark grey or black surface. The logo consists of a stylized 'V' followed by a vertical line and the word 'Line' in a sans-serif font. The background of the entire page is a solid purple color with white geometric shapes that frame the central image.

V/Line

CHAPTER 3

V/Line travel

V/Line travel

V/Line is the leading provider of rail and road coach services in regional Victoria, with train services operating to the regional cities of Ballarat, Bendigo, Geelong, Seymour and Traralgon and serving other regional centres including Ararat, Echuca, Swan Hill, Sale, Bairnsdale, Warrnambool and Shepparton. V/Line road coaches connect with many rail services at major stations to provide an integrated and coordinated public transport service across Victoria.

V/Line tickets

V/Line's ticketing system operates on regional train and coach services as well as giving access to metropolitan trains, trams and buses and local bus services in some regional cities. Tickets are either machine-printed or hand-written by staff.

Samples of V/Line tickets are shown below:

HANDWRITTEN



DATE-TO-DATE



CONDUCTORS MINI



WEEKLY



Where to buy V/Line tickets

Passengers can purchase V/Line tickets from:

- Staffed V/Line stations
- V/Line ticket agents
- Selected metropolitan premium stations
- Telephoning **136 196**

V/Line passengers must purchase a ticket before travel where a reasonable opportunity exists to do so. If the location where the passenger boards a V/Line train or coach has facilities for the purchase of tickets (e.g. a staffed V/Line railway station or a V/Line ticket agent) the passenger is deemed to have had a reasonable opportunity to purchase a ticket prior to travel. If a passenger boards at an unstaffed V/Line railway station or a roadside coach stop, they may purchase a ticket from the train conductor or coach driver.

V/Line tickets may be checked before, during or after the journey.

Passengers who travel on a metropolitan or regional service to connect with a V/Line service and who are unable to purchase a V/Line ticket before they begin their travel must have separate valid tickets for their travel on the metropolitan or regional service and their travel on the V/Line service.

It is an offence to travel without a valid ticket and passengers who do so risk being fined.

	STAFFED V/LINE STATION	V/LINE TICKET AGENT	TRAIN CONDUCTOR	COACH DRIVER	PHONE (136 196)
Ticket					
Single	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓
Off-Peak Single	✓	✓	✓	✓	✓
Off-Peak Daily	✓	✓	✓	✓	✓
Weekly	✓				
Monthly	✓				
Date-to-Date	✓				
Zone B Yearly	✓				
Payment methods					
Coins	✓	✓	# ✓	# ✓	
Notes	✓	✓	# ✓	# ✓	
EFTPOS	✓	some			
Credit cards [^]	✓	some			✓

* Conductors and coach drivers only carry limited amounts of cash.

[^] Visa and Mastercard only.

Calculating V/Line fares

To find out the price of a V/Line ticket the following steps normally apply:

- Calculate the number of charging units between the origin and destination
- Choose a ticket type
- Determine the fare based on the ticket type and the number of charging units using the table on p.36
- Add an upgrade to First Class if available.

Note: Fares for V/Line Link services are now part of the regular V/Line fares structure.

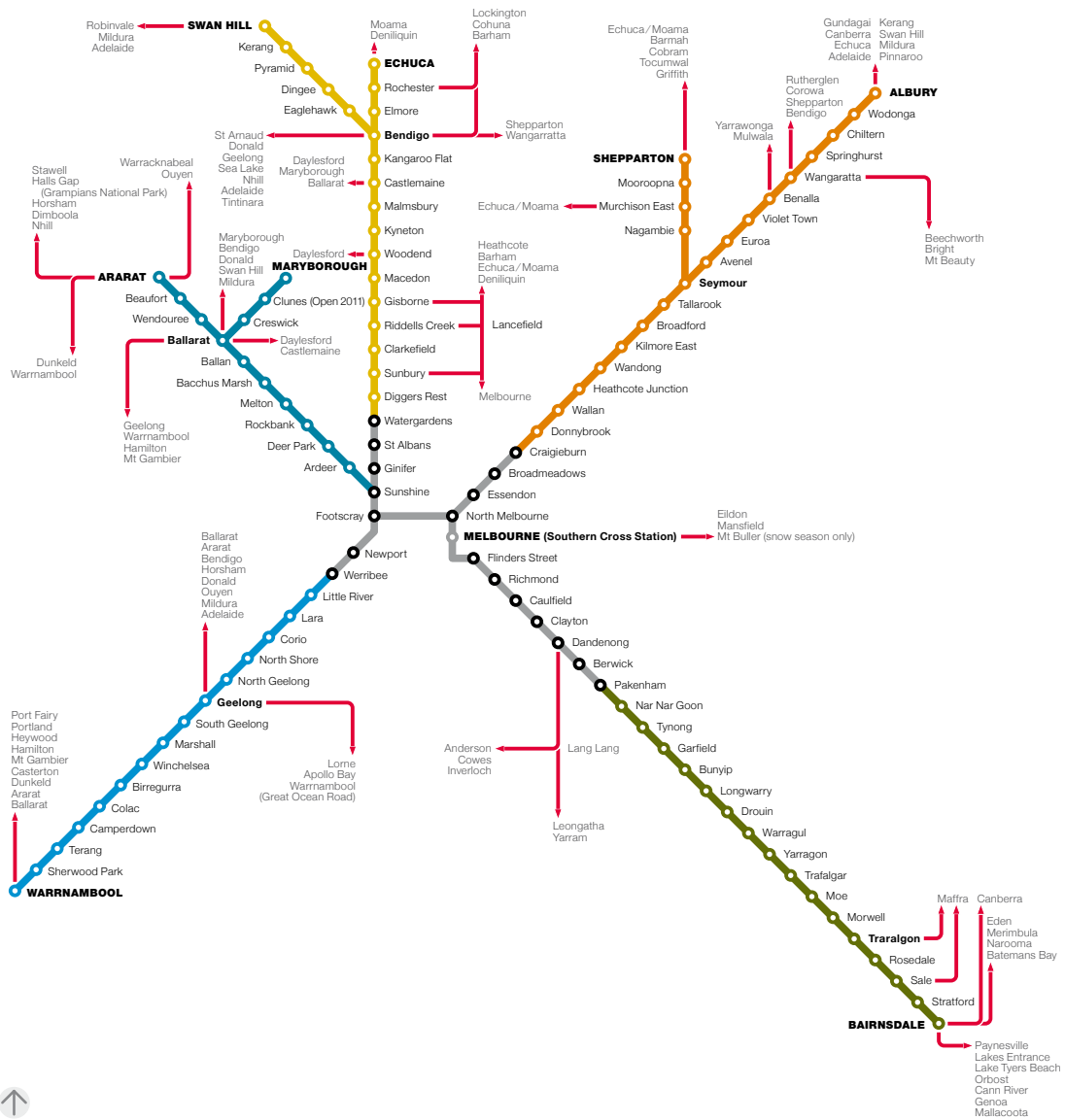
To calculate Charging Units

Passengers are charged based on the shortest route between their origin and destination, unless they choose to take a less direct route.

Regional Location to/from Zone 1

For travel between a regional location and Zone 1, look up the letter code for the regional location and look up the fare in the fare table.

V/Line network map



NORTH
Effective July 2010

Information



For public transport information call 136 196 / (TTY) 9619 2727 (6am–midnight daily) or visit viclink.com.au

Restricted metropolitan stations: These stations are drop off only travelling to Melbourne, and pick up only travelling from Melbourne.

Regional Location to/from Zone 2 (on same line)

For travel between a regional location and a station in Zone 2 before Zone 1 on the same line, the number of charging units is the number of charging units to Melbourne minus 50 charging units for stations in Zone 2.

Regional Location to/from Regional Location (on same line)

The number of charging units between regional locations on the same line can be calculated by subtracting the charging units to Melbourne for the destination location from the charging units to Melbourne of the origin location and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 1 Castlemaine to Bendigo

Melbourne to Bendigo = 162 charging units

Melbourne to Castlemaine = 125 charging units

162 units minus 125 units = 37 charging units

Round up to nearest 10 = 40 charging units

Example 2 Albury to Seymour

Melbourne to Albury = 320 charging units

Melbourne to Seymour = 99 charging units

320 units minus 99 units = 221 charging units

Round up to nearest 20 = 240 charging units

Regional Location to/from Regional Location (on different line)

The number of charging units between regional locations on different lines can be calculated by adding their charging units to Melbourne and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 3 Geelong to Drouin

Melbourne to Geelong = 73 charging units

Melbourne to Drouin = 91 charging units.

73 units plus 91 units = 164 charging units.

Round up to nearest 10 = 170 charging units

Example 4 Ballarat to Dandenong

Melbourne to Ballarat = 119 charging units

Travel between Melbourne and Dandenong is included in the Ballarat-Melbourne fare.

To/from Zone B to Melbourne (on same line)

Zone B includes 9 railway stations to the north and west of Melbourne whose fares are priced the same as in Zone 1+2 Metcard. V/Line tickets are required for travel to and from Zone B. Metcard tickets cannot be used for travel to and from Zone B.

Example 5 Lara to Southern Cross

Lara is in Zone B

Melbourne is in Zone 1

Zone B fares apply

Example 6 Donnybrook to Southern Cross

Donnybrook is in Zone B

Melbourne is in Zone 1

Zone B fares apply

First class travel

V/Line provides First class seating on selected rail services (see timetable for details), particularly on long distance services. First class seating is not available on coaches.

First class seating on all long distance services that travel to and from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool must be reserved.

Reserving First class

Customers can reserve First class seats by booking in advance through V/Line stations, V/Line agents and selected Metro Premium stations, or through Viclink Call Centre on **136 196**.

Bookings on long distance services are opened 100 days in advance of the day of travel. Customers can book any time from this period right up to the time of departure. However, advance booking is encouraged to ensure a First class seat.

First class fares

The First class fare is based on an Economy fare and a First class upgrade fee. First class tickets generally include the Economy fare and the First class upgrade. First class tickets may be purchased wherever V/Line tickets are sold. Customers can also use a First class 'multi card' to upgrade from Economy to First class.

It is important that customer pays for First class fare before boarding. The upgrade can be bought along with the Economy ticket, or separately before travel. Conductors will only sell First class upgrades to customers boarding at unstaffed stations.

FIRST CLASS TICKET



The First class upgrade fee

The First class upgrade fee is the same for all ticket types, and applies to full and concession fares.

First class upgrades for regular travellers (Multi Cards)

For a discount fare Regular First class travellers, including people with periodical tickets, can purchase a First class upgrade Multi Card which includes:

- 10 First class upgrades for journeys that are less than 100 charging units or
- 5 First class upgrades for journey that are greater than 100 charging units

For customer convenience these upgrade cards are undated and are clipped by the conductor on board to validate the First class journey at the time of travel.

Conductors will clip:

- ONE trip from the card for customers travelling less than 100 charging units,
- TWO trips for customers travelling more than 100 charging units.

DISTANCE	SINGLE TRIP	MULTI CARD
Less than 100 c/u	\$3.00	\$25.00
Greater than 100 c/u	\$6.00	

The First class upgrade is available from stations, V/Line agents and from the Conductor onboard the train.

Refunds on First class upgrades

Refunds on First class will be available when First class carriages are not available due to operational changes in trains or the First class carriage is full on short distance services.

Customers can receive refunds from all staffed V/Line stations, V/Line agents (if ticket was sold there) selected Metro Premium stations or by sending the First class upgrade refund slip to:

V/Line Customer Relations
Reply Paid 5343
Melbourne Victoria 3001

Please note: conductors do not provide refunds on board V/Line services.

What is the best way to purchase First class upgrades?

Long distance customers are encouraged to buy the First Class upgrade as part of their ticket and make a booking at the time of the purchase. This way the upgrade is part of their ticket and a seat is guaranteed.

Short distance customers are encouraged to buy a First class Multi Card so they can choose to travel in First class when they want. This provides customers with the flexibility of using both First class and Economy services. It also removes the need for refunds if the service they are travelling on does not have a First class carriage.

Reservations

Reservations are compulsory on most coach services, all Link services, all Mildura coach services, and long distance trains travelling to/from Ararat, Bairnsdale, Shepparton, Swan Hill, Echuca, and Warrnambool. For more information, check timetables on the V/Line website (vline.com.au) or call **136 196**. Reservations may be made wherever V/Line tickets are sold or by calling **136 196**.

Choosing the right ticket

V/Line tickets can be used on any V/Line train or coach service operating between the origin and destination printed on the ticket. A reservation is compulsory on all long distance services.

V/Line ticket holders with Single and Off-Peak Single tickets to/from Melbourne or to/from some regional city stations have one hour of included travel before or after their journey in the metropolitan zone(s) or regional city network printed on their ticket. Customers must get their tickets endorsed for included travel at the Customer Service Centre of a Metro Premium Station or at a staffed V/Line station.

V/Line ticket holders with Day Return, Off-Peak Day Return, Weekly, Monthly, Date-to-Date and Yearly tickets to/from Melbourne or to/from some regional city stations have included all day travel before or after their V/Line journey within the zone(s) or regional city network printed on their ticket.

Codes printed on V/Line tickets denote the included metropolitan zones or regional city bus networks as follows: Z1+2 = Metcard Zone 1+2, Z2 = Metcard Zone 2; BTS = Ballarat Transit Service, Bendigo Transit, GTS = Geelong Transit, T/Bus = Town Bus (in Moe, Morwell or Traralgon).

Single

Allows one trip from the origin to the destination on the date printed on the ticket (until 3.00 am the following day). No stopovers are permitted.

Off-Peak Single

Allows one trip from the origin to the destination on the date printed on the ticket on off-peak services, (until 3.00 am the following day). No stopovers are permitted.

Concession Off-Peak Single tickets are not available on Weekends. For Off-Peak ticket rules see below.

Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket (until 3.00 am the following day). For return travel on different days, purchase two Single tickets.

Off-Peak Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket on off-peak services (until 3.00 am the following day). For off-peak return travel on different days, purchase two Off-Peak Single tickets.

Concession Off-Peak Daily tickets are not available on Weekends. For Off-Peak ticket rules, see below.

Peak/Off-Peak ticket conditions

Passengers with Off-Peak Single and Off-Peak Daily tickets may not travel on weekday services scheduled to arrive in Melbourne (Southern Cross, Flinders St, Richmond or North Melbourne) before 9.00 am, or services scheduled to depart Melbourne between 4.00 pm and 6.00 pm.

Concession Off-Peak Single and Concession Off-Peak Daily tickets are not valid for travel on weekends. Concession passengers may use Concession Single or Concession Day Return tickets on weekends. Full fare Off-Peak Single and Full Fare Off-Peak Daily tickets are valid (without time restrictions) on weekends.

On Public Holidays, Full Fare and Concession Off-Peak tickets are available without time restrictions.

Customers holding an Off-Peak ticket travelling on a Peak service must purchase an "Off-Peak to Peak Upgrade — Single Trip".

Weekly

Weekly tickets allow unlimited travel between the origin and destination printed on the ticket, for seven consecutive days.

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3.00 am on Tuesday). A weekly ticket used between midnight and 3.00 am must be valid for the previous day.

Monthly

Monthly tickets allow unlimited travel between the origin and destination printed on the ticket, for a month.

The ticket expires one month from the start date printed on the ticket. For example, a ticket valid for travel from 15 June will expire at the end of services for 14 July (3.00 am on 15 July). A ticket first valid for travel on 30 or 31 January or on 1 February will expire on 29 February in a leap year, or on 28 February otherwise. A monthly ticket used between midnight and 3am must be valid for the previous day.

Date-to-Date

Date-to-Date tickets allow unlimited travel between the origin and destination printed on the ticket, for the number of weeks nominated by the passenger. The passenger may purchase tickets for the following durations:

- 10 to 52 weeks (Full Fare/Concession/Student)

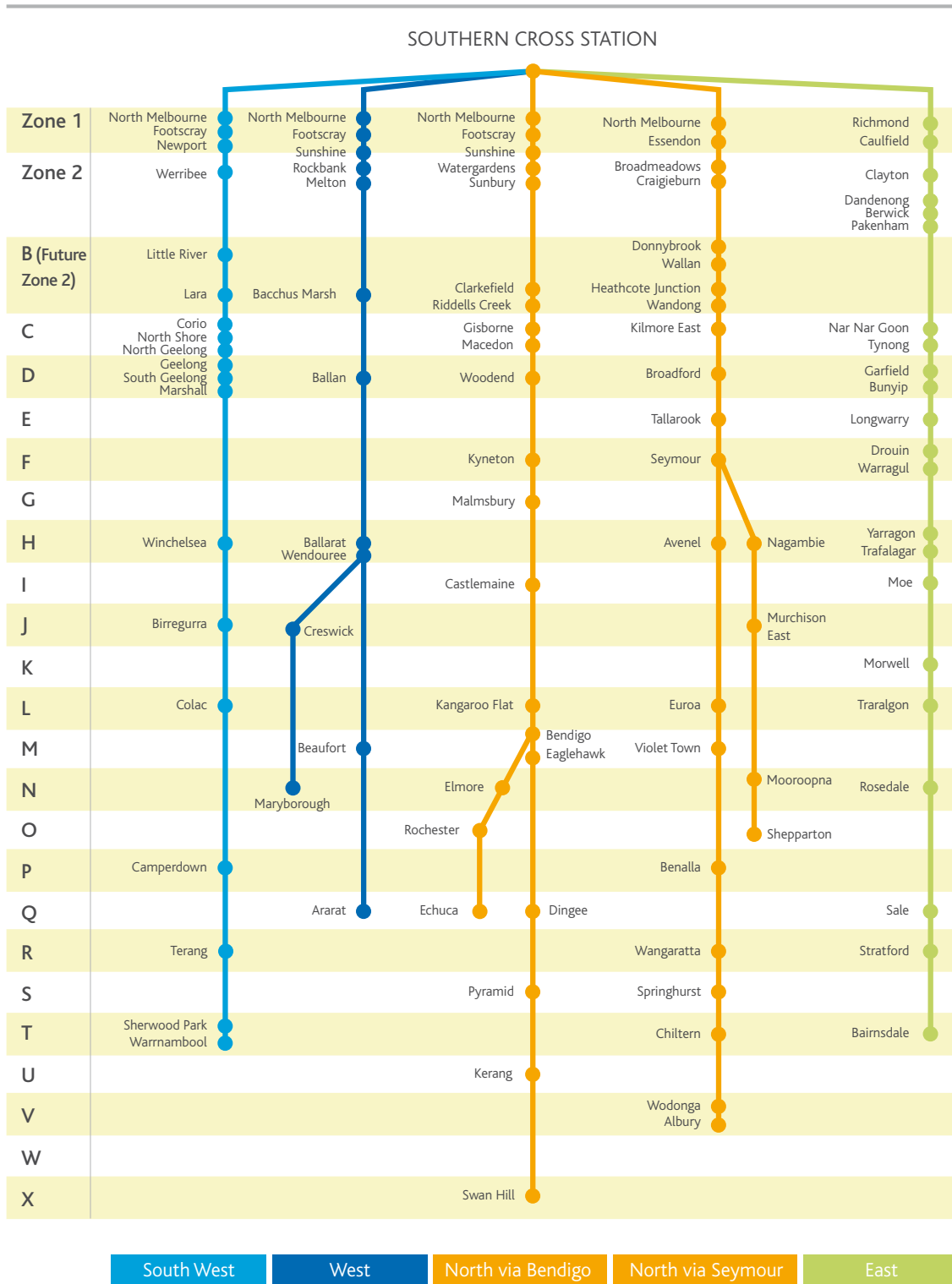
The price of the ticket is the Date-to-Date weekly rate multiplied by the number of weeks required. A date-to-date ticket used between midnight and 3.00 am must be valid for the previous day. The ticket expires at 3.00 am on the day following the expiration date on the ticket.

Yearly

Fares from nine V/Line rail stations (Little River, Donnybrook, Wallan, Lara, Bacchus Marsh, Clarkefield, Riddells Creek, Heathcote Junction and Wandong) and three V/Line coach stops (Tooradin, Kinglake West and Five Ways) to Melbourne are aligned with metropolitan fares. This has been done in preparation for the inclusion of these locations within Zone 2 when the new **myki** solution for Victoria is implemented.

The V/Line Yearly Ticket allows unlimited travel between one of the above locations and Zone 1 until the expiry date printed on the ticket. The ticket expires at 3.00 am on the day following the expiry date on the ticket. First class and concession V/Line Yearly tickets are not available. The ticket costs \$2021.50.

V/Line rail services — Zones to/from Zone 1



VICTORIAN FARES AND TICKETING MANUAL (GENERAL)

V/Line Fare Table 2012

NO FIRST CLASS FARES. FIRST CLASS FARE IS NOW A TWO-TIER FLAT FEE UPGRADE ON RELEVANT ECONOMY FARE

CHARGING UNITS NOT EXCEEDING	SINGLE		DAILY		OFF-PEAK SINGLE		OFF-PEAK DAILY		OFF-PEAK EXTN SINGLE		WEEKLY		MONTHLY		DATE TO DATE		C/U	
	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	STUDENT CONC	FULL	STUDENT CONC	FULL	STUDENT CONC		
ZONE	Weekly Unit Rate																	
B	6.50	3.70	11.90	6.30	n/a	n/a	11.00	5.50	n/a	n/a	55.40	27.70	189.20	94.60	n/a	n/a	B	
10	2.20	1.10	4.40	2.20	2.20	1.10	4.40	2.20	0.00	0.00	22.00	11.00	88.00	44.00	20.30	10.10	10	
20	3.50	1.70	7.00	3.50	3.50	1.70	7.00	3.50	0.00	0.00	35.00	17.50	140.00	70.00	32.20	16.10	20	
30	4.00	2.00	8.00	4.00	3.70	1.80	7.40	3.60	0.30	0.20	37.00	18.50	148.00	74.00	34.00	17.00	30	
40	5.20	2.60	10.40	5.20	3.90	1.90	7.80	3.80	1.30	0.70	39.00	19.50	156.00	78.00	36.00	18.00	40	
50	5.90	2.90	11.80	5.80	4.10	2.00	8.20	4.00	1.80	0.90	41.00	20.50	164.00	82.00	37.80	18.90	50	
60	7.40	3.70	14.80	7.40	5.20	2.60	10.40	5.20	2.20	1.10	51.00	25.50	195.80	97.90	45.10	22.50	60	
70	C	9.00	4.50	18.00	9.00	6.30	3.10	12.60	6.20	2.70	1.40	59.90	29.90	215.60	107.80	49.70	24.80	70
80	D	10.30	5.10	20.60	10.20	7.20	3.60	14.40	7.20	3.10	1.50	68.50	34.20	246.60	123.30	56.30	28.10	80
90	E	11.80	5.90	23.60	11.80	8.30	4.10	16.60	8.20	3.50	1.80	72.80	36.40	262.00	131.00	58.30	29.10	90
100	F	13.50	6.70	27.00	13.40	9.50	4.70	19.00	9.40	4.00	2.00	78.00	39.00	280.90	140.40	60.30	30.10	100
110	G	14.80	7.40	29.60	14.80	10.40	5.20	20.80	10.40	4.40	2.20	86.10	43.00	310.10	155.00	62.60	31.30	110
120	H	16.70	8.30	33.40	16.60	11.70	5.80	23.40	11.60	5.00	2.50	91.60	45.80	329.70	164.80	65.40	32.70	120
130	I	18.40	9.20	36.80	18.40	12.90	6.40	25.80	12.80	5.50	2.80	99.10	49.50	356.40	178.20	66.40	33.20	130
140	J	19.90	9.90	39.80	19.80	13.90	6.90	27.80	13.80	6.00	3.00	105.80	52.90	381.40	190.70	69.80	34.90	140
150	K	21.90	10.90	43.80	21.80	15.30	7.60	30.60	15.20	6.60	3.30	111.90	55.90	402.70	201.30	71.90	35.90	150
160	L	23.60	11.80	47.20	23.60	16.50	8.20	33.00	16.40	7.10	3.60	119.50	59.70	429.50	214.70	73.50	36.70	160
170	M	25.20	12.60	50.40	25.20	17.60	8.80	35.20	17.60	7.60	3.80	125.50	62.70	452.60	226.30	75.50	37.70	170
180	N	26.50	13.20	53.00	26.40	18.60	9.30	37.20	18.60	7.90	3.90	132.60	66.30	477.60	238.80	77.90	38.90	180
190	O	28.20	14.10	56.40	28.20	19.70	9.80	39.40	19.60	8.50	4.30	140.70	70.30	506.10	253.00	78.80	39.40	190
200	P	29.80	14.90	59.60	29.80	20.90	10.40	41.80	20.80	8.90	4.50	146.80	73.40	529.30	264.60	80.00	40.00	200
220	Q	32.70	16.30	65.40	32.60	22.90	11.40	45.80	22.80	9.80	4.90	161.50	80.70	581.00	290.50	84.60	42.30	220
240	R	35.50	17.70	71.00	35.40	24.90	12.40	49.80	24.80	10.60	5.30	177.70	88.80	639.50	319.70	88.80	44.40	240
260	S	38.30	19.10	76.60	38.20	26.80	13.40	53.60	26.80	11.50	5.70	191.10	95.50	687.90	343.90	95.50	47.70	260
280	T	41.50	20.70	83.00	41.40	29.10	14.50	58.20	29.00	12.40	6.20	207.40	103.70	746.70	373.30	103.70	51.80	280
300	U	44.30	22.10	88.60	44.20	29.90	14.90	59.80	29.80	14.40	7.20	221.80	110.90	798.60	399.30	110.90	55.40	300
320	V	47.30	23.60	94.60	47.20	30.10	15.00	60.20	30.00	17.20	8.60	236.20	118.10	850.40	425.20	118.10	59.00	320
340	W	50.10	25.00	100.20	50.00	31.90	15.90	63.80	31.80	18.20	9.10	250.60	125.30	902.30	451.10	125.30	62.60	340
360	X	52.60	26.30	105.20	52.60	33.50	16.70	67.00	33.40	19.10	9.60	263.10	131.50	947.20	473.60	131.60	65.80	360
380	Y	53.60	26.80	107.20	53.60	34.10	17.00	68.20	34.00	19.50	9.80	267.90	133.90	964.50	482.20	134.00	67.00	380
400	Z	54.90	27.40	109.80	54.80	34.90	17.40	69.80	34.80	20.00	10.00	274.20	137.10	987.00	493.50	137.10	68.50	400
450	AA	56.90	28.40	113.80	56.80	36.30	18.10	72.60	36.20	20.60	10.30	284.20	142.10	1023.30	511.60	142.10	71.00	450
500	BB	59.70	29.80	119.40	59.60	38.10	19.00	76.20	38.00	21.60	10.80	298.60	149.30	1075.10	537.50	149.30	74.60	500
550	CC	62.60	31.30	125.20	62.60	39.90	19.90	79.80	39.80	22.70	11.40	312.60	156.30	1125.20	562.60	156.30	78.10	550
600	DD	65.10	32.50	130.20	65.00	41.40	20.70	82.80	41.40	23.70	11.80	325.50	162.70	1171.90	585.90	162.80	81.40	600
650	EE	66.80	33.40	133.60	66.80	42.50	21.20	85.00	42.40	24.30	12.20	334.20	167.10	1203.00	601.50	167.10	83.50	650
700	FF	72.10	36.00	144.20	72.00	46.00	23.00	92.00	46.00	26.10	13.00	360.60	180.30	1298.10	649.00	180.30	90.10	700
750	GG	76.10	38.00	152.20	76.00	48.50	24.20	97.00	48.40	27.60	13.80	380.70	190.30	1370.70	685.30	190.40	95.20	750
800	HH	79.00	39.50	158.00	79.00	50.30	25.10	100.60	50.20	28.70	14.40	394.70	197.30	1420.80	710.40	197.30	98.60	800
800+	II	79.00	39.50	158.00	79.00	50.30	25.10	100.60	50.20	28.70	14.40	394.70	197.30	1420.80	710.40	197.30	98.60	800+

For travel between stations in Zone B on the same line, a V/Line ticket will be issued with a price consistent with a Zone 2 Metcard. For travel between stations in Zone B and Zone 2 on the same line, a V/Line ticket will be issued with a price consistent with a Zone 2 Metcard. For travel between two Zone B stations on a different line or a Zone B and Zone 2 station on a different line, a V/Line ticket will be issued with a price consistent with a Zone 1+2 Metcard
 ~ As there is no Off-Peak 2hr ticket in the Metcard system, no Off-Peak Single tickets are available between the City and Zone B locations.

'Melbourne to' Charging Units and Fare Codes

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE
Adelaide City	ADC			Balaclava	BCV	0	MET ZONE 1
(Via Wolsley)		774	I/C	Bacchus Marsh	BAH	50	I/U
(Via Murrayville)		804	I/C	Bairnsdale	BSJ	274	I/C
Adelaide Hills	ADT	774	I/C	Ballan	BLN	80	I/U
Aircraft	ACF	50	MET	Ballarat	BXT	119	I/U
Aireys Inlet	AII	148	I/C	Ballendella	BLA	198	I/C
Alamein	ALM	0	MET	Balranald (NSW)	BZD	441	I/C
Alberton	AEN	214	I/C	Bannerton T/O	BNN	473	I/C
Albion	ALB	0	MET	Bannockburn	BKN		
Albury (NSW)	ABX	320	I/C	(Via Geelong)		98	I/U
Alexandra	AXD	130	I/C	(Via Ballarat)		182	I/U
Allendale	ALL	144	I/C	Barham (NSW)	BVM	285	I/C
Alphington	ALP	0	MET	Barmah	BAV	210	I/C
Altona	ALT	0	MET	Barooga (NSW)	BAX	252	I/C
Anderson	ANS	108	I/C	Barraport	BPO	285	I/C
Anglesea	ALS	129	I/C	Bass	BAS	107	I/C
Annuello T/O	ANU	455	I/C	Batemans Bay (NSW)	BTY	826	I/C
Anstey	ASY	0	MET	Batesford	BSD		
Apollo Bay	APB	220	I/C	(Via Geelong)		83	I/U
Ararat	ARY	211	I/C	(Via Ballarat)		197	I/U
Armadale	ARM	0	MET	Batman	BAT	0	MET
Ardeer	ARR	50	MET	Baxter	BXR	50	MET
Ascot	ASC	146	I/C	Bay of Islands	BAZ	321	I/C
Ascot Vale	ASV	0	MET	Bayswater	BAY	50	MET
Ashburton	ASH	0	MET	Beaconsfield	BCD	50	MET
Aspendale	ASP	50	MET	Bealiba	BEI	222	I/C
Auburn	AUB	0	MET	Beaufort	BFR	165	I/C
Avalon (Airport)	AVL	60	I/U	Beechworth	BHW	280	I/C
Avenel	AVN	116	I/C	Bega (NSW)	BGA	693	I/C
Avoca	AVC	180	I/C	Belgrave	BEG	50	MET

VICTORIAN FARES AND TICKETING MANUAL (GENERAL)

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE
Bell	BEL	0	MET	Brunswick	BWK	0	MET
Bellbrae	BEL	113	I/U	Buangor	BUR	188	I/C
Bell Park	BPA	81	I/U	Buccleuch (SA)	BCH	664	I/C
Bells Beach T/O	BBV	114	I/C	Buffalo T/O	BFO	153	I/C
Belmont	BMV	73	I/U	Bullarto	BTO	109	I/C
Bemm River T/O	BRT	459	I/C	Bunbartha	BHA	239	I/C
Benalla	BEN	195	I/C	Buninyong	BIY		
Bendigo	BXG	162	I/C	(Via Geelong)		150	I/U
Bentleigh	BEN	0	MET	(Via Ballarat)		130	I/U
Berrigan (NSW)	BGN	305	I/C	Bunyip	BYP	78	I/U
Berriwillock	BWC	363	I/C	Burnley	BLY	0	MET
Berwick	BEK	50	MET	Burrumbeet	BUT	138	I/C
Beulah	BLX	384	I/C	Burwood	BWD	0	MET
Birchip	BHP	346	I/C	Buxton	BST	110	I/C
Birregurra	BGU	134	I/C	Byaduk	BYA	354	I/C
Bittern	BIT	50	MET	Byaduk North	BYN	363	I/C
Blackburn	BBN	50	MET	Cabbage Tree Creek	CBV	450	I/C
Blampied	BPD	164	I/C	Camberwell	CAM	0	MET
Bodalla (NSW)	BOD	805	I/C	Campbellfield	CMF	50	MET
Bombala (NSW)	BOL	614	I/C	Campbelltown	CAM	166	I/C
Bonbeach	BON	50	MET	Camperdown	CDN	198	I/C
Bonnie Doon	BDN	189	I/C	Canberra A.C.T.	CBR		
Boort	BOT	272	I/C	(Via Bairnsdale)		824	I/C
Bordertown (SA)	BOR	483	I/C	(Via Albury)		760	I/C
Boronia	BOR	50	MET	Canberra City	JOC	760	I/C
Borong	BOU	251	I/C	Cannie	CNN	320	I/C
Boundary Bend	BYB	450	I/C	Cann River	CVV	521	I/C
Box Hill	BXH	50	MET	VIC/NSW border			
Bridgewater	BWE	203	I/C	Canterbury	CBY	0	MET
Bright	BIT	320	I/C	Cape Paterson	CPP	140	I/C
Brighton Beach	BBH	0	MET	Caramut	CRU	276	I/C
Brim	BRZ	368	I/C	Cardigan Village	CAD	128	I/C
Broadford	BRF	75	I/U	Carisbrook	CSK	173	I/C
Broadmeadows	BRQ	50	MET	Carnegie	CNE	0	MET
Broomfield	BMD	139	I/C	Carrajung	CAR	187	I/C

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE		
Carrum	CAR	50	MET	ZONE 2	Cowes	COE	120	I/C	H
Carwarp	CWP	533	I/C	CC	Cowwarr	CWV	183	I/C	O
Casterton	CST	381	I/C	Z	Craigieburn	CRA	50	MET	ZONE 2
Castlemaine	CME	125	I/C	I	Cranbourne	CQR	50	MET	ZONE 2
Caulfield	CFL	0	MET	ZONE 1	Creswick	CRK	130	I/C	J
Charlton	CHN	279	I/C	T	Crib Point	CPT	50	MET	ZONE 2
Chatham	CHM	0	MET	ZONE 1/2	Croxton	CXT	0	MET	ZONE 1
Chelsea	CSA	50	MET	ZONE 2	Croydon	CQQ	50	MET	ZONE 2
Cheltenham	CTM	50	MET	ZONE 2	Culgoa	CLG	349	I/C	X
Chiltern	CLR	271	I/C	T	Dadswells Bridge	DAD	269	I/C	T
Clarendon	CLX				Daisy Hill	DAI	179	I/C	N
(Via Geelong)		140	I/U	J	Dalyston	DLN	122	I/C	I
(Via Ballarat)		140	I/U	J	Dandenong	DNG	50	MET	ZONE 2
Clarkefield	CFD	50	I/U	B	Darebin	DBN	0	MET	ZONE 1
Clayton	CTO	50	MET	ZONE 2	Darling	DAR	0	MET	ZONE 1/2
Clifton Hill	CHL	0	MET	ZONE 1	Darlington	DGT	221	I/C	R
Clunes	CUE	156	I/C	L	Darlington Point	DPT	435	I/C	AA
Coal Creek	CLC	111	I/C	H	Darnum	DRM	106	I/U	G
Cobargo (NSW)	CXB	733	I/C	GG	Dartmoor	DTR	437	I/C	AA
Cobram	CRM	250	I/C	S	Daylesford	DFD	109	I/C	G
Coburg	CBU	0	MET	ZONE 1	Deer Park	DRP	50	MET	ZONE 2
Cohuna	COH	273	I/C	T	Deniliquin	DNQ	240	I/C	R
Colac	XCO	153	I/C	L	Dennis	DEN	0	MET	ZONE 1
Colbinabbin	CIV	130	I/C	I	Derrinallum	DLM	198	I/C	P
Coleambally (NSW)	CML	400	I/C	Z	Devenish	DEV	222	I/C	R
Coleraine	CRE	352	I/C	X	Diamond Creek	DCK	50	MET	ZONE 2
Collingwood	CWD	0	MET	ZONE 1	Diggers Rest	DIT	50	MET	ZONE 2
Cooma (NSW)	OOM	704	I/C	GG	Dimboola	DIM	362	I/C	Y
Coombah	CBA	689	I/C	FF	Dingee	DIG	211	I/C	Q
Coonalpyn S.A.	CPY	594	I/C	DD	Donald	DLD	294	I/C	U
Corinella	CRL	99	I/C	F	Donnybrook	DBK	50	I/U	B
Corio	COR	64	I/U	C	Drouin	DOU	91	I/U	F
Coronet Bay	CNY	99	I/C	F	Dudley	DUD	127	I/C	I
Corop	CRP	168	I/C	M	Dunach	DUH	169	I/C	M
Corowa (NSW)	CWW	283	I/C	U	Dunkeld	DUK	287	I/C	U

VICTORIAN FARES AND TICKETING MANUAL (GENERAL)

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE
Dunolly	DOY	217	I/C Q	Five Ways	FIW	50	I/C B
Durham OX	DHX	260	I/C S	Flagstaff	FGS	0	MET ZONE 1
Eaglehawk	EAG	170	I/C M	Flemington Bridge	FBD	0	MET ZONE 1
Eaglemont	EAG	0	MET ZONE 1/2	Flemington R/C	FRC	0	MET ZONE 1
Eagle Point	EAP	320	I/C V	Flinders St	MFS	0	MET ZONE 1
East Camberwell	ECM	0	MET ZONE 1	Flowerdale	FLE	77	I/C D
East Trentham	ETM	103	I/U G	Footscray	FTY	0	MET ZONE 1
Eastern View	ESV	153	I/C K	Foster	FOR	173	I/C N
East Malvern	EMV	0	MET ZONE 1/2	Frankston	FKN	50	MET ZONE 2
East Richmond	ERM	0	MET ZONE 1	Galaquil	GLQ	378	I/C Y
Echuca	ECA	220	I/C Q	Gardenvale	GVE	0	MET ZONE 1
Echuca South	EAS	214	I/C Q	Gardiner	GAR	0	MET ZONE 1
Echuca Station	ECH	220	I/C Q	Garfield	GAF	74	I/U D
Echuca Roadhouse	ECB	220	I/C Q	Geelong	GEX	73	I/U D
Eden (NSW)	QDN	614	I/C EE	Genoa	GEO	569	I/C DD
Edithvale	EDI	50	MET ZONE 2	Geranium (SA)	GNM	636	I/C EE
Eildon	EIL	150	I/C K	Gheringhap	GHP		
Elaine	EAI			(Via Geelong)		92	I/U F
(Via Geelong)		130	I/U I	(Via Ballarat)		188	I/U O
(Via Ballarat)		150	I/U K	Ginifer	GFR	50	MET ZONE 2
Elmore	EMR	173	I/C N	Gipsy Point (NSW)	GIP	580	I/C DD
Elsternwick	ELS	0	MET ZONE 1	Girgarre	GIV	159	I/C L
Eltham	ELT	50	MET ZONE 2	Gisborne	GSB	64	I/U C
Emu	EMU	234	I/C R	Glen Iris	GIR	0	MET ZONE 1
Epping	EPP	50	MET ZONE 2	Glen Thompson	GTN	269	I/C T
Essendon	ESE	0	MET ZONE 1	Glenburn	GEN	116	I/C H
Euroa	EOA	151	I/C L	Glenbervie	GBV	0	MET ZONE 1
Euston	EUS	492	I/C BB	Glenferrie	GFE	0	MET ZONE 1
Everton	EVT	258	I/C S	Glengarry	GGR	167	I/C M
Fairfield	FFD	0	MET ZONE 1	Glenhuntly	GHY	0	MET ZONE 1
Fairhaven	FHV	149	I/C K	Glenloth T/O	GNT	295	I/C U
Fawkner	FAK	0	MET ZONE 1/2	Glenorchy	GCY	262	I/C T
Ferntree Gully	FTG	50	MET ZONE 2	Glenrowan	GWN	219	I/C Q
Finley (NSW)	FLY	282	I/C U	Glenroy	GRY	0	MET ZONE 1
Fish Creek	FCK	160	I/C L	Glen Waverley	GWY	50	MET ZONE 2

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE		
Goorambat	GBT	212	I/C	Q	Heidelberg	HDB	0	MET	ZONE 1
Goomong	GNN	172	I/C	N	Hepburn Springs	HEP	116	I/U	H
Gordon	GDN	90	I/U	F	Hexham	HXA	259	I/C	S
Gormandale	GOR	179	I/C	N	Heyfield	HEY	194	I/C	P
Gowrie	GOW	50	MET	ZONE 2	Heyington	HEY	0	MET	ZONE 1
Grantville	GVV	94	I/C	F	Heywood	HWD	387	I/C	Z
Great Western	GTW	234	I/C	R	Highett	HIG	50	MET	ZONE 2
Gredgwin	GDW	291	I/C	U	Holbrook (NSW)	HLB	440	I/C	AA
Greensborough	GRN	50	MET	ZONE 2	Holmesglen	HOL	0	MET	ZONE 1
Griffith (NSW)	GFF	475	I/C	BB	Hopetoun	HTU	410	I/C	AA
Grovedale	GRO	73	I/U	D	Hoppers Crossing	HKG	50	MET	ZONE 2
Guildford	GID				Horsham	HSM	327	I/C	W
(Via Castlemaine)		136	I/C	J	Hughesdale	HUG	0	MET	ZONE 1
(Via Ballarat)		219	I/C	Q	Huntingdale	HUN	0	MET	ZONE 1
Gunbower	GNR	263	I/C	T	Hurstbridge	HBE	50	MET	ZONE 2
Gundagai (NSW)	GGI	600	I/C	DD	Illowa	ILW	273	I/C	T
Haddon	HDN	123	I/U	I	Inglewood	ING	211	I/C	Q
Hallam	HLM	50	MET	ZONE 2	Inverloch	IVK	143	I/C	K
Halls Gap	HAG	311	I/C	V	Irymple	IRY	559	I/C	DD
Hamilton	HLT	318	I/C	V	Ivanhoe	IVA	0	MET	ZONE 1
Hampton	HAM	50	MET	ZONE 2	Jabuk (SA)	JAB	647	I/C	EE
Harcourt	HRC				Jacana	JAC	50	MET	ZONE 2
(Via Castlemaine)		135	I/C	J	Jan Juc T/O	JJC	94	I/C	F
(Via Ballarat)		240	I/C	R	Jerilderie (NSW)	JRD	341	I/C	X
Hartwell	HWL	50	MET	ZONE 2	Jewell	JWL	0	MET	ZONE 1
Hastings	HST	50	MET	ZONE 2	Johnsonville	JOH	305	I/C	V
Hattah	HTT	499	I/C	BB	Jolimont	JLI	0	MET	ZONE 1
Hawksburn	HKN	0	MET	ZONE 1	Jordanville	JOR	50	MET	ZONE 2
Hawkesdale	HWE	300	I/C	U	Kalimna	KAL	337	I/C	W
Hawthorn	HAW	0	MET	ZONE 1	Kalimna West	KAW	335	I/C	W
Healesville	HVE	61	MET	C	Kananook	KAN	50	MET	ZONE 2
Heathcote	HCE	100	I/C	F	Kangaroo Flat	KFT	157	I/C	L
Heathcote Junction	HJN	50	I/U	B	Kaniva	KAV	438	I/C	AA
Heatherdale	HTD	50	MET	ZONE 2	(VIC/SA border)				
Heathmont	HMT	50	MET	ZONE 2	Kaarimba	KMA	210	I/C	S

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MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE		
Katunga	KAU	226	I/C	R	Lancefield	LNI	89	I/C	E
Keilor Plains	KPL	50	MET	ZONE 2	Lang Lang	LAG	76	I/C	D
Keith S.A.	KTH	528	I/C	CC	Langi Kal Kal	LKK	160	I/C	L
Kennett River	KRV	197	I/C	P	Laverton	LAV	0	MET	ZONE 1
Kensington	KEN	0	MET	ZONE 1	Lara	LRA	50	I/U	B
Keon Park	KPK	50	MET	ZONE 2	Lascelles	LAS	417	I/C	AA
Kerang	KRA	289	I/C	U	Latrobe Hospital	LRH	150	I/U	K
Kew	KEW	0	MET	ZONE 1	Latrobe University	LUV	0	MET	ZONE 1
Kiata	KIA	386	I/C	Z	Lavers Hill	LVH	269	I/C	T
Kilcunda	KLD	116	I/C	H	Learmonth	LEM	141	I/C	K
Kilmore	KIL	63	I/C	C	Leawarra	LWA	50	MET	ZONE 2
Kilmore East	KET	63	I/U	C	Leitchville	LEI	269	I/C	T
Kinglake West	KLW	50	I/C	B	Leonards Hill H	LHH	103	I/U	G
Koo Wee Rup	KWE	66	I/C	C	Leongatha	LEG	126	I/C	I
Koondrook	KOV	283	I/C	U	Lethbridge	LBR			
Koonoomoo	KOO	255	I/C	S	(Via Geelong)		104	I/U	G
Kooyong	KYG	0	MET	ZONE 1	(Via Ballarat)		176	I/U	N
Koroit	KRO	278	I/C	T	Lexton	LEX	179	I/C	N
Korong Vale	KVE	243	I/C	S	Lillimur	LIR	448	I/C	AA
Korweinguboora	KOR	101	I/U	G	Lilydale	LYL	50	MET	ZONE 2
Korumburra	KBA	111	I/C	H	Lindenow T/O	LIW	257	I/C	S
Kyabram	KYB	180	I/C	N	Linton	LTO	159	I/C	L
Kyneton	KYN	92	I/U	F	Lismore	LMO	196	I/C	P
Laburnum	LAB	50	MET	ZONE 2	Little River	LTR	50	I/U	B
Lake Boga	LBG	330	I/C	W	Loch	LOH	95	I/C	F
Lake Bolac	LBC	227	I/C	R	Loch-ard Gorge	LOC	300	I/C	U
Lake Charm	LCH	305	I/C	V	Lockington	LKN	204	I/C	Q
Lake Tyers Beach	LTB	344	I/C	X	Lockwood	LOK	148	I/C	R
Lake Tyers T/O	LTT	344	I/C	X	London Bridge	LON	318	I/C	V
Lakes Entrance	LKE	339	I/C	W	Longwarry	LWY	83	I/U	E
Lal Lal	LLV	140	I/U	J	Lorne	LRN	171	I/C	N
Lalbert	LLB	331	I/C	W	Lyonville	LYV	109	I/C	G
Lalor	LAL	50	MET	ZONE 2	Macarthur	MAC	344	I/C	X
Lameroo S.A.	LAM	603	I/C	EE	Macaulay	MAC	0	MET	ZONE 1
Lancaster	LAR	219	I/C	Q	Macedon	MDN	70	I/U	C

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE		
Macleod	MCD	50	MET	ZONE 2	Mineral Springs	MSH	95	I/U	F
Maffra	MFA	206	I/C	Q	Miner's Rest	MEZ	128	I/U	I
Maiden Gully	MAI	170	I/C	M	Mingara Drive	MIN	83	I/U	E
Maindample	MDP	197	I/C	P	Minyip	MYP	318	I/C	V
Maldon	MLD	141	I/C	K	Mitcham	MCH	50	MET	ZONE 2
Mallacoota	MAL	589	I/C	DD	Mitiamo	MTI	229	I/C	R
Malmsbury	MMS	102	I/C	G	Moama (NSW)	MAM	220	I/C	Q
Malvern	MAL	0	MET	ZONE 1	Moe	MOE	129	I/U	I
Manangatang	MGN	427	I/C	AA	Mogo (NSW)	MGO	827	I/C	II
Mansfield	MFX	211	I/C	Q	Molesworth	MSW	146	I/C	K
Marnoo	MAN	276	I/C	T	Monegeeta	MGA	61	I/U	B
Marong	MRN	181	I/C	O	Mont Albert	MAB	0	MET	ZONE 1
Marshall	MAR	79	I/U	D	Montmorency	MMY	50	MET	ZONE 2
Maryborough	MYB	180	I/C	N	Moolort T/O	MVO	162	I/C	M
Marysville	MAZ	100	I/C	F	Moonee Ponds	MPD	0	MET	ZONE 1
Mathoura (NSW)	MTA	220	I/C	Q	Moorabbin	MRN	50	MET	ZONE 2
Mckinnon	MCK	0	MET	ZONE 1	Moorlands (SA)	MLS	686	I/C	FF
Meatian	MTN	342	I/C	X	Mooroolbark	MLK	50	MET	ZONE 2
Meeniyian	MEY	142	I/C	K	Mooroopna	MPA	177	I/C	N
Melbourne Central	MCE	0	MET	ZONE 1	Mordialloc	MOR	50	MET	ZONE 2
Melton	MLT	50	MET	ZONE 2	Moreland	MLD	0	MET	ZONE 1
Mentone	MEN	50	MET	ZONE 2	Mortlake	MOT	245	I/C	S
Meredith	MEH				Moyston	MOY	226	I/C	R
(Via Geelong)		118	I/U	H	Moruya (NSW)	MYA	805	I/C	II
(Via Ballarat)		162	I/U	M	Morwell	MWE	143	I/U	K
Merimbula (NSW)	MIM	660	I/C	FF	Mt. Barker	BAF	752	I/C	HH
Merinda Park	MPK	50	MET	ZONE 2	Mt. Beauty	MBY	380	I/C	Y
Merino	MNO	373	I/C	Y	Mt. Buller	MTB	SPECIAL		
Merlynston	MYN	0	MET	ZONE 1	Mt. Egerton	ME1	93	I/U	F
Merri	MER	0	MET	ZONE 1	Mt. Gambier S.A.	MGB	468	I/C	BB
Merrigum	MER	166	I/C	M	Mt. Helen	MHV			
Merton	MTX	175	I/C	N	(Via Geelong)		154	I/U	L
Middle Brighton	MBN	0	MET	ZONE 1	(Via Ballarat)		126	I/U	I
Middle Footscray	MFY	0	MET	ZONE 1	Mount Waverley	MWY	50	MET	ZONE 2
Mildura	MQL	566	I/C	DD	Mulwala (NSW)	MWL	260	I/C	S

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Murchison	MHN	147	I/C	K	Noble Park	NBK	50	MET	ZONE 2
Murchison East	MST	147	I/C	K	Noorat	NAT	227	I/C	R
Murray Bridge S.A.	MUB	680	I/C	FF	North Brighton	NBN	0	MET	ZONE 1
Murrayville	MUY	536	I/C	CC	Northcote	NCE	0	MET	ZONE 1
VIC/SA Border					North Geelong	NOG	70	I/U	C
Murrumbateman (NSW)	MUR	760	I/C	HH	North Melbourne	NMB	0	MET	ZONE 1
Murrumbena	MRB	0	MET	ZONE 1	North Richmond	NRM	0	MET	ZONE 1
Murtoa	MUA	298	I/C	U	North Shore	NOS	67	I/U	C
Musk	MUX	109	I/C	G	Nth Williamstown	NWN	0	MET	ZONE 1
Muskvale	MUS	108	I/U	G	Nowa Nowa	NWW	364	I/C	Y
Myola	MYV	121	I/C	I	Nullawil	NWL	333	I/C	W
Myrtleford	MFO	290	I/C	U	Numurkah	NUH	215	I/C	Q
Mysia	MYS	258	I/C	S	Nunawading	NWG	50	MET	ZONE 2
Nagambie	NGE	126	I/C	I	Nyah	NYH	373	I/C	Y
Nar Nar Goon	NNG	65	I/U	C	Nyah West	NYT	371	I/C	Y
Narbethong	NBO	85	I/C	E	Nyora	NYA	90	I/C	E
Narooma (NSW)	NMA	774	I/C	HH	Oakleigh	OAH	50	MET	ZONE 1/2
Narrawong	NRO	355	I/C	X	Oak Park	OKP	0	MET	ZONE 1
Narre Warren	NRW	50	MET	ZONE 2	Old Hepburn	OHE	118	I/U	H
Nathalia	NAH	201	I/C	Q	Officer	OFR	50	MET	ZONE 2
Navigators	NAV				Orbost	OBT	420	I/C	AA
(Via Geelong)		150	I/U	K	Ormond	OMD	0	MET	ZONE 1
(Via Ballarat)		130	I/U	I	Ouyen	OYN	465	I/C	BB
Newborough	NWO	132	I/U	J	Pakenham	PAM	50	MET	ZONE 2
Newbridge	NWB	199	I/C	P	Pambula (NSW)	PMA	643	I/C	EE
Newlyn	NLN	150	I/C	K	Parilla (SA)	PRA	589	I/C	DD
Newhaven T/O	NVN	110	I/C	G	Parkdale	PKD	50	MET	ZONE 2
Newmarket	NKT	0	MET	ZONE 1	Parkville	RMH	0	MET	ZONE 1
Newmerella	NEW	410	I/C	AA	Parliament	PAR	0	MET	ZONE 1
Newport	NWP	0	MET	ZONE 1	Parrakie (SA)	PRK	630	I/C	EE
Newstead	NEP	148	I/C	K	Pascoe Vale	PVL	0	MET	ZONE 1
Nhill	NHL	400	I/C	Z	Patterson	PAT	50	MET	ZONE 2
Nicholson	NIC	294	I/C	U	Paynesville	PAY	330	I/C	W
Nilma	NLM	102	I/U	G	Peake (SA)	PKE	659	I/C	FF
Nimmitabel	NML	704	I/C	GG	Penhurst	PSH	303	I/C	V

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Peterborough	PBR	331	I/C	W	Rosedale	ROE	179	I/C	N
Piangil	PGL	388	I/C	Z	Royal Park	RPK	0	MET	ZONE 1
Picola	PIA	205	I/C	Q	Rupanyup	RUP	297	I/C	U
Pimpinio	PIM	342	I/C	X	Rushall	RUS	0	MET	ZONE 1
Pinnaroo S.A.	PNO	563	I/C	DD	Rushworth	RTH	140	I/C	J
Pirron Yallock	PIK	176	I/C	N	Rutherglen	RTG	272	I/C	T
Point Roadknight	PTN	129	I/C	I	Ruthven	RUT	50	MET	ZONE 2
Pomonal	POM	246	I/C	S	St. Albans	SAB	50	MET	ZONE 2
Porepunkah	PPK	314	I/C	V	St. Arnaud	STA	255	I/C	S
Port Campbell	PTL	319	I/C	V	St. James	SNJ	228	I/C	R
Port Fairy	PFY	300	I/C	U	Sailors Falls	SAF	105	I/U	G
Portland	PTJ	373	I/C	Y	Sale	SXE	206	I/C	Q
Prahran	PRA	0	MET	ZONE 1	San Remo	SNR	109	I/C	G
Princetown T/O	PWN	301	I/C	V	Sandford	SAN	380	I/C	Y
Preston	PRE	0	MET	ZONE 1	Sandown Park	SNP	50	MET	ZONE 2
Puckapunyal	PUK	109	I/U	G	Sandringham	SHM	50	MET	ZONE 2
Pyalong	PYG	87	I/C	E	Scarsdale	SCD	146	I/C	K
Pyramid	PYD	249	I/C	S	Seaford	SEA	50	MET	ZONE 2
Quambatook	QUK	307	I/C	V	Seaholme	SHE	0	MET	ZONE 1
Raywood	ROD	193	I/C	P	Sea Lake	SEK	383	I/C	Z
Redcliffs	RCF	551	I/C	DD	Sebastapol	SEB	124	I/C	I
Regent	REG	0	MET	ZONE 1	Seddon	SEN	0	MET	ZONE 1
Reservoir	RES	0	MET	ZONE 1	Serpentine	SPE	220	I/C	Q
Richmond	RCH	0	MET	ZONE 1	Seymour	SEY	99	I/U	F
Riddells Creek	RIK	50	I/U	B	Sheep Hills T/O	SHS	332	I/C	W
Ringwood	RWD	50	MET	ZONE 2	Shepparton	SHT	182	I/C	O
Ringwood East	RWE	50	MET	ZONE 2	Sherlock (SA)	SHK	672	I/C	FF
Ripponlea	RIP	0	MET	ZONE 1	Sherwood Park	SHP	267	I/C	T
Riversdale	RIV	0	MET	ZONE 1	Showgrounds	SGS	0	MET	ZONE 1
Robinvale	RBC	486	I/C	BB	Skenes Creek	SKK	206	I/C	Q
Rochester	ROR	188	I/C	O	Skipton	SKP	179	I/C	N
Rockbank	RKB	50	MET	ZONE 2	Smeaton	SME	151	I/C	L
Romsey	RMY	79	I/C	D	Smythes Creek	SMK	123	I/C	I
Rosanna	ROS	50	MET	ZONE 2	Smythesdale	SMY	142	I/C	K
Rosebery	RSR	396	I/C	Z	Somerville	SVE	50	MET	ZONE 2

VICTORIAN FARES AND TICKETING MANUAL (GENERAL)

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South Geelong	SGR	74	I/U	D	Tarnagulla	TAL	207	I/C	Q
South Kensington	SKN	0	MET	ZONE 1	Tarrington	TTN	316	I/C	V
South Yarra	SYR	0	MET	ZONE 1	Tatura	TTA	161	I/C	M
Southern Cross Stn	MEL	0	MET	ZONE 1	Tecoma	TCM	50	MET	ZONE 2
Southland CP	SCP	81	I/U	E	Teddywaddy	TED	288	I/C	U
Sovereign Hill	SVH	123	I/U	I	Tempy	TPY	433	I/C	AA
Speed	SPD	426	I/C	AA	Tenby Point	TPT	99	I/U	F
Spotswood	SPT	0	MET	ZONE 1	Terang	TEG	221	I/C	R
Spring Creek	SPK	190	I/C	R	The Gurdies	TGU	89	I/C	E
Springhurst	SPT	257	I/C	S	Thomastown	TSN	50	MET	ZONE 2
Springvale	SPG	50	MET	ZONE 2	Thornbury	TBY	0	MET	ZONE 1
Stanhope	SNP	148	I/C	K	Thornton	THR	140	I/C	J
Stawell	SWC	241	I/C	S	Tinamba	TNB	204	I/C	Q
Stonehut Road	SRD	86	I/U	E	Tintinara S.A.	TTR	566	I/C	DD
Stoneyford	SOF	176	I/C	N	Tocumwal (NSW)	TCW	259	I/C	S
Stony Point	STNY	50	MET	ZONE 2	Tongala	TGV	192	I/C	P
Strangeways	STS	144	I/C	K	Tooborac	TBE	95	I/C	F
Stratford	STD	221	I/C	S	Tooleen	TOE	121	I/C	I
Strathmerton	STN	235	I/C	R	Tooleybuc (NSW)	TYU	390	I/C	Z
Strathmore	SME	0	MET	ZONE 1	Toongabbie	TGB	175	I/C	N
Streatham	SRM	206	I/C	Q	Toora	TOO	183	I/C	O
Sunbury	SUY	50	MET	ZONE 2	Tooradin	TDN	50	I/C	B
Sunshine	SSH	50	MET	ZONE 1/2	Toorak	TOR	0	MET	ZONE 1
Surrey Hills	SHL	0	MET	ZONE 1	Tooronga	TGA	0	MET	ZONE 1
Swan Hill	SWH	345	I/C	X	Torquay	TQA	94	I/C	F
Swan Reach	SAE	315	I/C	V	Torrumbarry	TOM	251	I/C	S
Syndal	SYN	50	MET	ZONE 2	Tottenham	TOT	0	MET	ZONE 1
Taggerty	TAG	120	I/C	H	Tostaree	TOS	374	I/C	Y
Tailern Bend SA.	TBD				Trafalgar	TFG	119	I/U	H
(Via Wolsley)		657	I/C	FF	Trafalgar East	TFE	124	I/U	I
(Via Murrayville)		705	I/C	GG	Traralgon	TGN	157	I/U	L
Talbot	TAT	173	I/C	N	Trawalla	TRQ	157	I/C	L
Tallarook	TOV	90	I/U	E	Trentham	TNT	103	I/U	G
Tallygaroopna	TNA	199	I/C	P	Tullamarine/Skybus	SKY	Private	MET	ZONE 1
Tarcutta	TAR	510	I/C	CC	Tullamarine Airport	TLM	0	MET	ZONE 1

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Tungamah	TGM	240	I/C	R	Wedderburn	WDD	243	I/C	S
Tuross (NSW)	TUS	805	I/C	II	Welshmans Reef	WRF	188	I/C	O
Turriff	TUR	424	I/C	AA	Welshpool	WHL	193	I/C	P
Twelve Apostles	TAV	300	I/C	U	Wendouree	WED	119	I/U	H
Tyabb	TAB	50	MET	ZONE 2	Wentworth	WNT	568	I/C	DD
Tyers	TYR	159	I/C	L	Werribee	WRB	50	MET	ZONE 2
Tylden	TYL	96	I/C	F	Westall	WTL	50	MET	ZONE 2
Tynong	TYN	70	I/U	C	West Footscray	WFS	0	MET	ZONE 1
Tyrendarra	TDA	347	I/C	X	Westgarth	WTG	0	MET	ZONE 1
Ultima	ULA	356	I/C	X	Westmere	WME	216	I/C	Q
Underbool	UDB	476	I/C	BB	Westona	WTO	0	MET	ZONE 1
Upfield	UFD	50	MET	ZONE 2	West Richmond	WRM	0	MET	ZONE 1
Upper Ferntree Gully	UFG	50	MET	ZONE 2	Whittlesea	WEA	50	MET	ZONE 2
Upwey	UPW	50	MET	ZONE 2	Wickliffe	WCL	238	I/C	R
Victoria Park	VPK	0	MET	ZONE 1	Willaura	WOR	248	I/C	S
Violet Town	VOT	169	I/C	M	Williamstown	WIL	0	MET	ZONE 1
Wahgunyah	WGH	281	I/C	U	Williamstown Beach	WBH	0	MET	ZONE 1
Wallan	WLN	50	I/U	B	Willison	WSN	0	MET	ZONE 1
Walpeup	WAP	496	I/C	BB	Wilkawatt (SA)	WKW	620	I/C	EE
Wandong	WNG	50	I/U	B	Winchelsea	WIA	114	I/C	H
Wangaratta	WGT	234	I/C	R	Windsor	WIN	0	MET	ZONE 1
Warracknabeal	WKB	349	I/C	X	Wodonga	WDN	304	I/C	V
Warragul	WGL	99	I/U	F	Wolseley S.A.	WLS	470	I/C	BB
Warrenheip T/O	WIP				Wonboyn (NSW)	WBN	614	I/C	EE
(Via Geelong)		154	I/U	L	Wongarra T/O	WOV	200	I/C	P
(Via Ballarat)		126	I/U	I	Wonthaggi	WTG	130	I/C	I
Warrnambool	WMB	267	I/C	T	Won-wron	WOW	206	I/C	Q
(Via Apollo Bay)		385	I/C	Z	Wood Wood	WOO	381	I/C	Z
Watchem	WCH	326	I/C	W	Woodend	WDV	78	I/U	D
Watergardens	SYM	50	MET	ZONE 2	Woodfield	WFD	184	I/C	O
(Formerly known as Sydenham)					Woodside	WOD	194	I/C	P
Watsonia	WAT	50	MET	ZONE 2	Woolsthorpe	WST	289	I/C	U
Wattle Glen	WTT	50	MET	ZONE 2	Woomargama (NSW)	WOA	421	I/C	AA
Waubra	WBR	162	I/C	M	Woomelang	WMG	388	I/C	Z
Waygara	WAY	390	I/C	Z	Woorinen South	WEN	356	I/C	X

VICTORIAN FARES AND TICKETING MANUAL (GENERAL)

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	
Wunghnu	WUU	208	I/C	Q
Wycheproof	WYF	306	I/C	V
Wye River	WYV	187	I/C	O
Wyuna	WYU	192	I/C	P
Yallourn	YLT	133	I/C	J
Yambuk	YMB	317	I/C	V
Yarck	YRC	156	I/C	L
Yarra Glen	YGL	50	MET	ZONE 2
Yarragon	YON	111	I/U	H
Yarram	YRM	219	I/C	Q
Yarraman	YMN	50	MET	ZONE 2
Yarraville	YVE	0	MET	ZONE 1
Yarrowonga	YRW	260	I/C	S
Yarroweyah	YWA	242	I/C	S
Yass Town (NSW)	YSN	671	I/C	FF
Yea	YEA	128	I/C	I
Yendon	YDO			
(Via Geelong)		145	I/U	K
(Via Ballarat)		135	I/U	J
Zeerust	ZST	225	I/C	O

Note: When **myki** is introduced on V/Line services, some V/Line stations will be included in Zone overlaps. Lara will be included in Zones 3/4. Corio/North Shore/North Geelong will be in Zones 3/4 and Bacchus Marsh will be in Zones 2/3.



CHAPTER 4

Group travel and student passes

Group travel and student passes

Group travel

V/Line

A V/Line Group Travel voucher allows a group of 12 or more people to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations. Group travel discounts are available for Single, Day Return, Off-Peak Single, and Off-Peak Day Return tickets. The fare charged for the group is the concession fare of the selected ticket type multiplied by the number of passengers. The conditions applicable to the voucher are the same as those for the selected ticket type.

Group travel must be arranged at least seven days in advance by telephoning **9619 2338**. Groups may not be able to be accommodated on some services at times of peak demand.

Metropolitan

Prepaid Travel Authority

Allows groups of 12 or more people (maximum of 35 on trams and 25 on buses) to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations. Available from Premium stations and Metshop.

No refund is permitted should the trip be cancelled or the number of train travellers are less than paid for.

The Prepaid Travel Authority is available for 2 hour, Daily, City Saver and Off-Peak Daily tickets.

The fare charged for the group is the concession fare for the selected ticket multiplied by the number of passengers travelling.

Special Event and Conference ticketing

In some circumstances, special event and conference organisers can include public transport in the cost of event tickets by prior arrangement with the Director of Public Transport, subject to meeting the following conditions:

- All event tickets or delegate passes must be valid for a specific date or dates, which are to be clearly printed on the ticket (no opened ended tickets or passes permitted)
- Tickets must be issued by an approved ticket issuer on approved ticket stock (eg. 'print your own' ticket systems are not permitted)
- Delegate passes must be issued by conference organisers
- The event must cater for more than 500 people per day
- The event must be at an approved venue close to the CBD, including Melbourne and Olympic Parks, Melbourne Exhibition Centre, Victorian Arts Centre (including the Sidney Myer Music Bowl), Etihad Stadium, the Melbourne Cricket Ground and theatres in the CBD
- Events and conferences must not start on weekdays before 9.30am or between 4pm and 6pm to avoid peak hour congestion
- Events must finish one hour before the end of train/tram services to ensure customers are not stranded
- If the event or conference is cancelled or the date changed, free travel is provided on the original date printed on the tickets and the fee remains payable

The cost to the event organiser is based on the number of tickets issued for the event (including complimentary tickets). The fee of \$2.60 per ticket, is common to all events, assumes events will be attended by a mixture of adult and concession ticket holders, and assumes that not all people will use public transport.

The fee includes unlimited travel within Zones 1+2 on the day of the event (until 3.00 am the next day). This fee only covers free travel, and does not include the cost of providing additional services. For more information, please contact the Department of Transport on **9655 3333** or email: event.notification@transport.vic.gov.au

Regional Transit Student Passes

Student passes are available to full-time primary or secondary students, who possess a valid Victorian Public Transport Concession Card, for travel on the services specified in the table below. Student passes are valid on weekdays and weekends (including school holidays and public holidays).

Prices and travel entitlements vary depending on the student's place of residence, as shown in the table below:

	HALF-YEARLY	YEARLY	TRAVEL ENTITLEMENTS	AVAILABLE FROM
Southwest Transit Student Pass	\$125.90	\$236.40	Unlimited travel in the Southwest Transit System.	Warrnambool Bus Lines
Colac Transit Student Pass	\$177.90	\$355.80	Unlimited travel in the Colac Transit System.	Colac Transit
Portland Transit Student Pass	\$177.90	\$355.80	Unlimited travel in the Portland Transit System.	Portland Bus Lines



CHAPTER 5

Regional buses

Regional buses

This chapter covers tickets that are valid on local bus and some train services in Victorian regional towns and cities.

2 Hour

Regional local transport fares in most major towns and cities are based on 2 hour tickets. These allow unlimited travel for at least two hours on local bus and train services.

The ticket expires two hours from the next full hour after it was purchased. For example, a ticket purchased at 8.55am will expire at 11.00 am and a ticket purchased at 9.05 am will expire at 12.00 noon. Tickets purchased after 6.00 pm are valid until 3.00 am.

A passenger may transfer to any local bus or train service before their ticket expires, even if the journey extends beyond the ticket's expiry time.

The scheduled departure of the service is relevant rather than the actual departure time. So if a service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired. Similarly if a scheduled service that would have left before the ticket expired does not run, the passenger may travel on the following service.

Daily

A Daily ticket allows unlimited travel on nominated town bus services (and V/Line rail services where shown below) on the day of issue until 3.00am the next day.

A passenger may transfer to any local bus (or train) service in the town bus service area before the ticket expires.

Weekly

Weekly tickets allow unlimited travel on the nominated services for seven consecutive days.

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3.00 am on Tuesday).

A weekly ticket used between midnight and 3.00 am must be valid for the previous day.

Monthly

Monthly tickets allow unlimited travel on the nominated services for one month.

The ticket expires at the end of services one month from the start date printed on the ticket. For example, a ticket valid from 15 June will expire at the end of services for 14 July (3.00 am on 15 July). A ticket valid from 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

A Monthly ticket used between midnight and 3.00 am must be valid for the previous day.

Seniors Sunday Pass

Allows unlimited free train, tram and bus travel from 3.00 am on Sundays until 3.00 am Monday morning wholly within Zones 1 and 2; or travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System; or the town bus services of Mildura, Moe, Morwell, Traralgon and Warrnambool.

Eligibility criteria for these passes are the same as in Chapter 2.

Sunday Pass

Allows unlimited free train, tram and bus travel from 3.00 am on Sundays until 3.00 am Monday morning wholly within Zones 1 and 2; or travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System; or the town bus services of Mildura, Moe, Morwell, Traralgon and Warrnambool.

This ticket can only be used by residents of Victoria who hold one of the following:

- Victorian Seniors Card,
- DHS Carer Card,
- a valid Australian Pensioner Concession Card with a Centrelink code 'DSP' (Disability Support Pensioners), or
- a valid Australian Pensioner Concession Card with a Centrelink code 'CAR' (Carer Payment recipients) if the recipient is under the age of 60.

Availability of Seniors Sunday Passes and Sunday Passes

Seniors Sunday Passes and Sunday Passes are no longer be available for issue, but, if issued before 1 January 2011, may continue to be used subject to the conditions in this manual. Persons eligible for these passes may apply for tickets giving similar entitlements issued under the conditions contained in the Victorian Fares and Ticketing Manual (myki) (effective 7 September 2010). Tickets so issued will be valid for travel on the town bus services of Mildura and Warrnambool as well as those services on which tickets issued under those conditions may already be used.

Albury-Wodonga

Albury-Wodonga operates its own section-based fare system with different conditions due to its border location. Further details are available from Twin City Transit: Web: mylon.com.au; Tel: (02) 6056 3100.

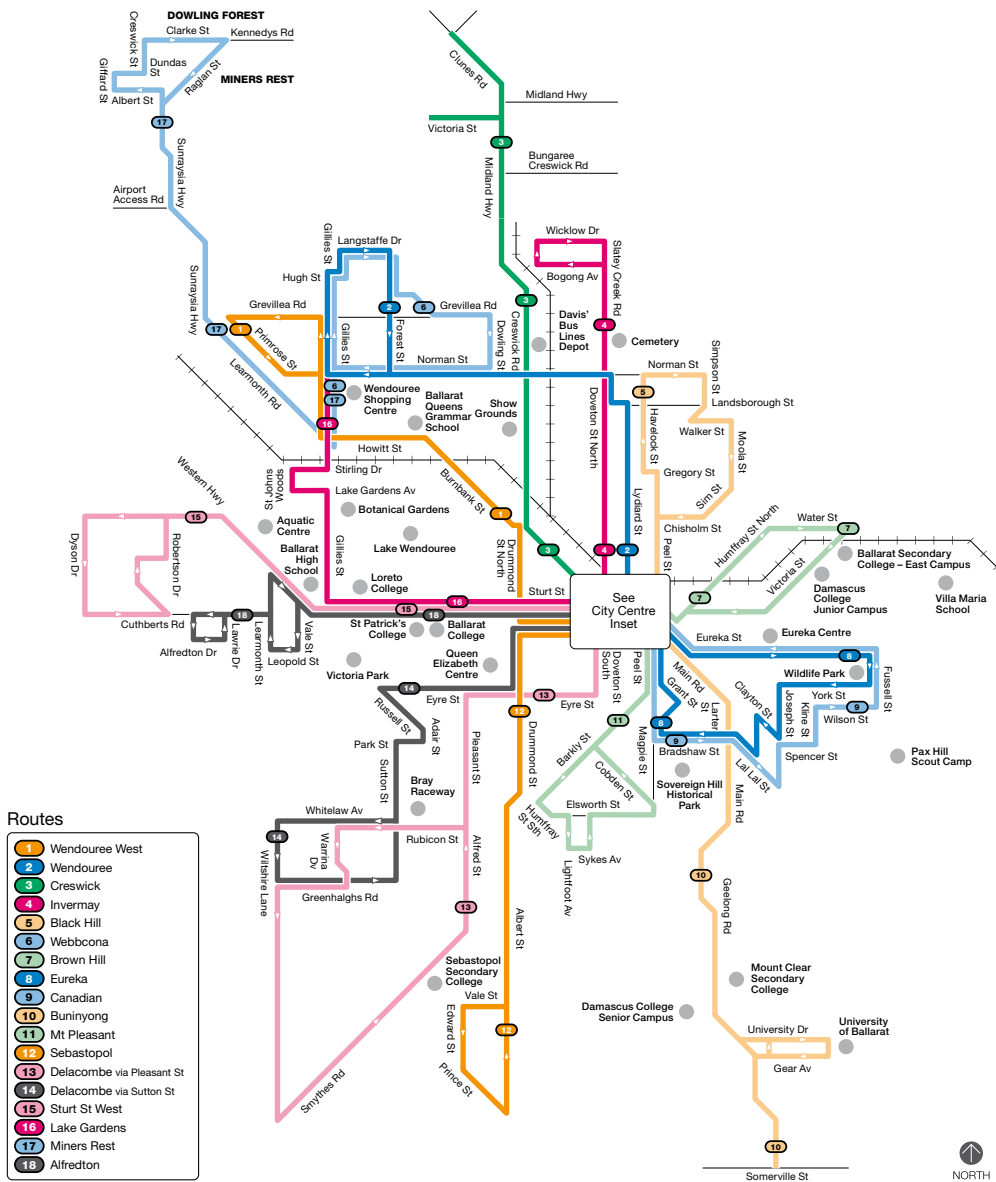
Regional City & Town Service Fares — Category A

	FARE ONE ZONE	FARE TWO ZONE	LOCATION
Full fare 2 hour	\$2.20	\$3.50	Bacchus Marsh Bairnsdale Benalla
Concession 2 hour	\$1.10	\$1.70	Cobram Colac Drouin
Full fare Daily	\$3.70	\$7.00	Echuca/Moama Hamilton Horsham
Concession Daily	\$1.80	\$3.50	Kilmore Korumburra Lakes Entrance
Full fare Weekly	\$18.40	\$34.80	Mildura Portland Rochester
Concession Weekly	\$9.20	\$17.40	Sale Shepparton/Mooroopna
Full fare Monthly	\$80.00	\$138.60	Swan Hill Wangaratta Warrnambool
Concession Monthly	\$40.00	\$69.30	Wonthaggi

Regional City & Town Service Fares — Category B

	FARE ONE ZONE	LOCATION
Full fare 2 hour	\$1.60	Ararat Beaufort Stawell
Concession 2 hour	\$1.00	
Student Weekly	\$5.80	

Ballarat transit system map (including the Ballarat urban bus network)



Information

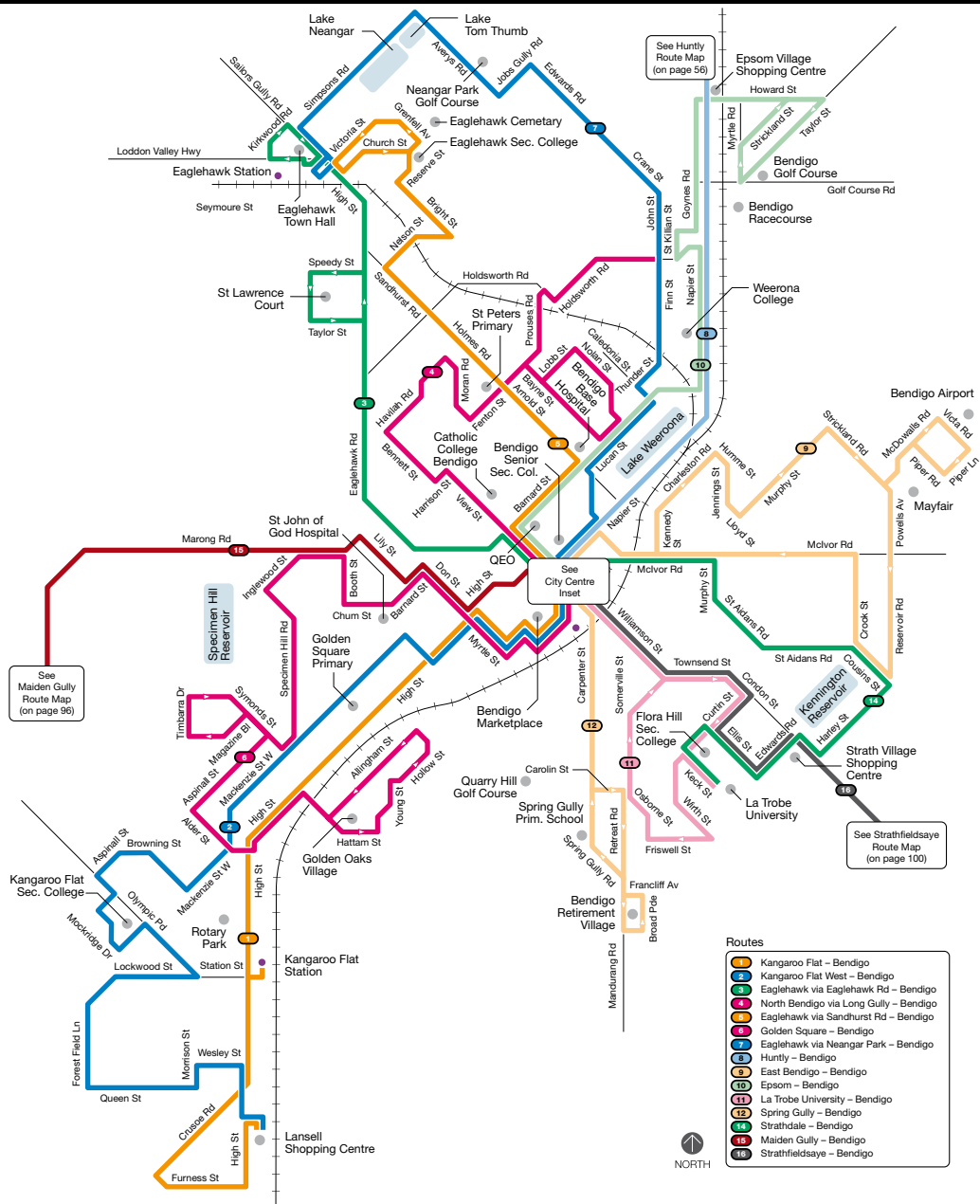
Bus Route V/Line Train Station V/Line Coach Connecting V/Line Coach V/Line Train Line

For public transport information call **136 196 / (TTY) 9619 2727** or visit viclink.com.au

MAP NOT TO SCALE
Effective 16 June 2008

Bendigo transit system map (including the Bendigo urban bus network)


Bendigo Bus Network

- Routes**
- 1 Kangaroo Flat - Bendigo
 - 2 Kangaroo Flat West - Bendigo
 - 3 Eaglehawk via Eaglehawk Rd - Bendigo
 - 4 North Bendigo via Long Gully - Bendigo
 - 5 Eaglehawk via Sandhurst Rd - Bendigo
 - 6 Golden Square - Bendigo
 - 7 Eaglehawk via Neangar Park - Bendigo
 - 8 Huntly - Bendigo
 - 9 East Bendigo - Bendigo
 - 10 Epsom - Bendigo
 - 11 La Trobe University - Bendigo
 - 12 Spring Gully - Bendigo
 - 14 Strathdale - Bendigo
 - 15 Maiden Gully - Bendigo
 - 16 Strathfieldsaye - Bendigo

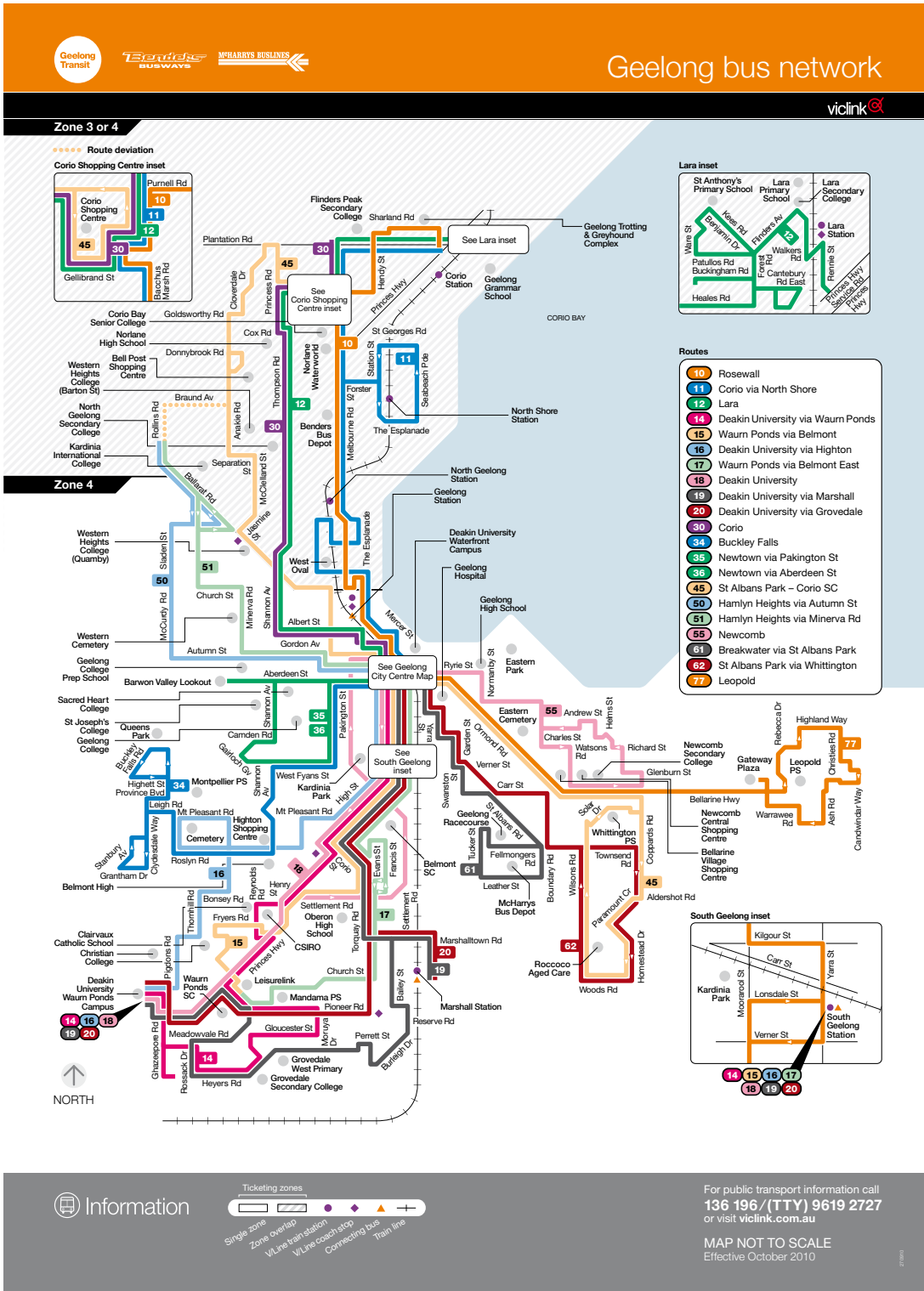
Information

 Bus Route
 V-Line Train Station
 Connecting V-Line Coach
 V-Line Train Line
 Route Number

For public transport information call
136 196 / (TTY) 9619 2727
 or visit viclink.com.au

MAP NOT TO SCALE
 Effective April 2008

Geelong transit system map (including the Geelong urban bus network)





CHAPTER 6

Concessions and free
travel passes

Concessions and free travel passes

The concessions and free travel passes described in this chapter apply to:

- Metropolitan services
- V/Line ticketed services (including V/Line Link services and interstate services)
- Urban bus services in the regional cities
- Regional services that have a contract or service agreement with the Department of Transport.

Concessions and free travel passes do not necessarily apply to CountryLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses except where these services are contracted to accept V/Line or Metcard tickets. Please check with the relevant operator before booking or travelling.

Concession cards and free travel passes are generally not transferable and must be carried at all times when travelling. They are not valid if they have been tampered with or damaged.

On V/Line reserved services, free pass holders and infants may reserve a seat free of charge.

For more information on concessions, phone Metlink on 131 638.

For more information on free travel passes, contact the Metlink Central Pass Office on 9619 1159 or 9619 1650.

Concessions — No card required

Infants

Children under 4 years old travel free on public transport in Victoria, but they must be accompanied by a responsible person. On V/Line reserved services, seats for children under 4 years old may be reserved without charge.

Children

Children under 17 years of age are eligible for concession fares on public transport in Victoria.

Parents and guardians are responsible for the safety of children travelling alone on Metropolitan and Regional services. Public transport staff cannot accept responsibility for unaccompanied children.

On V/Line services, children under 10 years old cannot travel alone. They must travel with a responsible person, except when travelling with other children to and from school. In circumstances where a child under 10 years of age is found travelling alone, V/Line staff or coach drivers will escort the child to the next staffed V/Line station and transfer them to Station staff who will contact the Police to have the child returned to their parent or guardian.

Children aged 10-15 years may travel alone (unaccompanied children) on V/Line services but the sole responsibility for the safety of the child remains with the parent or guardian who has care of the child.

Concession Cards

The holders of the following concession cards are eligible for concession fares on the public transport services specified at the beginning of this chapter.

Victorian Public Transport Student Concession Card

Concession cards and application forms (for codes P, S and T) are available from metropolitan premium stations, staffed V/Line stations and The MetShop. Application forms are also available from Metlink by phoning **131 638** and from metlinkmelbourne.com.au.

Student identification cards issued by schools and tertiary institutions are not accepted for concession travel on public transport.

Students who are Australian Citizens or permanent residents of Australia are eligible. Overseas exchange students, students with refugee status or students in receipt of an Australian Development Scholarship are also eligible if they provide proof of their eligibility (letter from their institution) when applying for the Victorian Public Transport Student Concession Card. All other students are not eligible for student concessions.

Primary students (code P)

This card is available to full-time Victorian primary school students who attend a school listed in the Approved List of Schools.

Secondary students (code S)

This card is available to full-time Victorian secondary school students who attend a school listed in the Approved List of Schools and undertaking an approved full time course.

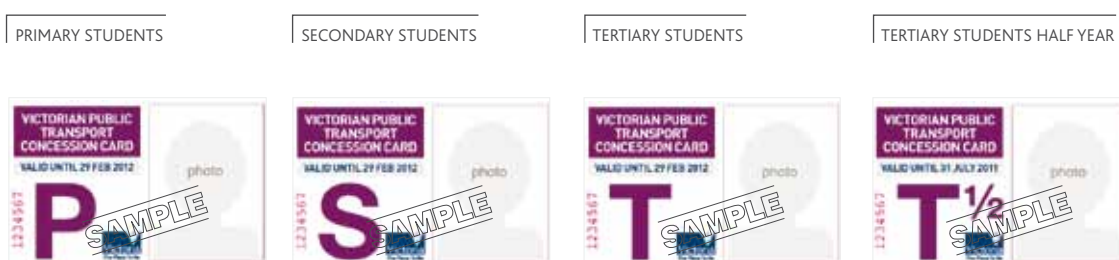
Tertiary students (code T)

This card is available to full-time Victorian tertiary students who attend a college or university listed in the Approved Courses in Tertiary Institutions Register and undertaking an approved full time course that is delivered on-campus.

Victorian Tertiary Student Concession Cards are available for a half year or full year. Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card. Concession cards are not issued for courses of less than 10 weeks' duration.

Asylum Seekers (code A)

This card is available to people aged 17 and over who either hold or are applying for a bridging visa, are receiving



VICTORIAN FARES AND TICKETING MANUAL (GENERAL)

aid from the Asylum Seeker Resource Centre, Australian Red Cross or Hotham Mission, and hold no other form of valid public transport concession entitlement. Application forms are available from the MetShop and the above three asylum seekers assistance agencies.

This card is only available from the MetShop.

ASYLUM SEEKERS



War Veterans/War Widows (code V)

This card is available to war veterans who hold a Department of Veterans Affairs Gold Card or White Card and are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

This card is also available to persons previously entitled to a DVA Victorian War Widow/er Transport Concession Card who are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

Victorian Seniors Card

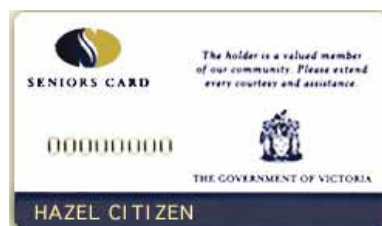
This card is available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week. Victorian Seniors Cards are issued by the Department of Planning and Community Development (1300 797 210 or seniorscard.vic.gov.au).

Victorian Seniors Card holders can use a Seniors Sunday Pass (see page 16) and can also purchase the Seniors Daily Metcard.

WAR VETERANS/WAR WIDOWS



VICTORIAN SENIORS CARD



Interstate Seniors Cards

Holders of Seniors Cards from other Australian States and Territories are eligible for concession fares on Victorian Public Transport.

Holders of a Commonwealth Seniors Health Card are not eligible for public transport concessions.

Holders of Seniors Cards from other Australian States and Territories can also use the Seniors Daily Metcard.

Australian Pensioner Concession Cards

These cards are issued by Centrelink and the Department of Veterans Affairs.

The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Cards from all Australian States and Territories are accepted.

AUSTRALIAN PENSIONER CONCESSION CARDS



Australian Health Care Card

This card is issued by Centrelink. Only cards with a Victorian address are valid for concession travel.

The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Dependants listed on the card over 17 years of age and without any other valid concession card may also be eligible to apply to Centrelink to have a Health Care Card issued in their own name.

Confirmation of Concession Card Entitlement Vouchers can be used while the Health Care Card application is being processed.

For more information on applying for Health Care Cards, visit the Centrelink website at centrelink.gov.au.

AUSTRALIAN HEALTH CARE CARD



Free Travel Passes

The following Free Travel Passes entitle the holder to free travel on Victorian Public Transport, including First class, unless otherwise stated.

Vision Impaired Travel Pass

This pass is issued by the Metlink Central Pass Office to people who are legally blind (as defined in the *Social Security Act 1991*). Passes issued in other states are valid for free travel in Victoria.

Free travel is not available to accompanying attendants unless the vision impaired person holds a Companion Card. Vision Impaired pass holders are encouraged to contact the Department of Planning and Community Development (1800 650 611) to apply for a Companion Card.

VISION IMPAIRED TRAVEL PASS



Companion Card

This card is issued by the Department of Planning and Community Development (1800 650 611) to people who require the assistance of a companion. It provides free travel for the carer/companion of the cardholder on all public transport services.

A Companion Card does not entitle the cardholder to concession fares or free travel — the cardholder must have a valid ticket or Free Travel Pass. The Companion Card holder may be accompanied by any number of carers/companions, but only one of these is entitled to free travel. The carer/companion and the Companion Card holder must travel together and the cardholder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

Persons travelling as a carer/companion to a Companion Card holder must be able to provide all necessary assistance to the cardholder (up to and including personal hygiene tasks). Companions who are not capable of assisting the cardholder must pay the appropriate fare for the journey.

To use the card on V/Line services, Companion Card holders must ask for a 'Companion Ticket' when buying or booking their own ticket and show their Companion Card.

Companion Cards issued in other states are accepted in Victoria.

COMPANION CARD



Victorian Public Transport Free Travel Pass

Most free travel passes have been replaced with a common design (shown below), with a two-letter code indicating the pass category. The background colour of the pass may vary, according to category. The new passes will be issued by the Metlink Central Pass Office. **myki** cards will be posted to all free pass holders of this design when the new ticketing solution is implemented.

VICTORIAN PUBLIC TRANSPORT FREE TRAVEL PASS



CODE	CATEGORY
BB	Victorian Black Book Travel Pass
GP	Gold Pass Elite
GT	Gold Pass Travel Card
RB	Red Book Travel Pass
VI	Vision Impaired Travel Pass
TT	Travel Trainer Pass
WV	War Veteran's Travel Pass
TV	TPI War Veteran's Travel Pass
W1	Widow of World War 1 Veteran Travel Pass
AE	Employee Travel Pass
AB	Bus Driver Travel Pass*
RE	Retired Employee Travel Pass
RA	Federal Police Travel Pass
VP	Victoria Police Travel Authority
TP	Transit Police Travel Pass
JP	Judges Travel Pass*
FP	Federal Parliamentarian Travel Pass
SP	State Parliamentarian Travel Pass
GM	Governor's Travel Pass
RD	Retired Employee Dependent Travel Pass

* AB & JP passes are only valid on metropolitan services in Zones 1+2

Victoria Police Travel Authority

VICTORIA POLICE TRAVEL AUTHORITY



Free passes and concession cards not valid for travel

The number of concession cards and passes has been progressively reduced as new card designs have been introduced. The following passes and concession cards are not valid for travel:

- All medallions (including WW1, State Parliamentarians, Federal Parliamentarians, Governors)
- Red/Black Book Passes
- Gold Passes
- DVA Victorian War Widow/er Transport Concession Card
- International Student Concession card
- Access Pass.

Free Travel Vouchers

In addition to transport concessions provided to Victorian Seniors Card holders and Pensioners, the Victorian Government provides the bonus of free travel on public transport within Victoria. This privilege is provided through the issue of free travel vouchers.

Victorian Pensioner Free Travel Voucher

Each year, Centrelink and the Department of Veteran's Affairs issue Victorian Pensioners with a Victorian Pensioner Free Travel Voucher. The voucher can be exchanged for the following types of tickets:

At any Premium station or The MetShop:

- A Concession Daily Metcard, or;
- A Seniors Daily Metcard (Victorian Seniors Card holders only)

At any V/Line staffed station or V/Line agent:

- An Economy class V/Line Daily ticket, or;
- Two Economy class V/Line single tickets (to return on a different day)

Pensioners can use their vouchers for interstate travel wholly on CountryLink or Great Southern Railway services by paying the appropriate fare from the Victorian border to their interstate destination as well as for any change of class. The passenger must present the voucher when booking their ticket at a V/Line station or agent.

Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station or V/Line agent in advance of travelling.

Pensioner Free Travel Vouchers will be replaced if lost or stolen by contacting Centrelink on 132 300.

Seniors Off-Peak Free Travel Vouchers

Victorian Seniors Card holders are issued with two Seniors Off-Peak Free Travel Vouchers annually that can be exchanged for either:

- A Seniors Daily Metcard
- A V/Line Off-Peak Day Return ticket or;
- Two V/Line Off-Peak Single tickets (for return on a different day)

Vouchers can only be redeemed for Economy class V/Line tickets and cannot be upgraded to First class. Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey. Vouchers can not be exchanged for CountryLink or GSR tickets.

Standard ticket conditions apply.

The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station, selected Premium station or V/Line agent in advance of travelling.

Seniors Off-Peak Free Travel Vouchers will not be replaced if lost or stolen.

Pensioner/Carer Off-Peak Free Travel Vouchers

Residents of Victoria who are Centrelink Disability Support Pensioners, Carer Payment Recipients under the age of 60 and DHS Carer Card holders are eligible to use the Sunday Pass. The Sunday Pass entitles pass holders to free travel on metropolitan trains, trams and buses in Zones 1 + 2 on Sundays. Sunday Pass holders are also issued with two free off-peak travel vouchers annually. These can be exchanged for either:

At any Premium station or The MetShop:

- A Concession Daily Metcard (Disability Support Pensioner/Carer Payment Recipients), or;
- A Full Fare Daily Metcard (DHS Carer Card holders)

At any V/Line staffed station or V/Line agent:

- An Economy class V/Line Off-Peak Daily ticket, or;
- Two Economy class V/Line Off-Peak single tickets (to return on a different day)

Vouchers can only be redeemed for Economy class V/Line tickets and cannot be upgraded to First class. Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey. Vouchers can not be exchanged for CountryLink or GSR tickets.

Standard ticket conditions apply.

The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station, selected Premium station or V/Line agent in advance of travelling.

Pensioner/Carer Off-Peak Free Travel Vouchers will not be replaced if lost or stolen.



CHAPTER 7

Accessible transport

Accessible transport

Public transport services in Victoria are progressively being made accessible to people with disabilities, to comply with the provisions of the Commonwealth Government's *Disability Discrimination Act (1992)* and the Victorian Government's *Disability Standards for Accessible Public Transport (2002)*.

All metropolitan and most V/Line trains are wheelchair accessible, along with most metropolitan and V/Line stations.

New trams and buses are being delivered with low floors for easy access, while an increasing number of tram stops in the Melbourne CBD and elsewhere on the tram network are being made into accessible stops.

Access for people using wheelchairs and mobility aids

Metropolitan

Trains

All metropolitan trains are wheelchair-accessible via a manual ramp deployed by the driver from the front carriage. Passengers who need assistance boarding trains should wait on the platform near the front of the train.

Most metropolitan train stations are wheelchair-accessible and Premium stations have wheelchair-accessible toilets. Passengers should phone Metro on **1800 700 105** to inquire about particular requirements such as obtaining assistance from station staff at Premium stations or travelling in large groups.

Trams

Low-floor trams have two allocated spaces for passengers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that passengers who need assistance getting off the tram can alert the driver to deploy a bridging plate at the door threshold.

People using wheelchairs and scooters can currently access low floor trams from platform stops on Routes 109, 96, 6, 8 and 72. At the time of this manual going to press, there are more than 200 accessible 'platform'-style tram stops on the Melbourne tram network.

The Department of Transport's Public Transport Division in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible trams stops. Contact Yarra Trams on **1800 800 166** for more information on accessible routes and stop locations.

Buses

The majority of bus services in Melbourne use wheelchair-accessible low-floor buses, including SkyBus and NightRider services. The driver deploys a manual ramp from the door at the bus stop kerb.

Passengers should contact the relevant operators to find out which services are operated with low-floor buses. Some bus companies' timetables also show which services are operated by low-floor buses.

A demand responsive wheelchair-accessible bus is available for travel between St Kilda, Port Melbourne, Flinders Street and Southern Cross stations. It can transport up to three passengers in wheelchairs and four other passengers.

Metcard fares apply to this service. For bookings, phone **1800 012 061**.

Regional

V/Line trains and coaches

All V/Line stations are wheelchair accessible. All trains are accessible via a portable wheelchair ramp deployed by the conductor on request. Space for passengers with disabilities on trains may be limited and passengers may be restricted to particular parts of the train.

Conductors and station staff are available on request to further assist passengers.

Wheelchair accessible toilets are available on all Sprinter and V/Locity railcars, while limited accessible toilet facilities are available on locomotive-hauled services. Some V/Line coach services are wheelchair accessible.

Passengers with disabilities should phone **136 196** for information on which services are most suitable for their needs. Bookings for passengers using wheelchairs or scooters on V/Line rail and coach services are required at least 24 hours in advance.

Mobility aids

A mobility aid (wheelchair, scooter or motorised vehicle) needs to:

- Fit within an allocated space of 1300mm (length) x 800mm (width)
- Be no more than 750mm wide at a height 300mm above the ground to fit between the wheel axles of a bus.

Additionally, the total weight of the mobility aid, its user and any attendants must be less than 300kg, as this is the maximum load for boarding devices such as ramps.

Mobility aids that exceed these standard wheelchair dimensions (800mm wide x 1300mm long) may not be able to be accommodated.

Service animals

Assistance animals

Only animals identified on an Assistance Animal Pass can travel for free on all Victorian public transport services.

All other animals travel subject to the conditions stated on page 80 of this manual.

Assistance Animal Pass

The Assistance Animal Pass has been developed to assist people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an assistance animal. The Assistance Animal Pass will only be issued to people whose animals have been trained with the necessary training to travel on public transport.

Animals that have only been trained to provide companionship and support at home will not qualify for the Pass.

The Assistance Animal Pass is separate from the Companion Card (see page 66). If an applicant requires both an assistance animal and a companion to travel on public transport, they must apply for **both** an Assistance Animal Pass and Companion Card.

The Assistance Animal Pass is only issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

Types of assistance animals covered by the Assistance Animal Pass include:

- Guide Dogs: trained to help blind or visually-impaired people
- Hearing Dogs: trained to help deaf or hearing-impaired people
- Mobility Support Animals: trained to help people with physical disabilities who use wheelchairs or have difficulty moving
- Medical Alert Animals: trained to assist their handlers before and during a medical emergency
- Psychiatric service animals: trained to provide support to people with psychiatric disabilities.

The Metlink Central Pass Office (CPO) will manage the Assistance Animal Pass application process, assessment of animal suitability and issue of Assistance Animal Pass. Contact the Metlink CPO on **9619 1159** or **9619 1650**.



CHAPTER 8

Bicycles, surfboards and
other items

Bicycles, surfboards and other items

Folding Bicycles

Folding bicycles can be carried free on metropolitan trains, trams and buses, V/Line trains and coaches, and regional town bus services at any time. Folding bicycles must not exceed the dimensions of 82cm long x 69cm high x 39cm wide, have wheel rims no more than 20 inches (51 cm) in diameter and be folded up and stored inside a bag or cover before boarding.

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions below regarding bicycles on public transport.

On metropolitan buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

Bicycles

Metropolitan Trains

Bicycles can be carried free on metropolitan trains at any time. Cyclists must not, at any time, board at the first door of the first carriage, or store a bicycle in the area adjacent to this door, as this area is reserved for passengers in wheelchairs.

As a courtesy to fellow passengers, cyclists are requested to avoid heavily congested carriages.

V/Line Trains

Bicycles can be carried free on V/Line trains at any time. On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor. V/Line has several different train types and VLocity and Sprinter trains in particular have limited space for bicycles. If a V/Line conductor determines that there is not sufficient room to carry a bicycle on a V/Line train, it will not be able to be carried on that train.

Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

Metropolitan Trams, Metropolitan Buses, Regional Town Buses, V/Line Coaches

Bicycles are not permitted on these services at any time, with the exception of folding bicycles (see above).

Bicycle lockers

Some metropolitan and V/Line train stations have bicycle lockers, which can be used to store bicycles, helmets and safety vests.

Passengers may obtain lockers for up to 3 months by paying a bond, which will be returned at the end of the period (provided the locker is clean, undamaged and that the locker key is returned in a serviceable condition). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Other stations such as Southern Cross have a self-storage locker system.

Bicycle lockers at unstaffed stations may be reserved at a nearby staffed station.

Items are stored in bicycle lockers at the passengers' own risk. Operators will not be liable for any loss of or damage to items stored in bicycle lockers.

Bicycle cages

Bicycle cages have been installed at a number of metropolitan and V/Line stations. A bicycle cage allows the storage of over 20 bicycles in a cage secured by a locked door that is opened with an electronic swipe card.

Passengers can obtain a parking place in a bicycle cage by contacting Bicycle Victoria and by paying a refundable deposit for a swipe card that provides access to the cage.

For further information on bike cage locations and obtaining a space in one call Bicycle Victoria on **1800 639 634** or visit bv.com.au

Transport operators and Bicycle Victoria will not be liable for any loss or damage to items stored in bicycle cages.

Surfboards

Metropolitan and Regional Town Services

Surfboards are not permitted onboard metropolitan trams and buses or regional town services at any time.

Surfboards can be carried for free on metropolitan trains. Surfboards must not obstruct passageways or doorways and must not inconvenience other passengers.

Passengers with surfboards are requested to avoid travelling during peak periods.

On metropolitan trains, surfboards must not be placed near the first door of the first carriage, as this space is reserved for passengers in wheelchairs.

V/Line

Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items. There is an exception for coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel. Passengers are to be aware that this applies to both the forward and return legs of the journey.

Call **136 196** for further information.

Bicycles and surfboards on other public transport services

Passengers travelling with bicycles or surfboards on CountryLink or Great Southern Railway services must contact these companies directly to arrange carriage of bicycles and surfboards. Passengers who are travelling on these services must comply with the conditions of carriage set by these operators.

Luggage on V/Line services

On V/Line trains, passenger's luggage can be stowed in overhead racks above the seats and in the vestibules at the end of each carriage. On V/Line coaches, luggage must be stored in the luggage compartment with the exception of one small bag (this can include eg back pack, laptop, bag briefcase or handbag) with the dimensions no greater than length 40cm x width 35cm x height 15cm.

The total luggage limit for all V/Line services is 30 kilograms. People can carry two items of luggage, with no one item weighing more than 20 kilograms, as well as one piece of hand luggage on V/Line services free of charge.

To comply with Occupational Health & Safety obligations V/Line staff and Coach Drivers will not handle any individual luggage over 20 kilograms in weight. It should be noted that the customer will be responsible for handling these items. Please note that excess luggage beyond the weight and height/width dimensions will not be carried on V/Line train or coach services.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment (a set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage) will also be carried as luggage. Surf skis, sailboards, canoes and similar items will not be carried as luggage.

Passengers are advised to keep their luggage with them at all times when travelling and to carry all personal medication, keys and valuables in their hand luggage.

Passengers with special needs can seek assistance with luggage from station staff, train conductors and coach drivers when boarding, alighting or transferring between services.

Checked Luggage

Luggage limits apply for all checked luggage on both rail and coach services.

A checked luggage service is available onboard intercity locomotive-hauled V/Line train services. Intercity locomotive-hauled trains operate on the Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool lines. Checked luggage will only be carried to stations beyond Seymour (Shepparton services), Traralgon (Bairnsdale services), Eaglehawk (Swan Hill services) and Marshall (Warrnambool services).

A checked luggage service is also available on V/Line coaches connecting to and from locomotive hauled trains at Albury*, Bairnsdale, Shepparton, Swan Hill and Warrnambool.

Passengers must check in their luggage at least 30 minutes before their service is scheduled to depart. Wherever possible, the luggage will travel on the same service (wheelchairs, sporting equipment, prams and similar items must travel on the same service).

Passengers must clearly label all luggage with their name and address, their destination and the date and service they are travelling on, as well as removing all previous luggage tags.

When checking in luggage, station or agency staff and coach drivers should give the passenger the receipt portion of the luggage tag. Passengers must present this tag to retrieve their luggage. Tags are colour-coded to help staff sort luggage according to its destination.

Luggage can only be sent to the passenger's destination. If that location is unstaffed, the passenger must pick up the luggage as soon as it arrives. V/Line is not liable for lost luggage on board its trains and coach services.

Passengers who lose their luggage tags must sign a declaration giving a description of the items and indemnifying V/Line against any loss or claim for wrong delivery. V/Line will only return the luggage if sufficient evidence of ownership is provided.

At Southern Cross Station, checked luggage will be delivered on the platform beside the train or beside the road coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall. At other stations or stops luggage will be delivered on the platform beside the train or on the roadside beside the road coach.

* Due to track work on the Albury line, V/Line coach services are currently replacing track services between Albury and Seymour, therefore V/Line will not be able to accept checked luggage on Albury services until this work is complete.

Liability and Insurance

V/Line may pay up to \$600 to any passenger whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line's employees, agents or contractors but only when:

- The items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the passenger's name, address and destination
- The luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item.

V/Line is not liable for any loss, damage or delay to bicycles, surfboards, sporting or camping equipment. V/Line is not liable for any loss, damage or delay arising out of any other cause. Passengers who require additional cover should obtain appropriate travel insurance.

Dangerous goods

Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria.

Examples of such items prohibited from carriage on passenger vehicles include:

- Flammable liquids and gases (petrol, kerosene, LPG, propane)
- Firearms
- Explosives
- Corrosive or acidic chemicals

Cloakrooms

Limited cloakroom space is available at Bendigo, Geelong and Wodonga stations for storage of items which will not fit in luggage lockers eg. sporting equipment, wheelchairs and other items.

To store items in the cloakroom, passengers must pay \$3.00 per item per day and will be issued with a separate ticket for each item.

To retrieve an item, passengers must present their ticket at the cloakroom and pay any overtime charges due. Staff should ask for a description of the item.

If a passenger needs to access an item from the cloakroom, the ticket must be handed in and another ticket issued and paid for when the item is returned to the cloakroom.

Passengers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges.

V/Line is not liable for any loss of or damage to items stored in cloakrooms.

Prams, shopping jeeps and golf buggies

Prams, pushers, shopping jeeps, golf buggies and similar items can be carried for free on public transport services, as long as the comfort, access and safety of other passengers are not affected.

Motorised vehicles

Petrol-driven vehicles of any kind are not permitted on public transport services for safety reasons.

Electrically-driven mobility aids (such as wheelchairs and scooters) are permitted on public transport, but must conform to the dimensions given on page 73 of this manual.

Animals

Only animals identified on an Assistance Animal Pass can travel on all public transport services.

All other animals travel subject to the conditions stated below.

Metropolitan services

Dogs on leads are permitted on metropolitan trains, but only if they are muzzled.

It is strongly advised that passengers with dogs do not travel during weekdays between 7.00 am and 9.00 am and between 4.00 pm and 6.00 pm.

Dogs are not allowed on seats, are not allowed to block doorways or passageways and must be controlled by their owner at all times.

Owners must clean up any mess created by their dogs.

Small animals can travel on metropolitan trains, trams and buses, but they must be in a suitable container.

V/Line services

Animals are not permitted to travel on V/Line coach services (including rail replacement coach services) with the exception of guide dogs, hearing guide dogs, guide dogs in training or an animal identified on an Assistance Animal Pass (see page 73).

Animals are only permitted to travel on V/Line train services as set out in the following paragraphs.

Guide dogs, hearing guide dogs, guide dogs in training and an animal identified on an Assistance Animal Pass are permitted to travel on all V/Line train services (see page 73).

Small animals are permitted to travel on all V/Line train services, but they must be in a suitable container.

Suitable containers must be stored in the assigned storage locations on board each train and are not allowed on seats or to block doorways or passageways.

It is strongly advised that passengers with small animals in suitable containers do not travel during weekdays between 7.00 am and 9.00 am and between 4.00 pm and 6.00 pm.

Owners must clean up any mess created by their animals.



CHAPTER 9

Refunds and replacement tickets

Refunds and replacement tickets

General Rules

The following general rules apply to refunds and replacement tickets for Metcard and V/Line tickets. Refunds and replacements are generally not available for tickets issued by other operators — please check with the operator for details.

Most Metcard refunds or replacements require a completed Metcard Refund Form. Forms and a reply-paid postage envelope are available from Metro Premium stations, The MetShop, selected Metcard retail agents and from the Metcard Helpline (1800 652 313). The Metcard Refund Form can also be downloaded from the Metlink website. In some cases, an administration fee of \$9.80 on refunds is applicable.

A refund or replacement may apply in the following circumstances:

- Unused Tickets
- Surrendered Tickets
- Defective Tickets
- Ticket Equipment Faults
- Mutilated Tickets
- Medical Condition and Change of Travel Circumstances
- Industrial Stoppage and Severe Service Disruption
- Special Consideration
- Lost and Stolen tickets

No refund is available for a purported Metcard that has not been electronically encoded, unless it can be determined that the absence of encoding has been caused by a Metcard equipment fault

Unused tickets

The ticket must not have been used or validated on any service.

Metcard

For unused 2 hour, 10 x 2 hour, Daily, Weekly, Monthly, Seniors Daily, 5 x Seniors Daily, 5 x Daily, City Saver Ticket, City Saver x 10, Sunday Saver, 5 x Weekend Daily, Off-Peak Daily and Group Traveller tickets:

- If a refund is required, the refund amount is equal to the price paid for the ticket, minus the administration fee. A Metcard refund form should be completed and posted to Onelink, enclosing the ticket.
- If the passenger requires replacement tickets, passengers may obtain replacement tickets from The MetShop provided the magnetic stripe can be read by a ticket reading machine. No administration fee applies, but the passenger must use the value of the ticket towards the purchase of other tickets of equal or greater value. Passengers may also obtain replacement tickets by mail from OneLink by completing and posting the Metcard Refund Application Form (no refund fee applies).

V/Line (All tickets)

Unused V/Line tickets may be exchanged for another date or refunded, provided they are presented to a V/Line booking office prior to the departure date printed on the ticket. No administration fee applies.

Surrendered tickets

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, “**enforcement activity**” means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of the ticket surrenders the ticket to an Authorised Officer while travelling on a passenger vehicle, he or she will be issued with a travel permit for the balance of the travel authorised by the ticket up to a maximum of seven days travel.

A surrendered ticket will be retained by the Authorised Officer or the member of the police force to whom the ticket was surrendered, or by the Department of Transport, at least until —

- (a) a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or
- (b) all enforcement activities to which the ticket is relevant are concluded.

When either of the events referred to in the immediately preceding paragraph occurs, the following conditions apply in respect of the surrendered ticket —

- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area —
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned except as provided in the next succeeding dot point.
- If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area and —
 - (a) applies for the return of the ticket; and
 - (b) presents evidence of the relevant entitlement —

to the Department of Transport within 28 days of a decision to not proceed with any enforcement activity, or of the conclusion of all enforcement activities, to which the ticket is relevant, the ticket will be returned if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

- If the ticket was fraudulently or, in some other way, dishonestly obtained or used —
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned —

except as provided in the next succeeding dot point.

- If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Transport for the return of that ticket within 28 days of the conclusion of all enforcement activities to which the ticket is relevant and satisfies the Department that he or she was not a party to the deception or dishonesty —

- (a) if the ticket has any remaining unused value, it will be returned to the original holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If the enforcement activities culminated in a successful prosecution of the holder of the ticket, an order may be sought by or on behalf of the informant for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
 - If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Transport within 28 days of the Court's decision —
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
 - If an infringement notice was issued and either —
 - (a) the penalty specified in the notice is paid before an enforcement order in respect of the notice is made; or
 - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order is paid —

and if the holder of the ticket makes application to the Department of Transport within 28 days of the payment of the penalty or amount (as the case may be), the ticket will be returned to the holder if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

- If —
 - (a) an infringement notice was issued; and
 - (b) the notice was lodged with the Infringements Registrar; and
 - (c) the notice was subsequently revoked by a Court; and
 - (d) under section 69 of the *Infringements Act 2006*, the matter is not referred to the Court —

and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice under section 69(3) of the *Infringements Act 2006* from the Infringements Registrar that the matter will not be referred to the Court —

- (e) if the ticket has any remaining unused value, it will be returned to the holder; and
- (f) whether or not the ticket is returned under paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.

- If an infringement notice was issued, but later withdrawn and either —
 - (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
 - (b) an official warning is given to the holder of the ticket —

and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice of withdrawal or warning letter (as the case may be) —

 - (c) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (d) whether or not the ticket is returned under paragraph (c), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- Unless the ticket is a ticket referred to in the first dot point above, if a decision was taken to not proceed with any enforcement activity to which the ticket is relevant, and if the holder of the ticket makes application to the Department of Transport —
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- An application under the last preceding dot point must be made no later than 28 days after the holder of the ticket receives advice from the Department of Transport that no enforcement activity to which the ticket is relevant will proceed.

Defective tickets (Metcard only)

A ticket is defective if the magnetic stripe is unable to be electronically read, and the ticket has not been visibly damaged. If the ticket or magnetic stripe has been visibly corrupted or damaged, then please refer to the section on Mutilated/Damaged tickets. Defective tickets are exchanged for new tickets — no administration fee applies.

Unused valid tickets that cannot be validated (excluding 10 x 2 hour/5 x Daily/City Saver x 10/5 x Weekend Daily/5 x Seniors Daily)

Unused valid tickets that cannot be validated will be replaced for an identical ticket at no charge. Tickets can be returned to Onelink using the Metcard Refund/Replacement Application Form. Most unused tickets may be exchanged for new tickets at The MetShop.

10 x 2 hour, 5 x Daily, City Saver x 10, 5 x Weekend Daily or 5 x Seniors Daily

If a 10 x 2 hour, 5 x Daily, 5 x Weekend Daily or 5 x Seniors Daily ticket cannot be validated, it can be exchanged at the booking office of any Premium station or the MetShop. If no trips have been used, the ticket will be replaced. If the ticket has been used, then individual 2 hour, Daily, City Saver, Sunday Saver or Seniors Daily tickets will be provided for any unused periods on the ticket. For the 10 x 2 hour ticket, passengers will be issued a Daily ticket for the next 2 hour period and 2 hour tickets for the remaining unused periods on the ticket. City Saver x 10 tickets can only be exchanged at Premium stations in the City Saver area. For defective 5 x Weekend Daily tickets replacement Sunday Saver tickets will be issued. If this does not suit the customer (who may only travel on Saturdays) then the ticket will need to be mailed to OneLink Transit Systems using the Metcard Refund Application Form and a cheque refund will be sent.

Tickets unable to be validated with a visible expiration date within one month

Public transport passengers are required to take all reasonable steps to validate their Metcard correctly. However, if a defective Metcard was initially validated correctly and has a clearly visible expiration date less than one month away, then it remains valid for travel until the expiry date printed on the ticket and may be presented to staff for visual inspection when travelling. Passengers may choose to exchange defective Metcards at The MetShop for replacement Metcards. Weekly, Daily and Sunday Saver Metcards will be used to make up the remaining time on the Metcard (using the smallest number of Metcards possible).

Yearly Metcards unable to be validated

With Yearly Metcards purchased at a Station or the MetShop, the holder must take the defective Yearly Metcard back to the outlet from which it was purchased and complete a declaration form. The station or MetShop will issue two interim Weekly Zone 1 + 2 full fare Metcards. Paperwork and the defective Yearly Metcard are forwarded to OneLink, c/o The Stationmaster's Office, Flinders Street Station. Replacement tickets are then mailed to the holder, taking into account the two interim Weekly Metcards already provided.

For Yearly Metcards issued through a Commuter Club, the holder should contact their Commuter Club coordinator or visit the Stationmaster's Office at Flinders Street Station to arrange replacement. An interim Monthly Zone 1 + 2 Metcard will be supplied.

Victorian Student Passes

The passenger should return the Victorian Student Pass to the location it was purchased from for a replacement.

Ticket equipment faults (Metcard only)

In case of a Metcard equipment fault, passengers should complete a Metcard Refund Application Form and post it to OneLink for processing. No refund fee applies for Metcard machine faults. Passengers are requested to provide as much information as possible to assist in processing their claim.

Metcard machine faults may include:

- Metcards not issued;
- No change or incorrect change provided;
- Metcard printed with wrong date;

Applications are cross referenced against the Metcard central computer system which continually monitors ticketing equipment and records faults

Mutilated/damaged tickets

Tickets that are Mutilated/Damaged can become invalid through:

- Heat damage;
- Bent, punched through, torn or cut;
- Chewed;
- Water damaged;
- Covered in dirt or other foreign substance;
- Damage that exceeds normal wear and tear

Metcard

Refunds and replacements of mutilated and damaged Metcards can only be done via the Metcard Refund Application Form and posted to OneLink. If the passenger requests replacement Metcards, passengers will receive a combination of Metcards that equals or exceeds the amount of the refund calculated. An administration fee of \$9.80 is charged for mutilated and damaged Metcards and is deducted from the refund or the value of replacement tickets.

For Yearly Metcards the holder must return the mutilated/damaged Yearly Metcard to the issuing outlet and complete a declaration form. Yearly Metcards issued through the Commuter Club are to be returned to the Stationmaster's Office at Flinders Street Station. The holder will be issued interim tickets with the remainder mailed by OneLink.

V/Line

Generally, a mutilated ticket will be replaced where it is possible to verify the issue of the original ticket with the issuing station and a Declaration Form is completed setting out the circumstances. An administration fee of \$5 must be paid to replace a mutilated ticket. The mutilated ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

Medical conditions or change of travel circumstances

In certain circumstances, refunds and replacement tickets may be available for passengers who have experienced medical problems or a change in circumstances.

Medical

Refunds due to medical conditions will only be allowed if the application meets the following requirements:

- the claim is accompanied by the ticket;
- the claim is accompanied by the doctor's certificate for the days claimed (statutory declarations are not accepted as proof);
- the passenger has missed at least three weekdays for weekly tickets, five weekdays for monthly, five days per month for date to date tickets or twenty weekdays for yearly tickets.

A refund based on a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

Change of Travel Circumstances

Only the following reasons are accepted for Change of Travel Circumstances.

- Change of home address;
- Change of place of employment/employer or school;
- Retrenchment;

Refund applications based on change of travel circumstances will only be allowed if the following conditions are met:

- the claim is accompanied by the ticket;
- only one change of circumstance is claimed;

The refund application must be supported by documentary evidence such as a letter from employer or school. Statutory declarations are not accepted as proof.

Metcard

The ticket should be forwarded to Onelink accompanied by a Metcard Refund Application Form and supporting documentation. The passenger should indicate if they are seeking a refund or replacement tickets. When travel circumstances have changed, the passenger should indicate the new combination of zones their replacement tickets should be valid for. An administration fee of \$9.80 may apply.

V/Line

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

Transferred Yearly Metcards

Yearly Metcards may be transferred to a different combination of Zone(s). An "Application for Yearly Ticket Zone Transfer Form" must be completed.

For transfer involving a higher fare pro-rata payment based on the difference in the fare must be paid at the issuing station/office (contact OneLink to obtain the amount payable). For transfer to a lower fare a pro-rata refund will be provided by OneLink Transit Systems.

Yearly Metcards issued through the Commuter Club transferred to a higher or lower fare must be returned to the Stationmaster's Office at Flinders Street Station. Yearly Metcards issued at stations or the MetShop must be returned to the place from which it is purchased.

Holders of Yearly Metcards applying for a transfer will be issued two interim Weekly full fare Metcards for Yearly Metcards issued at stations or the MetShop, or an interim Monthly Metcard for Yearly Metcards issued through the Commuter Club. The interim Metcards are to be available for the new zone(s) the transferred Yearly Metcard is to be available. The balance of replacement Metcards until the original expiry date will be mailed to the holder by OneLink.

An Administration Fee of \$9.80 applies and is added to the customer's pro-rata payment (higher fare) or deducted from the customer's refund (lower fare).

Severe service disruption and customer Compensation Codes

In the event of prolonged severe service disruption or industrial action, special bulletins will advise refund arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time. The following conditions will normally apply:

- The application must be accompanied by the ticket
- The ticket was valid for travel during the stoppage
- The ticket was not used on alternative or replacement services during the stoppage.
- The application is submitted within 14 days of the expiry of the ticket

Refunds that are based on industrial stoppage or severe service disruption do not attract an administration fee. The special bulletin will detail how to apply for the refund.

Metropolitan trains and trams

Yarra Trams and Metro have developed special Compensation Codes under their Passenger Charters which allows passengers to be compensated when performance targets in relation to punctuality and reliability are not met.

The Yarra Trams and Metro Compensation Codes are available from their websites, www.yarratrams.com.au and www.metrotrains.com.au. Metro Compensation Claim Forms are available from all Premium Stations or on the Metro website. Yarra Trams Compensation Forms are available by calling **131 638**, writing to Yarra Trams or from the Yarra Trams website.

V/Line

In the event that V/Line fails to meet its monthly performance targets for punctuality and reliability, V/Line will provide compensation in the form of a complimentary travel ticket to any affected customer holding a valid periodical ticket with durations of one month or more.

V/Line's average performance against targets is published monthly and posted at V/Line stations within 10 working days of the end of most months. V/Line performance figures are also published in their customer magazine Go V/Line.

All compensation claims must be made in writing to **Customer Relations, Reply Paid 5343, Melbourne, Vic 3001**. For further details contact V/Line's Customer Feedback line on **1800 800 120**.

Special consideration

Refunds may be provided in a very limited number of circumstances not covered by the above.

Metcard

Applications for Metcard refunds should be made using the Metcard Refund Application Form.

Passengers are requested to include copies of any documentary evidence that supports their application for special consideration. An administration fee may apply.

V/Line

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

Lost or stolen tickets

No refunds or replacements are available for lost or stolen tickets, with the exception of Student Passes, Yearly Metcards, reserved V/Line tickets and Date-to-Date V/Line tickets for which a duplicate ticket (or tickets) may be issued.

Metcard

Lost or stolen Student Passes or Yearly Metcards may be replaced with a duplicate ticket (or tickets) upon completion of the declaration form 'Application for Replacement Periodical Ticket' which must be completed and signed, with the signature witnessed by a Police Officer.

Applications for a duplicate ticket (or tickets) must be made at the place of issue of the original ticket. For Yearly Metcards issued through a Commuter Club, applications must be made at the Station Master's Office at Flinders Street Station. Declaration forms are available from any Premium station. A duplicate ticket fee of \$9.80 applies.

V/Line

Lost or stolen reserved seating tickets will be replaced if reported before the day of travel at any staffed V/Line station on completion of an application form.

A lost or stolen Date-to-Date ticket will be replaced with a duplicate ticket at any staffed V/Line station on completion of an application form. A duplicate ticket fee of \$9.80 applies.

Refund procedures

Metcard

The majority of Metcard refunds and replacements need to be made using the Metcard Refund Application Form. A number of tickets can be submitted with a single refund form, but only one reason is allowed per claim. Any Metcard(s) submitted for refund cannot be returned after the application is processed. Refunds or replacements can only be considered if the following conditions are met:

- The refund form has been completed correctly, including signature
- A claim is submitted in writing no later than twelve (12) months after date of last validation of ticket (for used tickets)
- The sale of the ticket can be traced
- Ticket has not been reported lost, stolen or invalid
- If the calculated refund amount is a positive amount.
- If specific criteria listed in the preceding sections are met
- Documentary proof of claim is included, if required (eg. medical certificate)

An administration fee applies for refunds — with some exceptions. In circumstances where it is possible to get replacement tickets over the counter from The MetShop, photo identification is normally required for replacement tickets to be processed to protect against fraud. Any passenger who applies for a refund or replacement, and provides false or misleading information is subject to penalty, including an infringement notice and court action. The Metcard central computer system tracks ticket validations and equipment faults and is used in the assessment of refund applications to prevent fraud.

V/Line

Refunds are available from staffed V/Line stations. No application form is normally required, but a refund slip must be signed by the passenger.

No refund, allowance or compensation shall be granted for:

- Changes of timetable, reduction of services or reduction of fares during the availability of the ticket.
- Passengers paying full fare who produce a valid concession card after travel has commenced, or has been completed.
- Disruption of services where V/Line has provided alternative or substitute transport services.
- All metropolitan tickets (Metcards).
- Tickets marked 'departmental'.
- Tickets within the following categories:
 - Tickets issued in exchange for a voucher.
 - Tickets issued free.
 - Tickets that were paid for by personal cheque where notification of clearance has not been received.
 - Any discounted ticket stipulated in the Fares and Conditions Manual or Associated Marketing News as non-refundable.

No refunds or adjustments will be made after travel has taken place on the ticket.

For information regarding the refund policy for specific fare types, refer to the relevant fare conditions page. For further assistance, phone the Chief Booking Clerk on **9619 2187**.



CHAPTER 10

General and special
ticketing conditions

General and special ticketing conditions

Application of chapter

The conditions in this Chapter apply to all classes of tickets and all services unless otherwise specified.

Fares

A person who undertakes a journey in a passenger vehicle, or makes an entry to a designated area, for which a fare is required, must pay at least the correct fare in accordance with the conditions contained in this manual for the travel in a passenger vehicle that consists of or includes the journey or for the entry.

Designated areas

The correct fare for travel in a passenger vehicle in a zone, or to, from or through a location, at a particular time is deemed to be the correct fare for an entry to a designated area in that zone, or at that location, at that time.

If a ticket is valid for travel in a passenger vehicle in a zone, or to, from or through a location, at a particular time, the ticket is valid for an entry to a designated area in that zone or at that location at that time.

V/Line and metropolitan tickets

Passengers holding valid Metcards are permitted to use Economy class V/Line services within Zones 1+2 when travelling to or from Ardeer, Deer Park, Rockbank, Melton, Diggers Rest, Sunbury, and Pakenham railway stations at any time.

However, where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed on the Viclink website (viclink.com.au). The Metcards of passengers boarding or alighting at stations in contravention of these restrictions are not, or cease to be, valid for travel on the relevant V/Line train service.

The preceding two paragraphs do not affect the travel entitlement of holders of Yearly, Monthly or Weekly Metcards who purchase V/Line extension tickets and rely on those tickets for their journey on a V/Line train service.

Extension tickets

Passengers must have a single valid ticket for their entire journey.

Exceptions to this are Yearly, Date-to-Date, Monthly and Weekly ticket holders who may use that ticket beyond the zone or locations for which the ticket is valid by purchasing a 2 hour, Daily or Single ticket for the additional zone or locations.

The 'extension ticket' must be purchased before the journey. If this is not possible by taking all reasonable steps before the journey, the ticket must be purchased as soon as there is a reasonable opportunity during the journey or, if there is no reasonable opportunity during the journey, at the completion of the journey. If the extension ticket is a Metcard, then it must be validated as soon as there is a reasonable opportunity during the journey or, if there is no reasonable opportunity during the journey, then it must be validated as soon as taking all reasonable steps will permit after the journey, in accordance with the conditions set out later in this chapter under the heading "Validation and Re-validation of Metcards".

Public holidays

For the purposes of ticket conditions, a reference to Public Holidays refers to the following days in 2011:

- Saturday 1 January 2011 (New Year's Day)
- Monday 3 January 2011 (New Year's Day) (additional)
- Wednesday 26 January 2011 (Australia Day)
- Monday 14 March 2011 (Labour Day)
- Friday 22 April 2011 (Good Friday)
- Saturday 23 April 2011 (Saturday before Easter Sunday)
- Monday 25 April 2011 (Easter Monday)
- Tuesday 26 April 2011 (ANZAC Day) (substitute)
- Monday 13 June 2011 (Queen's Birthday)
- Tuesday 1 November 2011 (Melbourne Cup Day – Metropolitan only)
- Monday 26 December 2011 (Boxing Day)
- Tuesday 27 December 2011 (Christmas Day) (substitute).

Delayed/disrupted/replaced services

Where a passenger arrives at a railway station or a bus or tram stop to board the last service scheduled to depart prior to the expiry of a ticket, and the service is delayed or does not run, the passenger is allowed to travel on the next available train, tram or bus; even if it departs after the ticket has expired. However, this condition does not apply in respect of 10 x Early Bird tickets for which special conditions apply – see Chapter Two.

When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

Overland and XPT services

Where V/Line tickets are accepted on the Overland and XPT train services, V/Line fares will apply, but the relevant operator's ticketing conditions will apply. Reservations are required.

Contract between passengers and operators

A ticket issued by or on behalf of one or more operators is evidence of a contract between the passenger who holds the ticket and each operator whose passenger services the passenger is entitled by the ticket to use.

Ownership of tickets

A ticket issued by or on behalf of an operator remains the property of the operator at all times. A ticket issued by or on behalf of the Public Transport Ticketing Body remains the property of that Body at all times.

Validity of tickets

General

A ticket is valid for a journey in a passenger service or an entry to a designated area if —

- (a) any fare for the journey or entry has been paid; and
- (b) either —
 - (i) in the case of a Metcard, the ticket has been correctly validated or re-validated in accordance with the conditions contained in this chapter and, except as specified in this chapter, the whole of the journey or the entry conforms with a journey or an entry to a designated area electronically recorded on the ticket as being authorised by it; or
 - (ii) in all other cases, the whole of the journey or the entry is authorised on the face of the ticket; and
- (c) in the case of a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) it is used in accordance with all other conditions for its use applicable in respect of that class of ticket.

Transfer of ticket

Unless otherwise specified in another chapter in this manual, only the person who first uses the ticket for a journey or an entry to a designated area is entitled to use that ticket for that journey or entry and any subsequent journey or entry to a designated area authorised by the ticket.

A ticket that is used for a journey or an entry to a designated area in contravention of the condition in the immediately preceding paragraph is not valid for that journey or entry.

Defaced tickets and concessions

A ticket is invalid if —

- (a) it has been altered, defaced or mutilated in any material particular; or
- (b) it becomes, or has been made, illegible in any material particular; or
- (c) information stored in or on the ticket in a magnetic stripe or electronic chip has been altered or destroyed or made inaccessible in any material particular.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence —

- (a) has been altered, defaced or mutilated in any material particular; or
- (b) becomes, or has been made, illegible in any material particular.

Liability of operators

An operator whose passenger services are entitled to be used by a passenger is not responsible to that passenger for any loss, damage or delay caused by any failure by another operator in the provision of passenger services.

An operator shall not, in respect of any passenger, be liable for any loss, damage or delay caused by or arising from an act of God or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.

An operator may use any mode of transport to carry passengers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a passenger for —

- (a) any consequences arising from any variation in the time of arrival at or departure from any station or stop of any passenger vehicle; or
- (b) any loss or damage as a result of a cancellation of a passenger service or any variation of the time of arrival at or departure from any station or stop of any passenger vehicle.

An operator may cancel wholly or in part the scheduled passenger services shown in the operator's timetables or may vary the point at which passenger services will pick up and set down passengers.

An operator does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.

A ticket issued by or on behalf of an operator or which an operator is required to accept is subject to any alteration which the operator may make to any passenger service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time of the service or any reduction in the service.

Discontinued use of tickets

Regional Bus Tickets (other than Seniors Sunday Passes and Sunday Passes) that have been issued in respect of the following bus services or train services may not be used in relation to those services —

- the bus services that comprise the Ballarat Transit System
- the bus and train services that comprise the Bendigo Transit System
- the bus and train services that comprise the Geelong Transit System
- the town bus services of Moe
- the town bus services of Morwell
- the town bus services of Seymour
- the town bus services of Traralgon.

New conditions for, and abolition of, ticket types

If a type of ticket in a class specified in the conditions contained in this manual is included in a class of tickets specified in conditions (in this and the next succeeding paragraph called 'replacement conditions') which are determined and published in accordance with section 220D of the *Transport (Compliance and Miscellaneous) Act 1983* and which replace the conditions contained in this manual, any ticket of that type that, immediately before the replacement conditions take effect —

- (a) has been issued but not used; or
- (b) has been used and is still able to be validly used —

may be used or continue to be used (as the case requires) after the replacement conditions take effect, subject to the replacement conditions.

If a type of ticket specified in the conditions contained in this manual is not included in a class of tickets specified in replacement conditions, any ticket of that type ceases to be valid in any way for travel or entry to a designated area when the replacement conditions take effect. Any refund in relation to any unused travel to which the holder of a ticket of that type would otherwise be entitled must be applied for in writing to the relevant operator, enclosing the relevant ticket, no later than three months after the replacement conditions take effect or such longer period as the Director may specify in a notice published in the Government Gazette in relation to that type of ticket.

Encoded information

If —

- (a) there is an inconsistency between the information electronically encoded on a Metcard and the information printed on that Metcard; or
- (b) the information printed on a Metcard becomes illegible as the result of fair wear and tear; or
- (c) no information or incomplete information is printed on a Metcard when the Metcard is issued or validated —

the information electronically encoded on the Metcard prevails or applies (as the case requires) unless other information available about the Metcard (for example, the place, date or time of purchase or the fare paid) indicates that the electronically encoded information is unreliable.

Validation and re-validation of Metcards

A Metcard must be —

- (a) validated for the first or only journey or entry to a designated area authorised by the Metcard; and
- (b) if the Metcard authorises more than one journey or entry to a designated area, re-validated for each subsequent journey or entry to a designated area —

in accordance with the following paragraphs.

Validation and Re-validation off-vehicle

For a journey on a train or for an entry to a designated area, a passenger must validate or re-validate a Metcard which authorises that journey or entry before —

- (a) boarding the train; or
- (b) entering the designated area.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating device is not available —

- (a) the requirements set out in that paragraph do not apply; and
- (b) the passenger must take all reasonable steps to validate or re-validate the Metcard —
 - (i) on leaving the train; or
 - (ii) either before leaving, or on leaving, a designated area.

An operational ticket validating device is to be taken as being not available only if —

- (a) the ticket validating device nearest to where the passenger is to board the train or enter the designated area is not able to be operated (due to being faulty, shut down or inactive) so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating device which is able to be so operated; or
- (b) the passenger is unable to validate or re-validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated or re-validated on his or her behalf by a person accompanying him or her or by an authorised person.

However, special validation and re-validation conditions apply to some passengers using the Stony Point railway line.

If a passenger is travelling from a railway station on the Stony Point railway line to a railway station beyond Frankston, the passenger must validate or re-validate his or her Metcard when changing trains at Frankston and the above conditions apply as if the passenger's journey were commencing at Frankston.

If a passenger is travelling to a railway station on the Stony Point railway line from a railway station before Frankston, and the passenger had not been able to validate or re-validate his or her Metcard in accordance with the above conditions, the passenger must take all reasonable steps to validate or re-validate his or her Metcard when changing trains at Frankston as if the passenger's journey were ending at Frankston.

Validation and Re-validation on-vehicle

For a journey on a tram or a bus, a passenger who is relying on a Metcard which —

- (a) requires validation after purchase and has not been validated; or
- (b) has already been validated —

and which on validation or re-validation would authorise that journey, must, after boarding the vehicle move without delay to a ticket validating machine and validate or re-validate the Metcard.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating machine is not available or because there is no reasonable opportunity to do so, the requirements set out in that paragraph do not apply and —

- (a) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because an operational ticket validating machine was not available, the passenger must take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle; or
- (b) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because there was no reasonable opportunity to do so, the passenger must —
 - (i) validate or re-validate the Metcard as soon as a reasonable opportunity to do so arises while the passenger is on board the vehicle; or
 - (ii) if no such reasonable opportunity arises, take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle.

An operational ticket validating machine is to be taken as being not available only if the ticket validating machine nearest to where the passenger boards the tram or bus is not able to be operated (due to being faulty, shut down or inactive) so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating machine which is able to be so operated.

Examples

Examples of where there is no reasonable opportunity to validate or re-validate a Metcard on board a tram or a bus:

- (a) a ticket validating machine is inaccessible because there are so many people around the machine that the machine cannot be reached.
- (b) a person is unable to validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated on his or her behalf by a person accompanying him or her or by an authorised person.

Note: If a Metcard is purchased from a ticket vending machine located on a tram the Metcard is automatically validated and does not require further validation or re-validation for that journey

Validation and Re-validation after Journey or Entry

If a passenger validates or re-validates a Metcard on leaving a train, tram, or bus or a designated area in accordance with the preceding conditions, the Metcard is deemed to have been valid for the whole of the journey, or for the entry, which the passenger has just completed.

References on Metcards

A reference on a Metcard to "PTC Conditions of Use", "Conditions of Use", "Metcard Conditions" or "Metropolitan Ticket Conditions" is a reference to the conditions in this manual.



CHAPTER 11

Ticketing procedures and
infringement notice process

Ticketing procedures and infringement notice process

Passenger obligations

A passenger must obtain a ticket for every fare paid. A passenger who pays a fare, but does not receive a ticket in return is travelling without a valid ticket. Passengers who observe or experience bus drivers, conductors or other staff accepting money without issuing tickets are requested to report this to Metlink on **131 638**, or Viclink on **136 196** for further investigation.

Bus driver obligations

Bus drivers are required to sign on and sign off from the ticketing system, if present, as they enter and leave the depot. Bus drivers on Metcard routes are also required to update their location on the ticketing system as they travel along the route to ensure validation occurs correctly. If it is not possible for a bus driver to issue a ticket due to equipment failure, then all passengers will travel free of charge. **Bus drivers are not permitted to accept money without issuing a valid ticket in return.** If a passenger pays for their ticket and does not take it, the driver must call them back and give it to them. If the passenger declines to accept the ticket the driver must immediately rip it in half and leave it in their change tray until the passenger leaves the bus, when it can then be discarded.

Tram driver obligations

Tram drivers are responsible for signing onto the tram driver keypad when they enter the tram. This should occur prior to leaving the depot to ensure the ticketing equipment is operational. While bus drivers are required to update their location manually, this process is generally automated on trams. However, errors can occur and it is the responsibility of tram drivers to confirm the location shown on their driver keypad is correct to ensure that tickets are sold and validated correctly. Drivers must not sign off prior to arriving at their final destination or depot.

If the ticketing system is not programmed with the correct location, it may result in passengers being unable to purchase or validate certain tickets.

Authorised Officers

Public transport operators employ staff to perform the role of 'Authorised Officers' under the *Transport (Compliance and Miscellaneous) Act 1983* and Transport Regulations. These officers are authorised by the Victorian Government's Department of Transport after they have been trained in the relevant law and procedures, and have passed a stringent security check and interview.

Where a person is detected by an Authorised Officer travelling on public transport without a valid ticket, and it is believed the person had a reasonable opportunity to purchase and/or validate a ticket, the Authorised Officer may inform the person in clear terms what offence he/she believes has been committed. This also applies where a person is detected/observed committing another offence under the Transport Act or Regulations. The officer may inform the person that he/she intends to report the matter to the Department of Transport and that they may receive an infringement notice in the mail. The person will then be requested by the Authorised Officer to state their name and address.

Authorised Officers and police are empowered by section 218B of the *Transport (Compliance and Miscellaneous) Act 1983* to obtain the name and address of a person reasonably believed to have committed an offence against the *Transport (Compliance and Miscellaneous) Act 1983* or Regulations. This can be done orally, or in writing or by producing documents confirming such details given.

Anybody who fails or refuses to give their name and address, or gives false details to an officer commits another offence.

The officer can also request the person to provide evidence of name and address.

Report of non-compliance

To report an offence an officer will compile a 'Report of Non-Compliance', which contains a summary of the non-compliance alleged, the name and address of the person being reported, the location of the occurrence, the time, date, etc. This document, along with any evidence such as a confiscated ticket, is forwarded to the Department of Transport for processing. The documentation is checked for completeness and, if deemed appropriate, an infringement notice is generated and posted to the alleged offender.

Infringement notice procedures

Upon receiving an infringement notice a person has 42 days (from the notice date) to deal with the matter. If the penalty amount is paid within 42 days, the matter is finalised and no further action is taken. If the penalty amount is not paid within 42 days, Penalty Reminder Notices are generated and sent to the same address to remind the alleged offender of the overdue payment. The Penalty Reminder Notice adds additional administration costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 42 days from the date of the Penalty Reminder Notice. If a person wishes to pay the penalty but because of genuine financial hardship, cannot afford to pay it in one payment, they are encouraged to contact the Department of Transport (DOT) who may grant an extension of time to pay. The DOT system does not allow for part payments-the whole amount must be paid to finalise the matter. The telephone number for infringement payment enquiries is **1300 135 066**.

Where no contact has been made with the DOT within either of the two 42 day periods mentioned above, and the infringement notice remains unpaid, the matter is transferred to the Infringements Court (a division of the Magistrates' Court), for enforcement. Once the matter has transferred to the Infringements Court, any enquiries about the matter must be directed to the Infringements Court, not the Department of Transport. The Infringements Court telephone enquiry number is **9611 7600** or toll free **1800 150 410**. Unpaid infringement notice matters for children are handled by the Children's Court **8601 6700**.

Objections to infringement notices

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to **GPO, Box 2797, Melbourne VIC 3000** or fax **9665 9400**; or by email to tia@transport.vic.gov.au. Upon receipt of a request for review, the infringement process is put on hold, which means the 42 day period is suspended until a decision is made whether to uphold or reject the appeal. If not satisfied with the decision, a person may elect to have the matter taken before a Magistrate. A person may also elect to have the matter dealt with in Court without the appeal process taking place, by notifying the DOT on receipt of the infringement notice.



CHAPTER 12

Definitions and interpretations

Definitions and interpretation

Definitions

In this manual, the following definitions apply:

"Authorised Officer" has the same meaning as in section 208 of the *Transport (Compliance and Miscellaneous) Act 1983*.

The relevant text of section 208 reads:

Authorised Officer means a person authorised by the Director under section 221A or 221AB.

"authorised person" has the same meaning as "authorised person (ticketing)" in regulation 5 of the *Transport (Ticketing) Regulations 2006*.

The relevant text of regulation 5 reads:

authorised person (ticketing) means—

- (a) an authorised officer; or
- (b) a member of the police force; or
- (c) a person employed by a passenger transport company or a bus company who has duties in relation to the issue, inspection or collection of tickets for travel in a passenger vehicle or for entry to a designated area; or
- (d) a person (other than a person referred to in paragraph (a) or (c) appointed in writing by a passenger transport company or a bus company or the Secretary or the Director for the purposes of these Regulations; or
- (e) if a bus company is a natural person, that person.

"bus" has the same meaning as in section 3(1) of the *Bus Safety Act 2009*.

The relevant text of section 3(1) reads:

bus means —

- (a) a motor vehicle that has been built —
 - (i) with seating positions for 10 or more adults (including the driver); and
 - (ii) to comply with the requirements specified in the Australian Design Rules for a passenger omnibus (within the meaning of those Rules);
- (b) a motor vehicle prescribed to be a bus;
- (c) a motor vehicle which the Safety Director has declared to be a bus under section 7(1) —
but does not include —
 - (d) subject to section 23, a vehicle which is a taxi-cab in respect of which a taxi-cab licence is granted under the *Transport (Compliance and Miscellaneous) Act 1983*;
 - (e) a motor vehicle prescribed not to be a bus;
 - (f) a motor vehicle which the Safety Director has declared not to be a bus;
 - (g) a vehicle known as a Hummer.

Examples:

1. A passenger car modified to have more than 9 seats (for example, a stretch limousine) is not a bus.
2. A motor vehicle that is built as a bus but which has had seats removed so that it seats less than 10 adults is still a bus.
3. A motor vehicle built overseas as a bus is a bus unless it is a motor vehicle built to be a Hummer.

"**bus company**" has the same meaning as in section 2(1) of the *Transport (Compliance and Miscellaneous) Act 1983*.

The relevant text of section 2(1) reads:

bus company means a person or body that has entered into a contract with the Crown, or the Secretary or the Director on behalf of the Crown, for the provision of any transport services (including a service contract within the meaning of the *Bus Services Act 1995*) but does not include a person or body that is a passenger transport company.

"**bus route**" means the route of operation of a bus.

"**bus stop**" means a place designated by means of a sign and forming part of a bus route where a bus stops for persons to board and leave the bus.

"**concession entitlement**" means an entitlement to rely on a concession ticket for travel in a passenger vehicle or entry to a designated area set out in Chapter 6.

"**concession ticket**" has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

concession ticket means a ticket that, in accordance with conditions determined and published under section 220D of the *Transport Act 1983* —

- (a) authorises a holder of the ticket to travel in a passenger vehicle, or to enter a designated area, at a price less than the full price to travel in the passenger vehicle or to enter the designated area; or
- (b) authorises a holder of the ticket, or a person accompanying the holder of the ticket, to free travel in a passenger vehicle or free entry to a designated area.

"**designated area**" has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

designated area means —

- (a) an area of land or an area within premises owned or occupied by a passenger transport company that is designated by the passenger transport company by means of signs in or near the area as an area for entry to which a ticket valid for that entry is required; or
- (b) if a railway station is specified by the Director in a notice published in the Government Gazette as a station to which this paragraph applies —
 - (i) a platform at that station;
 - (ii) a waiting room or area adjoining a platform from which the platform can be accessed without the need to pass a ticket validating machine or a ticket barrier;
 - (iii) an area between a platform and any ticket validating machine, or ticket barrier, that it is necessary to pass to gain access to the platform.

"**Director**" has the same meaning as in section 2(1) of the *Transport (Compliance and Miscellaneous) Act 1983*.

The relevant text of section 2(1) reads:

Director means the Director of Public Transport within the meaning of section 3 of the *Transport Integration Act 2010*.

"**electronic ticket barrier**" means a ticket barrier which includes the facility to electronically validate or re-validate Metcards when a Metcard is inserted into the barrier.

"fare" means the price for travel in a passenger vehicle or entry to a designated area.

"Government Gazette" means the Victoria Government Gazette.

"guardian" means a person, other than a parent of a child, who has the care of the child.

"journey" or "trip" means:

- (a) travel between two railway stations by train or any substitute mode of transport provided by the operator which must be continuous except for any breaks necessary for the sole purpose of changing trains or modes of transport; or
- (b) continuous travel on a single tram or bus to a scheduled destination for that tram or bus, but, if the travel to that destination is not able to be completed on that tram or bus, includes travel on a replacement tram or bus provided by the operator.

"Metcard" means a plastic or cardboard ticket with a magnetic stripe for storing data and which, on issue, has encoded travel and entry details for the ticket.

"metropolitan ticket" means a ticket specified in Chapter 2 and a ticket specified in chapter 4 under the heading "metropolitan".

"mode of transport" means a tram, train or bus.

"month" means the period of time between the same dates in successive calendar months.

"operator" means:

- (a) Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) and KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074), each a passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983*;
- (b) V/Line;
- (c) a passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983* that has entered into a contract with the Secretary or the Director for the provision by that person of a service carrying passengers by tram or train;
- (d) a bus company.

"passenger" means a person who holds a ticket.

"passenger service" means a public transport service that is a tram, train or bus service provided by an operator.

"Public Transport Ticketing Body" has the same meaning as in section 2(1) of the *Transport (Compliance and Miscellaneous) Act 1983*.

The relevant text of section 2(1) reads:

Public Transport Ticketing Body means –

- (a) the State body established for the purpose of the *State Owned Enterprise Act 1992* by Order in Council made on 17 June 2003 and published in Special Government Gazette S119 on 17 June 2003; or
- (b) if the State body referred to in paragraph (a) is declared to be a State business corporation (by whatever name called) under the *State Owned Enterprise Act 1992*, the State business corporation.

"passenger vehicle" means a tram, train or bus operated by or on behalf of an operator.

"**public commercial passenger vehicle**" has the same meaning as in section 86(1) of the *Transport (Compliance and Miscellaneous) Act 1983*.

The relevant text of section 86(1) reads:

public commercial passenger vehicle means a commercial passenger vehicle operated by or proposed to be operated by—

- (a) any person, to be used under contract with the Department of Education and Early Childhood Development of Victoria, which contract is approved by the Director; or
- (b) any person for the carriage of members of the public along a fixed route on a regular basis, whether or not fares are charged, and the operation of which commercial passenger vehicle is approved by the Director.

"**public transport service**" has the same meaning as in section 208 of the *Transport (Compliance and Miscellaneous) Act 1983*. The relevant text of section 208 reads:

public transport service means a service provided by a bus company or a passenger transport company to transport members of the public, and includes any ancillary matters such as allowing entry to any place used in relation to the provision of such a service.

"**regional bus ticket**" means a ticket specified in Chapter 5.

"**responsible person**" in relation to a child travelling on a passenger service, means a person travelling with, and responsible for supervising, that child during the relevant journey.

"**re-validate**" in relation to a Metcard which authorises travel on more than one occasion and which has already been validated, means to insert the Metcard into a ticket validating machine or electronic ticket barrier so as to record the place where and the time when the Metcard was inserted.

"**stopover**" means any break of journey where a passenger has voluntarily elected to change services and delay the completion of his or her journey. It does not include situations where customers have to transfer to next available service, or scheduled breaks in individual services.

"**suitable container**", in Chapter 8, means a container that is designed specifically for the carriage of pets and is suitable for the pet being carried in the particular case.

"**ticket**" has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

ticket means a ticket, pass, card, permit, authority, device, symbol or other thing issued, or which may be used, for the purpose of authorising travel in a passenger vehicle or entry to a designated area.

"**ticket barrier**" has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

ticket barrier means a barrier which is intended to be used to regulate access to or egress from a part of a railway station that is a designated area.

"**ticket validating device**" means:

- (a) a ticket validating machine; or
- (b) an electronic ticket barrier.

"**ticket validating machine**" or "**validator**" has the same meaning as "ticket validating machine" in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

ticket validating machine means a machine which is designed and intended to be used to electronically record information about a ticket when the ticket is inserted into the machine, or presented to the machine for scanning, regardless of whether or not at any particular time the machine is in working order.

"**train**" has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

train includes a single carriage (whether powered or not) which does not form part of a set or series of carriages.

"**validate**" in relation to a Metcard, means —

- (a) to insert the Metcard into a ticket validating machine or electronic ticket barrier so as to electronically record the place where the Metcard was inserted and either the expiry time for the Metcard or the time when the Metcard was inserted; or
- (b) to purchase the Metcard from a vending machine which automatically electronically records the place where the Metcard was purchased and either the expiry time for the Metcard or the time when the Metcard was purchased.

"**V/Line**" means V/Line Pty Ltd (ACN 087 425 269), a passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983* or any passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983* that has entered into a contract with the Secretary or the Director for the provision of services carrying passengers by train and which operates predominantly country services under that contract.

"**V/Line ticket**" means a ticket specified in Chapter 3 and a ticket specified in Chapter 4 under the heading "V/Line."

"**Zone**", in relation to a metropolitan ticket, means either or both of Zone 1 and Zone 2.

"**Zone 1**" means —

- for train services, the railway lines depicted as Zone 1 on the Melbourne Train Network map in Chapter 2; and
- for tram services, the tramways depicted as Zone 1 on the Melbourne Tram Network map in Chapter 2; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 1 in the paragraphs and tables under the headings "Melbourne Bus Zones" and "Metropolitan bus routes extending outside the Melbourne metropolitan area" in Chapter 2.

"**Zone 2**" —

- for train services, the railway lines depicted as Zone 2 on the Melbourne Train Network map in Chapter 2; and
- for tram services, the tramways depicted as Zone 2 on the Melbourne Tram Network map in Chapter 2; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 2 in the paragraphs and tables under the headings "Melbourne Bus Zones" and "Metropolitan bus routes extending outside the Melbourne metropolitan area" in Chapter 2.

For the purposes of this manual, the fact that a tramway is not laid entirely in public streets or roads does not prevent a vehicle running on that tramway from being characterised as a tram.

For the purposes of this manual—

- (a) if a ticket is valid for a person's journey, the ticket authorises that journey; and
- (b) if a ticket is valid for a person's entry to a designated area, the ticket authorises that entry to the designated area.

References to chapters

For the avoidance of doubt, for the purposes of this manual, a reference in a condition contained in this manual to a chapter with a number is a reference to the chapter of this manual designated by that number regardless of whether the number in the reference or the number in the relevant chapter heading is expressed in words or figures.

Interpretation

In the conditions contained in this manual, unless the context otherwise requires:

- (a) words importing the singular include the plural and vice versa;
- (b) words importing a gender include any gender;
- (c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (d) a reference to a chapter is to a chapter of this manual;
- (e) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;
- (f) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (g) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- (h) a reference to an operator includes an operator's officers, employees, contractors, agents or other representatives.

Contact Information

Metlink

Customer Information Line **131 638**

TTY **9619 2727**

Website: metlinkmelbourne.com.au

The Metlink information line provides timetable, route and ticketing information on metropolitan bus, train and tram services.

V/Line

Customer Information **136 196**

Customer Feedback **1800 800 120**

Website: vline.com.au

The V/Line customer information line provides timetable, route and fare information for regional trains and coaches. Reservations can be made. The V/Line feedback line allows passengers to provide compliments/complaints regarding any V/Line operated service.

Metro Trains

Customer Feedback **1800 MY METRO (1800 69 63876)**

TTY **(03) 9619 2727**

Website: www.metrotrains.com.au

The Metro feedback line allows passengers to provide compliments/complaints regarding any metropolitan train service.

Yarra Trams

Customer Feedback **1800 800 166**

Lost Property (8.30 am–5.00 pm: Mon–Fri) **1800 800 166**

Website: yarratrams.com.au

The Yarra Trams feedback line allows passengers to provide compliments/complaints regarding any tram service.

OneLink

Report Faults/Order Tickets **1800 652 313**

The Onelink line allows customers to report faults with the Metcard ticketing system or order tickets by telephone.

Public Transport Infringement Enquiries

Department of Transport, Infringement Administration **1300 135 066**

Public Transport Ombudsman Victoria

Contact number **1800 466 865**

Website: ptovic.com.au

The Public Transport Ombudsman provides a fair and independent way to resolve complaints about public transport services. The Public Transport Ombudsman is able to deal with complaints where public transport operators have been unable to resolve them in the first instance.

