



Victoria Government Gazette

No. S 731 Tuesday 21 December 2021
By Authority of Victorian Government Printer

Transport (Compliance and Miscellaneous) Act 1983

CONDITIONS UNDER SECTION 220D(1)

The Head, Transport for Victoria, pursuant to section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determines the conditions contained in the Victorian Fares and Ticketing Conditions (effective 1 January 2022) to which entitlements to use the public transport services specified in those conditions are to be subject (the January 2022 Conditions).

The January 2022 Conditions take effect from and including 1 January 2022 and replace the conditions determined under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Conditions (effective 1 January 2021), published in the Victoria Government Gazette No. S 692 dated Wednesday 23 December 2020 and amended by the amending conditions published in the Victoria Government Gazette on Tuesday 2 March 2021 (No. S 98), Friday 30 April 2021 (No. S 198) and Thursday 1 July 2021 (No. S 362) which are revoked on the January 2022 Conditions taking effect.

Dated 21 December 2021

PAUL YOUNIS
entity Head of the Head, Transport for Victoria

SPECIAL

CHAPTER 1: PURPOSE AND LEGAL STATUS

- 1.1 The purpose of this document is to set out the conditions to which an entitlement to use a public transport service provided by a passenger transport company (i.e. a train operator, tram operator, V/Line Corporation or a bus company) is to be subject, as determined under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983** (the Act) (Conditions).
- 1.2 These Conditions take effect from and including 1 January 2022 for the classes of tickets specified below and govern the entitlement to use the public transport services specified in these Conditions, in respect of which those tickets are issued.
- 1.3 Customers who use the public transport services to which these Conditions apply are required to comply with these Conditions in addition to the Act, the Ticketing Regulations and the Conduct Regulations.
- 1.4 In this Chapter ‘entitlement’ means an entitlement to use a specified public transport service that is able to be exercised on or after the commencement of these Conditions, including an entitlement that existed, but had not been exercised, before these Conditions were published in the Victoria Government Gazette.
- 1.5 These Conditions apply to the following classes of tickets –
 - (a) myki;
 - (b) V/Line tickets;
 - (c) Regional Bus Tickets;
 - (d) Travel Passes;
 - (e) Student Passes;
 - (f) Free Travel Passes;
 - (g) Group Travel Authorities;
 - (h) V/Line Group Travel Tickets; and
 - (i) other travel authorities specified in these Conditions.
- 1.6 These Conditions may be amended or replaced from time to time and customers must ensure they are referring to, and complying with, the most up-to-date version of these Conditions.
- 1.7 These Conditions may be viewed at **ptv.vic.gov.au** or a website maintained by the Department of Transport.
- 1.8 If you require further information regarding public transport services and ticketing in Victoria please visit **ptv.vic.gov.au** or call **1800 800 007** 6 am to midnight (all night Friday and Saturday).

TEMPORARY CONDITIONS DUE TO COVID-19

- 1.9 The Conditions under this heading in Chapter 1A apply on a temporary basis to support the Victorian Government’s response to the coronavirus (COVID-19) pandemic, until such time as Chapter 1A is revoked.

CHAPTER 1A: REPLACEMENTS, REFUNDS AND REIMBURSEMENTS

Special circumstances

- 1.10 In addition to the provisions for refunds in Chapter 8 of the Conditions relating to special circumstances not otherwise covered by the Conditions, a person may apply for a replacement, refund or reimbursement in respect of products for which refunds are not otherwise available if special circumstances relating to COVID-19 exist by contacting the PTV Call Centre on 1800 800 007.

CHAPTER 2: VALIDITY OF TICKETS AND PASSENGER OBLIGATIONS

TICKETING IN VICTORIA

2.1 Different ticketing conditions apply in Victoria depending on which public transport service a customer uses.

myki

2.2 myki may be used on the following public transport services (see Chapter 11 for definitions) and may be used on these services subject to all other relevant Conditions being met –

- (a) metropolitan train services;
- (b) metropolitan tram services;
- (c) metropolitan bus services;
- (d) V/Line myki commuter train services;
- (e) night coach network services operating between railway stations on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions within the myki zones marked on that map;
- (f) V/Line parallel coach services operating between railway stations marked with a myki zone on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions; and
- (g) regional bus services operating on the bus routes depicted on the maps in Parts 2A to 2J under the heading ‘Regional bus myki zone maps’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport.

2.3 Except as specified in paragraphs (e) and (f) above, myki cannot be used for travel on V/Line coach services.

Other tickets

- 2.4 V/Line tickets may be used for travel on train and coach services provided by V/Line.
- 2.5 V/Line tickets are also accepted on the Overland train service and in such cases V/Line fares will apply, but the relevant operator’s ticketing conditions will apply instead of these Conditions.
- 2.6 Regional Bus Tickets, as defined in Chapter 6, may be used on regional bus services in Victoria where myki is not accepted. For further information on Regional Bus Tickets, see Chapter 6.
- 2.7 Travel Passes may be used by persons to whom they are issued on metropolitan train services, metropolitan tram services, metropolitan bus services, V/Line train services (economy class only), V/Line coach services and regional town and intertown bus services (both myki-enabled and non-myki bus services).
- 2.8 Student Passes may be used on the public transport services set out under the headings ‘Student pass myki’ in Chapter 4 and ‘Regional Bus Student Passes’ in Chapter 6.
- 2.9 Free Travel Passes and other travel authorities may be used on public transport services as specified in Chapter 3 and Chapter 7.

CONTRACT BETWEEN PASSENGERS AND OPERATORS

2.10 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 to use by virtue of their ticket.

REFERENCES TO CONDITIONS ON TICKETS

2.11 A reference on a ticket to ‘Ticketing Conditions’ or ‘terms and conditions’ is a reference to these Conditions, except as specified in this Chapter in relation to V/Line tickets used on the Overland train service.

OWNERSHIP OF TICKETS

- 2.12 A ticket (other than a Mobile myki) issued by or on behalf of an operator remains the property of that operator at all times. A ticket (other than a Mobile myki) issued by or on behalf of the Head, Transport for Victoria is and remains the property of the Head, Transport for Victoria.

PASSENGER OBLIGATIONS**Regulations**

- 2.13 When using a public transport service, all customers must comply with the obligations and requirements applicable to the use of public transport in Victoria as set out in the Ticketing Regulations and the Conduct Regulations in addition to these Conditions.
- 2.14 These include, but are not limited to, the obligations to –
- (a) hold a valid ticket¹;
 - (b) produce a ticket valid for travel²;
 - (c) produce a ticket valid for entry to a compulsory ticket area³;
 - (d) produce evidence of entitlement to rely on a concession ticket for travel⁴; and
 - (e) produce evidence of entitlement to rely on a concession ticket for entry to a compulsory ticket area⁵.

Fares⁶

- 2.15 A customer who undertakes a journey in a passenger vehicle or enters a compulsory ticket area must pay the correct fare.
- 2.16 If a customer uses myki Money to pay for their fare for the whole or part of a journey, or for entry to a compulsory ticket area, but does not touch off the myki in accordance with the Conditions contained in Chapter 4, and a default fare referred to in Table H, I or J in Schedule 1 to these Conditions is charged, the default fare is deemed to be the correct fare for the journey or for the entry into the compulsory ticket area, subject to any concession entitlements or daily caps that may apply.
- 2.17 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 entry to a compulsory ticket area in that zone, or at that location, at that time.

¹ Regulation 7, Ticketing Regulations

² Regulation 8, Ticketing Regulations

³ Regulation 9, Ticketing Regulations

⁴ Regulation 10, Ticketing Regulations

⁵ Regulations 11, Ticketing Regulations

⁶ For fare amounts see Schedule 1 to these Conditions and the ‘Victorian Regional Bus Fares Supplement’, as published on PTV’s website (or a website maintained by the Department of Transport).

VALIDITY OF TICKETS

2.18 The Ticketing Regulations state that –

- (a) a ticket is valid for the whole of a person’s travel in a passenger vehicle if the ticket authorises the whole of the travel;⁷
- (b) a ticket is valid for a person’s entry to a compulsory ticket area if the ticket authorises that entry to the compulsory ticket area;⁸
- (c) a ticket is not valid for the whole of a person’s travel in a passenger vehicle if any part of that travel is not authorised by the ticket.⁹

2.19 The Ticketing Regulations also provide for defences to ticketing offences. For example, a defence may apply if the person charged took all reasonable steps that were available, before commencing the travel and while undertaking the travel, to have in that person’s possession, or to produce for inspection, a ticket that was valid for the whole of the person’s travel.

myki

2.20 A myki is valid for a journey in a passenger vehicle or entry to a compulsory ticket area –

- (a) if the myki has been touched on and touched off in accordance with the Conditions contained in Chapter 4; and
- (b) if the myki is being used for a journey in more than two zones, there is recorded on the myki, a myki Pass, a myki Money balance or a combination of these in accordance with the applicable Conditions set out under the heading ‘Minimum requirements for travel’ in Chapter 4; and
- (c) if the myki is a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) if the myki is used in accordance with all other Conditions for its use.

2.21 Despite paragraph 2.20(a), if a myki has been touched on but has not yet been touched off, and otherwise complies with the requirements of subparagraphs (b)-(d) of that paragraph, the myki is to be treated as valid for the relevant journey or entry until such time as the obligation to touch off the myki arises.

2.22 A myki is also valid for a journey in a passenger vehicle or entry to a compulsory ticket area, although the myki was not touched off in accordance with the Conditions contained in Chapter 4, if –

- (a) the myki was touched on for that journey or entry in accordance with these Conditions; and
- (b) after the myki was touched on, there was recorded on the myki either:
 - (i) a myki Pass or other product that authorised that journey or entry; or
 - (ii) a default fare at least equal to the correct fare for that journey or entry.

Travel Passes

2.23 Travel Passes are valid for a journey in a passenger vehicle or entry to a compulsory ticket area if –

- (a) the Travel Pass has been hole punched in accordance with the Conditions contained in Chapter 7 under the heading ‘Travel Passes’; and
- (b) in the case of a Day Travel Pass, the journey or entry is on the day the date of which has been hole punched on the Travel Pass; and
- (c) in the case of a 7 Day or a 30 Day Travel Pass, the journey or entry is on a day the date of which is within the applicable 7 day or 30 day period commencing on the date which has been hole punched on the Travel Pass; and
- (d) the Travel Pass is used in accordance with all other Conditions for its use.

⁷ Regulation 6(a), Ticketing Regulations

⁸ Regulation 6(b), Ticketing Regulations

⁹ Regulation 6(c), Ticketing Regulations

Other tickets

- 2.24 A ticket (other than a myki or a Travel Pass) is valid for a journey in a passenger vehicle or entry to a compulsory ticket area if –
- (a) the fare for the journey or entry has been paid; and
 - (b) 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.

Validity of tickets for entry to compulsory ticket areas

- 2.25 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 compulsory ticket area in that zone, or at that location, at that time.

Validity of damaged tickets and concessions

- 2.26 A ticket is invalid if:
- (a) it has been altered, defaced or mutilated in any material particular way; or
 - (b) it becomes, or has been made, illegible in any material particular way; or
 - (c) information stored in an electronic chip in or on the ticket (or, in the case of Mobile myki, information contained in an imbedded computer microchip on the personal electronic device) has been altered or destroyed or made inaccessible in any material particular way.
- 2.27 Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence (other than a ticket):
- (a) has been altered, defaced or mutilated in any material particular way; or
 - (b) becomes, or has been made, illegible in any material particular way.

Validity of tickets – delayed, disrupted or replaced services

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

Validity of tickets – new Conditions or abolition of ticket types

- 2.29 If any conditions are published in accordance with section 220D of the Act which amend or replace these Conditions (**the Replacement Conditions**), any ticket specified in these Conditions 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 relevant) after the Replacement Conditions take effect, subject to the Replacement Conditions.
- 2.30 If a class of ticket ceases to be a class of ticket in the Replacement Conditions, any ticket of that class ceases to be valid in any way for travel or entry to a compulsory ticket area when the Replacement Conditions take effect.
- 2.31 Any refund in relation to any unused travel which the customer would otherwise be entitled to must be applied for in writing to the relevant operator, enclosing the relevant ticket (other than in the case of a ticket that is a Mobile myki), no later than three months after the Replacement Conditions take effect or such longer period as the Head, Transport for Victoria may specify in a notice published in the Victoria Government Gazette in relation to that class of ticket.

V/Line pick-up and set-down restrictions

- 2.32 For the purposes of paragraphs 2.33 to 2.35 of the Conditions, ‘metropolitan railway station’ means a railway station shown on the Melbourne Train Network Map in Figure A of Schedule 2 to these Conditions, other than Ardeer, Caroline Springs, Deer Park, Rockbank, Melton, Sunbury and Pakenham railway stations.
- 2.33 A customer may only board a V/Line train at a metropolitan railway station if the V/Line train service ends at a railway station that is not a metropolitan railway station.
- 2.34 A customer may only alight from a V/Line train at a metropolitan railway station if the V/Line train service ends at a railway station that is a metropolitan railway station or with the permission of an authorised person.
- 2.35 If a customer boards, or alights from, a V/Line train at a metropolitan railway station in contravention of either of the two immediately preceding paragraphs, any ticket held by the customer is not, or ceases to be, valid for the customer’s journey that consists of, or includes, the customer’s travel in that V/Line train or for any entry to a compulsory ticket area associated with that journey.

ENTITLEMENTS TO USE TICKETS

- 2.36 A ticket that is used for a journey or entry to a compulsory ticket area in contravention of these Conditions is invalid for that journey or entry.

myki***myki Smartcard with Free Travel Pass***

- 2.37 If a myki Smartcard has been issued with a Free Travel Pass loaded on it, only the person in respect of whom the myki is issued is entitled to use it for a journey or entry to a compulsory ticket area.

Registered myki with a myki Pass

- 2.38 If a registered myki (other than a myki Smartcard issued with a Free Travel Pass loaded on it) does have a myki Pass loaded on it, only –
- (a) the person who is registered as the account holder in respect of the myki; or
 - (b) another person who has the consent of the person registered as the account holder in respect of the myki –

who first uses the myki for a journey or entry to a compulsory ticket area so as to activate the pass is entitled to use the myki for that journey or entry to a compulsory ticket area and any subsequent journey or entry to a compulsory ticket area authorised by the myki while the myki Pass is loaded on it.

Registered myki with no myki Pass

- 2.39 If a registered myki (other than a myki Smartcard issued with a Free Travel Pass loaded on it) does not have a myki Pass loaded on it, only –
- (a) the person who is registered as the account holder in respect of the myki; or
 - (b) any other person who has the consent of the person registered as the account holder in respect of the myki –
- is entitled to use the myki for a journey or entry to a compulsory ticket area.

Unregistered myki with myki Pass

- 2.40 If a myki that is not registered has a myki Pass loaded on it, only the person who first uses the myki for a journey or entry to a compulsory ticket area so as to activate the myki Pass is entitled to use the myki for that journey or entry to a compulsory ticket area and any subsequent journey or entry to a compulsory ticket area authorised by the myki while the myki Pass is loaded on it.

Unregistered myki with no myki Pass

- 2.41 If a myki that is not registered does not have a myki Pass loaded, any person lawfully in possession of the myki may use it for a journey or an entry to a compulsory ticket area.
- 2.42 An unregistered myki that does not have a myki Pass loaded, may be used by more than one person but must be used by only one such person for the whole of any journey and any related entries to a compulsory ticket area or for the whole of any other entry to a compulsory ticket area.

Mobile myki

- 2.43 Mobile myki may only be used by a person who –
- (a) is 16 years of age or older;
 - (b) has a MasterCard or Visa credit or debit card available to them for payment that is able to be used with Google Pay; and
 - (c) has a personal electronic device that complies with requirements published on PTV's website or a website maintained by the Department of Transport.
- 2.44 The hardware and software requirements that apply to the use of Mobile myki may be subject to change from time to time.

Travel Passes

- 2.45 A Day, 7 Day or 30 Day Travel Pass may only be used by the person for whom it is issued.

Other tickets

- 2.46 Unless otherwise specified in another Chapter of these Conditions, only the person who first uses a ticket (other than a myki or a Travel Pass) for a journey or an entry to a compulsory ticket area is entitled to use that ticket for that journey or entry and any subsequent journey or entry to a compulsory ticket area authorised by the ticket.

OTHER CONDITIONS REGARDING PASSENGER SERVICES**Unaccompanied children**

- 2.47 Subject to the special requirements for services operated by V/Line set out in the paragraphs below, parents and guardians are responsible for the safety of children travelling alone on public transport services.
- 2.48 Public transport staff cannot accept responsibility for unaccompanied children.
- 2.49 On V/Line services, children under 10 years old must not travel alone and must travel with a responsible person, except when travelling with other children to and from school.
- 2.50 Children aged 10 to 15 years old may travel alone 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.

Liability of operators

- 2.51 An operator who provides passenger services that a customer is entitled to use is not responsible to that customer for any loss, damage or delay caused by any failure by another operator in the provision of passenger services.
- 2.52 An operator shall not, in respect of any customer, 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.
- 2.53 An operator may use any mode of transport to carry customers and may substitute the mode of transport used at any time, including during a journey.
- 2.54 An operator is not liable to a customer 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 a passenger vehicle.

- 2.55 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 customers.
- 2.56 An operator does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.
- 2.57 A ticket which an operator is required to accept is subject to any alteration which the operator may make to a customer service to which that ticket relates during the currency of the ticket.
- 2.58 A customer is not entitled to any allowance or compensation due to a change in the time of the service or any reduction in the service.

Complaints

- 2.59 Any complaint about a public transport service may be raised directly with the operator or with PTV.
- 2.60 A complaint in relation to a myki or the account associated with a registered myki may be made at **ptv.vic.gov.au**, a website maintained by the Department of Transport or by calling the PTV call centre on **1800 800 007** 6 am to midnight daily (all night Friday and Saturday).
- 2.61 If a complaint in relation to the myki is not resolved by contacting PTV, the Public Transport Ombudsman provides a cost-free, independent and accessible dispute resolution scheme. Further information about the Public Transport Ombudsman is available at **ptovic.com.au** or by calling **1800 466 865**.

CHAPTER 3: CONCESSIONS AND FREE TRAVEL

CONCESSION FARES

- 3.1 Concession fares apply throughout Victoria on all public transport services as specified in Schedule 1 to these Conditions and the Victorian Regional Bus Fares Supplement.
- 3.2 Only a customer who is eligible for a concession may use a concession ticket as specified in this Chapter.
- 3.3 The concession eligibility criteria in this Chapter apply across all public transport services to which these Conditions apply, unless otherwise specified.
- 3.4 A Concession myki automatically calculates fares at the concession rate when customers touch on and off.

CONCESSION MYKI

- 3.5 A Concession myki Smartcard must be encoded with a customer category that reflects the customer's concession eligibility.
- 3.6 If a customer's entitlement to concession expires, the customer must not travel using a Concession myki and the customer must obtain a full fare myki to travel.
- 3.7 Where a change in a customer's circumstance results in a requirement to carry a different Concession myki type (for example, a child changes to a Health Care Card holder, or a Health Care Card holder changes to a Victorian senior), the customer must obtain a new Concession myki. A refund of any remaining balance on the old Concession myki is available at no charge (see Chapter 8).

CONCESSION MOBILE MYKI

- 3.8 Only the following concession categories are available as a Mobile myki –
 - (a) Child – customers aged 16-18 years only;
 - (b) Victorian Seniors Card holders; and
 - (c) General Concession.
- 3.9 For all other concession categories, Mobile myki is not currently available, and another type of Concession myki Smartcard must be used.

General Concession Mobile myki

- 3.10 All customers eligible to use a concession may use a General Concession category of Mobile myki (except those only eligible for a Child concession who are under 16 years old) provided that the customer carries the required proof of concession entitlement as specified in this Chapter.
- 3.11 Additional benefits available for certain concession categories, such as free weekend travel in two consecutive zones, are not available on the General Concession Mobile myki ticket type.
- 3.12 To access such benefits offered for specified concession categories, customers must use the correctly coded myki Smartcard (or Mobile myki in the case of Victorian Seniors Card holders).

CONCESSION CATEGORIES, ELIGIBILITY CRITERIA AND BENEFITS

- 3.13 The following Conditions specify the concession categories available which allow eligible customers to travel on public transport in Victoria with specified benefits. The conditions include the applicable concession eligibility criteria and benefits for each category.

Asylum Seeker

- 3.14 An Asylum Seeker Concession myki is not available as a Mobile myki.

Eligibility

- 3.15 To be eligible for an Asylum Seeker concession, a customer must hold a PTV Asylum Seeker ID printed with Code A.

- 3.16 To be eligible for a PTV Asylum Seeker ID the customer must –
- (a) be aged 17 years old or over; and
 - (b) hold or be applying for a bridging visa under the **Migration Act 1958** (Cth); and
 - (c) hold no other form of valid public transport concession entitlement.
- 3.17 Asylum seekers aged 16 years old or under can use a Child myki (see conditions under ‘Child’ heading in this Chapter) and no additional proof of concession entitlement is required.
- 3.18 Asylum seekers aged 17 and 18 years old can also use a Child myki (see conditions under ‘Child’ heading in this Chapter) and must carry proof of concession entitlement identification as listed under the heading ‘Child’ in this Chapter.

Benefits

- 3.19 A customer who is eligible for, and uses, an Asylum Seeker concession ticket pays 50 per cent of the applicable full fare.

Carer Card Holder

- 3.20 A Carer Card Concession myki is not available as a Mobile myki.

Eligibility

- 3.21 To be eligible for a Carer Card concession, a customer must hold a –
- (a) Victorian Carer Card issued by the Department of Families, Fairness and Housing; or
 - (b) Centrelink Pensioner Concession Card with ‘CAR’ printed on it.

Benefits

- 3.22 A customer who is eligible for and uses a Carer Card concession ticket –
- (a) pays 50 per cent of the applicable full fare; and
 - (b) travels for free on weekends in one or two consecutive zones.
- 3.23 Victorian Carer Card holders and Centrelink Pensioner Concession Card holders may register with PTV to also receive Victorian Free Off-peak Travel Vouchers annually.

Child

- 3.24 Customers who are under 16 years of age cannot use a Mobile myki.

Eligibility

- 3.25 To be eligible for a Child concession, a customer must be 5 to 18 years old (inclusive).
- 3.26 A Child Concession Mobile myki may only be used by customers aged 16 to 18 years old (inclusive).
- 3.27 Children under 17 years old do not need to carry proof of age to receive a Child concession.
- 3.28 Customers aged 17 or 18 years old who use a Child concession ticket must carry one of the following types of proof of age or concession entitlement –
- (a) Driver Licence;
 - (b) Learner Permit;
 - (c) Proof of Age card;
 - (d) Passport;
 - (e) Key Pass (issued by Australia Post);
 - (f) Health Care Card (with Victorian address);
 - (g) PTV School Student ID (see eligibility requirements under the heading ‘Primary or Secondary School students’); or
 - (h) PTV Approved School Student ID (see additional conditions under the heading ‘PTV Approved School Student ID’ below).

Benefits

3.29 A customer who is eligible for and uses a Child concession ticket pays 50 per cent of the full fare.

Disability Support Pension

3.30 A Disability Support Pension Concession myki is not available as a Mobile myki.

Eligibility

- 3.31 To be eligible for a Disability Support Pension concession, a customer must –
- (a) hold a Centrelink Pensioner Concession Card printed with Code DSP;
 - (b) be aged less than 60 years old; and
 - (c) be a permanent Victorian resident.
- 3.32 Only a Code DSP Pension Concession cardholder is eligible for this concession. Concession eligibility does not extend to any partners or dependents named on the Pensioner Concession card.
- 3.33 Disability Support Pensioner (Blind) Concession cardholders may apply for a Vision Impaired (VI) Free Travel Pass from PTV.

Benefits

- 3.34 A customer who is eligible for and uses a Disability Support Pension concession ticket –
- (a) pays 50 per cent of the full fare; and
 - (b) travels for free on weekends in one or two consecutive zones
- 3.35 Code DSP card holders may register with PTV to receive Victorian Free Off-peak Travel Vouchers annually.

Health Care Card Holder

3.36 A Health Care Card holder Concession myki is not available as a Mobile myki

Eligibility

- 3.37 To be eligible for a Health Care Card holder concession, a customer must hold a Centrelink Health Care Card with a Victorian address.
- 3.38 Only the primary Centrelink Health Care Cardholder is eligible for this concession. Concession eligibility does not extend to any partners or dependents named on the Centrelink Health Care Card.
- 3.39 Confirmation of Concession Card Entitlement Vouchers can be used as proof of entitlement to this concession while a Health Care Card application is being processed.

Benefits

3.40 A customer who is eligible for and uses a Health Care Card holder concession ticket pays 50 per cent of the full fare.

Interstate Seniors**Eligibility**

- 3.41 To be eligible for an Interstate Seniors concession, a customer must hold an Interstate Seniors Card.
- 3.42 International seniors are not eligible for concession.
- 3.43 Commonwealth Seniors Health Care Card holders and National Seniors Card holders are not eligible for concession.

Benefits

3.44 A customer who is eligible for and uses an Interstate Seniors concession ticket pays 50 per cent of the full fare.

Pensioner Concession Card Holder

3.45 A Pensioner Concession myki is not available as a Mobile myki.

Eligibility

- 3.46 To be eligible for a Pensioner Concession Card holder concession, a customer must hold a Pensioner Concession Card issued by Centrelink or the Department of Veterans' Affairs.
- 3.47 Pensioner Concession Cards with interstate addresses are accepted as proof of concession eligibility.
- 3.48 Only the primary Pensioner Concession Card holder is eligible for this concession. Concession eligibility does not extend to any partners or dependents named on the Pensioner Concession Card.
- 3.49 Confirmation of Concession Card Entitlement Vouchers can be used as proof of entitlement to this concession while a Pensioner Concession Card application is being processed.

Benefits

- 3.50 A customer who is eligible for and uses a Pensioner Concession Card holder concession ticket pays 50 per cent of the full fare.
- 3.51 Pensioner Concession Card holders that are Victorian residents may register with PTV to receive Victorian Free Off-peak Travel Vouchers annually.

Primary or Secondary School Student

- 3.52 A School Student Concession myki is not currently available as a Mobile myki.
- 3.53 Customers who are under 16 years of age cannot use a Mobile myki.

Eligibility

- 3.54 To be eligible for a primary or secondary school student concession a customer must –
- (a) be 5-18 years old (inclusive); and
 - (b) be a full-time primary or secondary school student who attends a primary or secondary school in Victoria; or
 - (c) be a full-time primary or secondary school student residing in Victoria who attends a primary or secondary school in New South Wales or South Australia that is listed on the PTV website or a website maintained by the Department of Transport.
- 3.55 If paragraph 3.54(a) and one of paragraphs 3.54(b) and (c) applies, the customer is eligible for a PTV School Student ID. A \$9 processing fee applies on application for a PTV School Student ID.
- 3.56 Children under 17 years old do not need to carry proof of age or concession entitlement to receive a School Student concession.
- 3.57 Customers aged 17 or 18 years old who use a School Student concession must carry one of the following types of proof of age or concession entitlement –
- (a) Driver Licence;
 - (b) Learner Permit;
 - (c) Proof of Age card;
 - (d) Passport;
 - (e) Key Pass (issued by Australia Post);
 - (f) Health Care Card (with Victorian address);
 - (g) PTV School Student ID (see eligibility requirements above); or
 - (h) PTV Approved School Student ID (see additional conditions under the heading 'PTV Approved School Student ID' in this Chapter).

Benefits

3.58 A customer who is eligible for and uses a School Student concession ticket pays 50 per cent of the full fare.

Tertiary Student

3.59 A Tertiary Student Concession myki is not currently available as a Mobile myki

Eligibility

3.60 To be eligible for a Tertiary Student concession, a customer must hold a PTV Tertiary Student ID (printed with Code T or T^{1/2}).

3.61 To be eligible for a PTV Tertiary Student ID the customer must –

- (a) be full-time tertiary student who attends a college, TAFE or University listed in the Register of Approved Courses in Victorian Tertiary Institutions on the PTV website or a website maintained by the Department of Transport; and
- (b) be undertaking an approved full-time course that is delivered on campus; and
- (c) be an Australian Citizen or a permanent resident of Australia or be an overseas exchange student, student with refugee status or student recipient of an Australian Awards Scholarship, Endeavour Vocational Educational Training Scholarship or Endeavour Leadership Scholarship.

3.62 Except as described in paragraphs 3.61(a)-(c) above, international students (including Special Category Visa holders) are not eligible for Tertiary Student concessions. However, such students may be eligible to purchase a discounted annual myki Pass from their tertiary institution (see conditions under the heading ‘International Undergraduate Student Education Pass’ in Chapter 4).

3.63 When applying for a PTV Tertiary ID card, a \$9 processing fee applies.

3.64 The fee for the student’s first Concession myki Smartcard is waived. If this myki is lost or stolen, a replacement myki must be purchased (unless the lost or stolen myki was registered – see conditions under the heading ‘myki Replacements’ in Chapter 8).

3.65 Student identification cards issued by tertiary institutions are not accepted as proof of entitlement to concession travel on public transport.

3.66 Students enrolled in courses of between 10 and 20 weeks may only obtain a half-yearly PTV Tertiary Student ID card (T^{1/2}).

3.67 PTV Tertiary Student ID cards are not issued for courses of less than 10 weeks duration.

Benefits

3.68 A customer who is eligible for and uses a Tertiary Student concession ticket pays 50 per cent of the full fare and may receive their first myki Smartcard for free.

Victorian Seniors**Eligibility**

3.69 To be eligible for a Victorian Seniors concession a customer must be issued with and hold a Victorian Seniors Card.

3.70 Interstate Seniors Card holders are not entitled to a Victorian Seniors myki Smartcard however they are eligible for an Interstate Seniors concession.

3.71 Seniors Business Card, Commonwealth Seniors Health Care Card and National Seniors Card holders are not entitled to receive a free Victorian Seniors myki Smartcard or to travel on concession fares.

Benefits

3.72 A customer who is eligible for and uses a Victorian Seniors concession ticket pays 50 per cent of the full fare and may receive their first myki Smartcard free when applying for their Victorian Seniors Card.

- 3.73 The free myki benefit is only available for a myki which is a myki Smartcard.
- 3.74 Victorian Seniors Card holders may also register with PTV to receive Victorian Free Off-peak Travel Vouchers annually.

War Veterans and War Widow/ers

- 3.75 A War Veterans and War Widow/ers Concession myki is not available as a Mobile myki.

Eligibility

- 3.76 To be eligible to receive a War Veteran or War Widow/er concession a customer must –
- (a) hold a Department of Veterans' Affairs (**DVA**) DVA Veteran Gold or Veteran White Card or have previously been entitled to a DVA Victorian War Widow/er Transport Concession Card;
 - (b) have documentary evidence of their or their partner/spouse's overseas war/peacemaking service;
 - (c) not be entitled to any other type of concession card; and
 - (d) be a permanent Victorian resident.
- 3.77 To receive the War Veteran or War Widow/er concession an eligible customer must apply to PTV via the form available on the PTV website or a website maintained by the Department of Transport.

Benefits

- 3.78 A customer whose application for a War Veteran or War Widow/er concession is accepted –
- (a) will receive a free War Veteran or War Widow/er Concession myki Smartcard (Code V); and
 - (b) pay 50 per cent of the full fare when they use that myki Smartcard.
- 3.79 War Veteran and War Widow/er Concession card holders may register with PTV to receive Victorian Free Off-peak Travel Vouchers annually.

OTHER CONDITIONS REGARDING PROOF OF CONCESSION ELIGIBILITY

Pensioner Cards and Health Care Cards

- 3.80 In the case of Pensioner Concession Cards and Health Care Cards, a customer will be taken to hold the relevant card if, instead of, or as well as, holding a physical card, they have access to an electronic representation of the card via the Digital wallet in the Express Plus Centrelink mobile app. Where the customer has access to an electronic representation of a card of the relevant type which is currently valid and provided by Centrelink through the Digital wallet in the Express Plus Centrelink mobile app, it will be accepted as appropriate proof of concession entitlement if the customer accesses and displays that electronic representation on a mobile device.
- 3.81 Electronic representations of Pensioner Concession Cards and Health Care Cards other than via the Digital wallet in the Express Plus Centrelink mobile app, such as through other mobile apps, will not be accepted as proof of concession entitlement.

PTV APPROVED SCHOOL STUDENT ID

- 3.82 Student ID cards issued by schools must be approved by the Head, Transport for Victoria and printed with the PTV logo (or other logo required by the Head, Transport for Victoria) to be accepted as proof of entitlement to concession travel for primary or secondary school students.

FREE TRAVEL PASSES

- 3.83 The Victorian Government provides Free Travel Passes to specific categories of public transport customers, as provided in paragraphs 3.84(a)-(d) below, and subject to the conditions in this Chapter.
- 3.84 Free Travel Passes are issued in respect of, and may be used on –
- (a) metropolitan services;
 - (b) V/Line services;

- (c) regional bus services; and
- (d) regional services that have a contract or service agreement with the Head, Transport for Victoria.

3.85 Free Travel Passes cannot be loaded onto a Mobile myki.

Application for a Free Travel Pass

- 3.86 A customer who is eligible for a Free Travel Pass category listed in this Chapter may apply for the relevant Pass by submitting an application at the PTV Hub at Southern Cross Railway Station.
- 3.87 Unless otherwise indicated, Free Travel Passes are loaded onto a myki Smartcard and personalised with the customer's name and photograph. In such instances, the first myki Smartcard on which the Free Travel Pass is loaded is free.

How to use a Free Travel Pass

- 3.88 A personalised myki Smartcard with a Free Travel Pass may only be used for a journey, or an entry to a compulsory ticket area, by the person whose name and photograph appear on it.
- 3.89 A customer using a myki Smartcard with a Free Travel Pass must touch on and touch off to travel (if required by these Conditions), except for Access Travel Pass, Scooter/Wheelchair Travel Pass or Vision Impaired Travel Pass users, as specified in these Conditions.
- 3.90 If a myki Smartcard loaded with a Free Travel Pass stops working or is lost or stolen, the customer should contact the PTV Hub at Southern Cross Station on **(03) 9619 2710** immediately to report this and to obtain a replacement myki.
- 3.91 On V/Line services that require seat reservations, seats for Free Travel Pass holders may be reserved free of charge.

Free Travel Pass expiry

- 3.92 If a customer's eligibility for a Free Travel Pass expires, the myki Smartcard will be blocked and will no longer be valid for travel.
- 3.93 In many cases, Free Travel Pass entitlements do not expire. However, customers must obtain a new myki when the myki expires.

Free Travel Pass categories and eligibility

Access Travel Pass

- 3.94 To be eligible for an Access Travel Pass the customer must –
- (a) be able to travel independently on Victoria's public transport network;
 - (b) be unable to use the ticketing system due to a permanent physical or cognitive disability;
 - (c) have their application certified by an appropriate medical professional; and
 - (d) be a permanent Victorian resident.
- 3.95 Customers using an Access Travel Pass are not required to touch on and touch off but are encouraged to do so, if able.

Scooter/Wheelchair Travel Pass

- 3.96 To be eligible for a Scooter/Wheelchair Travel Pass the customer must –
- (a) have a permanent and severe disability; and
 - (b) depend on a scooter or wheelchair for mobility outside the home; and
 - (c) have their disability certified by an appropriate medical professional; and
 - (d) be a permanent Victorian resident.
- 3.97 Customers using a Scooter/Wheelchair Travel Pass are not required to touch on and touch off but are encouraged to if able.

Travel Trainer Pass

- 3.98 The Travel Trainer Pass is issued to an organisation and is transferrable between employees or agents of that organisation.
- 3.99 A Travel Trainer Pass is only valid for travel on a journey during which the employee or agent of the organisation to which the pass is issued is engaged in training a client of the organisation to use public transport.
- 3.100 The Travel Trainer Pass is issued on a myki Smartcard which includes the organisation's name.
- 3.101 To be eligible for a Travel Trainer Pass the organisation must –
- (a) be a registered not-for-profit organisation;
 - (b) have a primary focus of providing rehabilitation, education or employment programs for people with a disability;
 - (c) provide and deliver travel training to persons with a disability; and
 - (d) service multiple clients.

EDA/TPI Ex-service Personnel Travel Pass

- 3.102 To be eligible for an EDA/TPI Ex-service Personnel Travel Pass the customer must –
- (a) hold a Department of Veterans' Affairs Veteran Gold Card printed with 'EDA' or 'TPI', and
 - (b) be a permanent Victorian resident.

Victoria Police Travel Authority

- 3.103 Victoria Police Officers and Protective Services Officers may access free travel by producing their current Victoria Police Identification Authority. No ticket is required.
- 3.104 A green coloured Victoria Police identification is not valid for the purposes of authorising free travel.

Vision Impaired Travel Pass

- 3.105 To be eligible for a Vision Impaired Travel Pass the customer must –
- (a) be assessed as permanently and legally blind by an ophthalmologist or optometrist; and
 - (b) be a permanent Victorian resident.
- 3.106 Customers using a Vision Impaired Travel Pass are not required to touch on and off but must show the card to public transport staff when requested.
- 3.107 Vision Impaired Travel Passes from other Australian States and Territories are accepted in Victoria.

War Veteran's Travel Pass

- 3.108 To be eligible for a War Veteran's Travel Pass the customer must –
- (a) have undertaken war or peacekeeping service overseas; and
 - (b) provide a copy of one of the following –
 - A. DVA Veteran Gold or Veteran White card;
 - B. evidence of ongoing compensation from DVA for an injury/illness related to this service; or
 - C. evidence of a lump sum compensation payment from DVA for an injury/ illness related to this service; and
 - (c) have their treating doctor sign the application form confirming the illness/injury is due to service and that mobility is significantly limited; and
 - (d) be a permanent Victorian resident.

Other Free Travel Pass categories

- 3.109 Eligibility criteria, pricing (if applicable) and any other requirements for the following listed Free Travel Pass categories are available on request by calling **(03) 9619 2710**. Most listed passes are free, but some are offered at a discount on Zone 1 and 2 yearly myki Pass fares.
- (a) Bus Driver Travel Pass;
 - (b) Employee Travel Pass;
 - (c) First Class Pass (issued on a paper ticket);
 - (d) Federal Parliamentarian Travel Pass;
 - (e) Governor's Travel Pass;
 - (f) Federal Police Travel Pass;
 - (g) Judge's Travel Pass;
 - (h) Retired Employee Dependent Travel Pass;
 - (i) Retired Employee Travel Pass;
 - (j) State Parliamentarian Travel Pass; and
 - (k) Transit Police Travel Pass.
- 3.110 The following listed Free Travel Pass categories remain valid for travel by eligible customers, but no new applications are currently being accepted (which may change from time to time) –
- (a) Redeployee Travel Pass;
 - (b) Charitable Organisations Travel Pass;
 - (c) Gold Pass Elite;
 - (d) Gold Pass Travel Card;
 - (e) Red Book Travel Pass; and
 - (f) Victorian Black Book Travel Pass.

FREE TRAM ZONE

- 3.111 Journeys on metropolitan trams that are wholly within the free tram zone are free, and a ticket is not required.
- 3.112 Customers using a myki whose journey commences in and extends beyond the free tram zone must touch on their myki before the tram leaves the free tram zone (see further information in Chapter 4).
- 3.113 Each year, the free tram zone is extended for the AFL Grand Final, as specified in Table B in Schedule 2 to these Conditions. On the days set out under the heading 'Table B: Extended Free Tram Zone – AFL Grand Final' the conditions under that heading apply to passengers travelling on trams in the extended zone.
- 3.114 Customers travelling using myki Money who touch on their myki in the free tram zone when they are not required to do so may be charged a fare. In such circumstances, the customer must also touch off in the free tram zone in order to be eligible for a reimbursement of that fare.
- 3.115 Customers travelling in the Free Tram Zone who are using a myki Pass or who are entitled to free weekend travel are not eligible for a reimbursement.

COMPANION CARD

- 3.116 Companion Cards are issued by the Department of Families, Fairness and Housing to people who require the assistance of a companion.
- 3.117 A Companion Card does not entitle the Companion Card holder to concession fares or free travel.
- 3.118 The Companion Card holder must have a valid ticket or Free Travel Pass to travel.

- 3.119 The carer or companion of the Companion Card holder is entitled to free travel in Victoria on all public transport services, subject to these Conditions.
- 3.120 To be entitled to free travel, the carer or companion must travel with the Companion Card holder and the Companion Card holder must show their Companion Card to staff on request and indicate who their carer or companion is for that journey.
- 3.121 The carer or companion to the Companion Card holder must be able to provide all necessary assistance to the Companion Card holder (including personal hygiene tasks).
- 3.122 A carer or companion who is not capable of assisting the Companion Card holder must pay the relevant fare for the journey.
- 3.123 For a carer or companion of a Companion Card holder to receive free travel on V/Line services, Companion Card holders must ask for a 'Companion Ticket' when buying or reserving their own ticket and show their Companion Card.
- 3.124 If the Companion Card holder requires more than one carer or companion to travel on public transport, please contact the PTV Hub.
- 3.125 Companion Cards issued in other states are accepted in Victoria.

VICTORIAN FREE OFF-PEAK TRAVEL VOUCHERS

- 3.126 The following customers are eligible to receive free annual off-peak travel vouchers if they are a Victorian resident with a Victorian mailing address –
 - (a) Centrelink Pensioner Concession Card holder (all codes, including Disability Support Pension or Carer Payment recipients); or
 - (b) DVA Pensioner Concession Card holder; or
 - (c) Victorian Seniors Card holder; or
 - (d) Victorian Carer Card holder.
- 3.127 Eligible customers are entitled to receive free travel vouchers under one category of eligibility only.
- 3.128 Only the relevant cardholder is entitled to receive free travel vouchers.
- 3.129 Eligible customers must register with PTV to receive their allocation of free travel vouchers. Free off-peak travel vouchers can be exchanged for the following types of tickets –
 - (a) a Daily paper ticket which may be used on metropolitan services in zones 1 and 2 (at metropolitan Premium Railway Stations); or
 - (b) an Economy class V/Line Return ticket (see below and Chapter 5 for conditions); or
 - (c) two Economy class V/Line Single tickets (see below and Chapter 5 for conditions).
- 3.130 If a free off-peak travel voucher is exchanged for a ticket type set out in paragraph 3.129(b) or (c), for travel wholly within the myki zones indicated on the 'Regional train myki zone map' (see Figure D of Schedule 2 to these Conditions) the ticket only authorises travel on a service for which a customer would be charged an off-peak fare (see paragraph 4.150).
- 3.131 The customer must present the free travel voucher when redeeming or booking their ticket.
- 3.132 Customers who wish to use free travel vouchers for travel on V/Line-ticketed services where reservations are required must book their ticket at a staffed V/Line station, Premium Railway Stations or V/Line agent in advance of travelling.
- 3.133 Free travel vouchers must be redeemed and used for travel on or before the expiry date set out on the voucher.
- 3.134 Free travel vouchers must not be given to a third party for their use.
- 3.135 Another person may redeem a ticket on behalf of the recipient as long as the free travel voucher is signed by the recipient and the recipient's signed entitlement card (e.g. Seniors Card) is presented at the time of ticket collection. However, only the voucher recipient can use the redeemed ticket for travel.

- 3.136 For travel on V/line services, tickets received in exchange for free travel vouchers may be upgraded to first class by paying the appropriate fee, however tickets received in exchange for vouchers cannot be upgraded to Peak hour services.
- 3.137 Travel using a Victorian free off-peak travel voucher must be entirely within Victoria and free travel vouchers cannot be redeemed as part of an interstate journey (except for travel to Albury, Mount Gambier and Deniliquin).
- 3.138 Free travel vouchers cannot be exchanged for tickets issued by interstate operators (NSW Trainlink/ Great Southern Rail), however they may be exchanged for V/Line issued tickets on Great Southern Rail's The Overland train between Melbourne and Nhill in either direction (however, tickets for this service cannot be upgraded to First Class).
- 3.139 The V/Line Family Traveller ticket is not available for purchase if an adult in the family group uses a free travel voucher for their ticket.
- 3.140 If lost, stolen or expired, free travel vouchers will not be replaced or re-issued.

FREE EARLY BIRD TRAVEL

- 3.141 Customers who travel using a myki on metropolitan train services, between railway stations at which electrified trains stop, are entitled to free travel when touch on and touch off both occur within 2 hours and before 7.15 am on a weekday.
- 3.142 Where touch off occurs after 7.15 am, the usually applicable fare for the journey will be charged.
- 3.143 No product is created on the myki as a result of free early bird travel.

FREE WEEKEND TRAVEL ENTITLEMENTS

- 3.144 Victorian Seniors Card holders, Disability Support Pensioners, Carer Payment recipients and Victorian Carer Card holders are eligible to receive a free myki Smartcard which contains a free weekend travel entitlement that may be used on eligible services set out under the heading 'Eligible services' below.
- 3.145 Customers must carry both the relevant Concession myki Smartcard and a valid Victorian Seniors Card, DSP/CAR Pensioner Concession Card or Victorian Carer Card in order to be eligible for free travel on weekends.
- 3.146 When travelling on eligible non-myki regional town bus services, eligible customers may receive free travel by showing the bus driver a valid Victorian Seniors Card, DSP/CAR Pensioner Concession Card or Victorian Carer Card upon boarding the bus.
- 3.147 No fares are charged for journeys made by eligible customers travelling on eligible myki-enabled services using an appropriately coded Victorian Seniors, Disability Support Pensioner, Carer Payment Recipient or Victorian Carer Card Concession myki on Saturdays and Sundays in only one or two consecutive zones.
- 3.148 For journeys made by an eligible customer on eligible myki-enabled services, including V/Line rail services, in more than two zones the fare for the entire journey will be charged.
- 3.149 If an eligible customer travels on the weekend on a V/Line rail service for a journey crossing more than two zones, the fare for the entire journey is charged.
- 3.150 If a customer is entitled to free weekend travel in two consecutive zones and has a myki Pass and travels beyond the pass zone/s for which the pass is valid on a weekend, they may be charged for the entire journey.
- 3.151 Free weekend travel is not available on –
- (a) V/Line rail services outside the myki zones;
 - (b) V/Line coach services; or
 - (c) Non-myki regional bus services that are not referred to in Tables P and Q of Schedule 1 to these Conditions.

Eligible services

3.152 Free weekend travel entitlements may be used on the following public transport services –

- (a) all metropolitan train, tram and bus services within two consecutive zones;
- (b) V/Line rail services within two consecutive myki zones;
- (c) myki-enabled regional bus services within two consecutive myki zones;
- (d) Non-myki regional bus services referred to in Tables P and Q of Schedule 1 to these Conditions; and
- (e) the Western Point Ferry service (by using a valid Victorian Seniors card as a flash pass).

FREE TRAVEL DAYS**Christmas Day and New Year's Eve**

3.153 On the following listed days and times, all customers will be entitled to free travel on all public transport services in Victoria, including –

- (a) any metropolitan train, tram and bus services;
- (b) any V/Line train services (economy class only) and coach services; and
- (c) regional town and intertown bus services (both myki-enabled and non-myki bus services).

Christmas Day on 25 December from the first to the last service.

New Year's Eve from 6 pm on 31 December to 6 am on 1 January (plus travel on the first V/Line service on each route departing from Melbourne on 1 January, even if it is scheduled to depart after 6 am).

3.154 Free travel entitlements apply to travel within Victoria only.

3.155 On the above listed days –

- (a) customers using a myki are not required to touch on and off and will not be charged if they do touch on and off;
- (b) customers travelling on non-myki V/Line services must obtain a free ticket for the service prior to travelling;
- (c) no ticket is required for regional bus services; and
- (d) customers can upgrade to travel First Class on V/Line train services upon payment of the first class upgrade fee or by using a first class Multi Card (subject to limited availability).

3.156 myki Pass holders that have a Pass that covers the free travel days above are not eligible for reimbursement for those days.

First Class travel on V/Line on special free travel days

3.157 If free travel is made available to particular classes of customers on particular dates, as may be specified on the PTV website from time to time, on those dates the customer may upgrade to travel in First Class on V/Line train services upon payment of the first class upgrade fee or by using a first class Multi Card (subject to limited availability).

CHAPTER 4: MYKI**TERMS AND CONDITIONS OF USE**

- 4.1 A myki Smartcard or Mobile myki is issued, and must be used, subject to these Conditions.
- 4.2 myki may only be used to obtain or prove an entitlement to use a public transport service to which these Conditions apply.
- 4.3 Subject to all applicable conditions and the regulations made under the Act, the myki may be used to obtain or prove an entitlement to use a public transport service by –
- (a) doing one or more of the following:
 - (i) paying money to the Head, Transport for Victoria and having that amount recorded in the account associated with the myki and as stored value ('Value') on the myki for the purpose of using Value to pay for public transport services;
 - (ii) paying money to the Head, Transport for Victoria for a myki Pass and having the authority to use the public transport service recorded on the myki;
 - (iii) having a Free Travel Pass to which the cardholder is entitled recorded on a myki Smartcard; and
 - (b) touching on and touching off the myki in accordance with the Conditions.

Payments and Transactions

- 4.4 Where a cardholder makes a payment from Value on the myki in accordance with the Conditions, the amount of the payment will be deducted from that Value.
- 4.5 myki Money or a myki Pass may only be added to the myki by such methods as are authorised by the Head Transport for Victoria from time to time.
- 4.6 The maximum Value an account holder or cardholder is permitted to have on a myki is \$999.99. A transaction which would result in the Value on the myki exceeding \$999.99 will be rejected.
- 4.7 The myki may not be able to be used if the Value falls below the relevant minimum amount specified under the heading 'Minimum requirements for travel' in this Chapter.
- 4.8 The cardholder or any account holder, as is applicable, is liable to pay the fees and charges as published in and applied by these Conditions from time to time. The applicable fees and charges may be deducted from the Value on the myki.
- 4.9 If the Head, Transport for Victoria, in its absolute discretion, allows the myki to operate with a debit (negative) Value balance, the cardholder or, in the case of a registered myki, the account holder, must pay the Head, Transport for Victoria any debit (negative) balance on the myki and any value subsequently added to the myki will be applied first by the Head, Transport for Victoria to any debit (negative) balance.
- 4.10 Unless the myki is registered, as described under the heading 'Registered myki' in this Chapter, any person presenting the myki may redeem Value on the myki for myki Money (less any amounts owed by the cardholder or any account holder to the Head, Transport for Victoria), subject to complying with any applicable Conditions.
- 4.11 The Head, Transport for Victoria is entitled to reject an application to redeem Value on a myki if there has been a material breach of these Conditions.
- 4.12 Apart from the right to redeem Value in accordance with these Conditions, neither the cardholder nor any account holder has any legal, equitable or other right or interest in relation to money representing Value on the myki.
- 4.13 No trust or fiduciary relationship exists between the Head, Transport for Victoria and the cardholder or the Head, Transport for Victoria and any account holder.
- 4.14 The Head, Transport for Victoria's records are, in the absence of manifest error, conclusive of the amount of Value on the myki and any other matter in relation to the myki Account or the myki.
- 4.15 The Head, Transport for Victoria may adjust the myki account or myki balance retrospectively if the Head, Transport for Victoria reasonably believes that either of them is incorrect.

Unclaimed monies

- 4.16 Until five years after the last use of the myki or the last activity on the myki account not initiated by the Head, Transport for Victoria, the Head, Transport for Victoria will hold all money representing Value on the myki unless, before that time, the Value is redeemed in accordance with these Conditions.
- 4.17 After that time, such money, other than amounts the value of which is less than \$20 (or any higher amount prescribed under the **Unclaimed Money Act 2008**), will be ‘unclaimed money’ for the purposes of the **Unclaimed Money Act 2008** and will only be able to be claimed from the Registrar of Unclaimed Money.

Ownership

- 4.18 A myki Smartcard is and remains the property of the Head, Transport for Victoria.
- 4.19 The Head, Transport for Victoria owns all data and expressions of that data resulting from, or in respect of transactions generated or processed in relation to, the use or operation of the myki.
- 4.20 The Head, Transport for Victoria or its authorised representatives may inspect, deactivate, suspend or take possession of a myki Smartcard or require its return at any time in their discretion without notice to the cardholder or any account holder. The cardholder and any account holder must comply with any directions of the Head, Transport for Victoria or its representatives.
- 4.21 The cardholder and any account holder must not alter, tamper or interfere with the myki Smartcard or knowingly use a defective myki Smartcard.
- 4.22 The Head, Transport for Victoria or its authorised representatives may inspect, deactivate or suspend a Mobile myki at any time in their discretion without notice to the Mobile myki holder or any account holder. The cardholder and any account holder must comply with the directions of the Head, Transport for Victoria or its representatives.
- 4.23 The Mobile myki holder and any Mobile myki account holder must not, whether digitally or otherwise, alter, tamper, interfere with or manipulate the Mobile myki or knowingly use a Mobile myki that has been digitally altered, tampered with, interfered with or manipulated, so that it functions in a way that is not authorised by these Conditions.

Expiry

- 4.24 myki expire after a period of time and cannot be used by a customer once expired.
- 4.25 An expired myki, or a myki within 60 days of expiry, may be replaced according to the Conditions specified in Chapter 8.
- 4.26 A myki Smartcard will be operational for at least four years from the day of purchase before expiry.
- 4.27 A Mobile myki will be operational for at least two years from the day of purchase before expiry.

Touch on/touch off

- 4.28 A myki must be touched on and touched off for each journey in a passenger vehicle or entry to a compulsory ticket area for which the myki is used, in accordance with these Conditions.
- 4.29 If a customer is not able to touch on or touch off the myki as required in these Conditions because an operational myki reader is not available, the requirements set out under this heading, ‘Touch on/touch off’, do not apply.
- 4.30 An operational myki reader is to be taken as being ‘not available’ only if –
- (a) no myki reader near where the customer boards or leaves the vehicle or enters or leaves the compulsory ticket area (as is applicable) is able to be operated so as to enable the myki to be touched on or touched off and it would be unreasonable to require the customer to touch on or touch off the myki at a myki reader which is able to be so operated; or

- (b) the customer is unable to touch on or touch off the myki because of a physical or intellectual disability and is unable to have the myki touched on or touched off on their behalf by an accompanying person or an authorised person.

- 4.31 The Conditions specified in the paragraphs under the headings ‘Touch on/touch off conditions – train’, ‘Touch on/touch off Conditions – bus’ and ‘Touch on/touch off conditions – tram’ must be read subject to the conditions specified in the paragraphs under the heading ‘Touch on period’.
- 4.32 When using Mobile myki, the personal electronic device containing the Mobile myki must be in an awake state to successfully touch on to a myki reader and touch off as required.

Touch on/touch off conditions – train

- 4.33 For a journey on a train that commences from a platform which is not, or is not part of, a compulsory ticket area, a customer must touch on the myki before boarding the train.
- 4.34 For a journey on a train that ends at a platform which is not, or is not part of, a compulsory ticket area, a customer must touch off the myki as soon as there is a reasonable opportunity to do so after leaving the train.
- 4.35 For an entry to a compulsory ticket area and for a journey on a train that commences from a platform which is, or is part of, that compulsory ticket area, a customer must touch on the myki before, while or immediately upon, entering the compulsory ticket area.
- 4.36 For a journey on a train that ends at a platform which is, or is part of, a compulsory ticket area and for the entry to the compulsory ticket area that is made when a customer leaves the train, the customer must touch off the myki immediately before leaving, or while leaving, the compulsory ticket area.
- 4.37 For an entry to a compulsory ticket area if a customer leaves the compulsory ticket area without undertaking any travel, the customer must touch off the myki immediately before leaving, or while leaving, the compulsory ticket area.
- 4.38 If a replacement vehicle is provided for a train service and the replacement vehicle does not have any myki operating equipment on board, customers using a myki for travel must touch on using a myki reader at the departure railway station and touch off using a myki reader at the destination railway station. However, if the replacement vehicle is provided for a V/Line myki commuter train service that departs from the coach terminal at Southern Cross Railway Station, customers must touch on using the myki readers at that terminal.

Touch on/touch off conditions – bus

- 4.39 For a journey on a bus (other than a bus used for a night coach network service) –
- (a) a customer must touch on the myki immediately upon boarding the bus; and
 - (b) a customer must touch off the myki before leaving the bus, but not before the bus leaves the second-last bus stop in that journey.
- 4.40 myki-enabled bus services are now pre-pay only.
- 4.41 Customers may board a myki-enabled bus and touch on their myki at any door. However, staff or signage may direct customers to use a specific door.

Touch on/touch off conditions – tram

- 4.42 For a journey on a tram –
- (a) unless paragraph 4.42(b) or 4.42(c) applies, a customer must touch on the myki immediately upon boarding the tram;
 - (b) if the journey is entirely within the free tram zone the customer is not required to touch the myki on or off (see additional conditions regarding the free tram zone in Chapter 3);
 - (c) if the journey commences in and extends beyond the free tram zone, the customer must touch on the myki before the tram leaves the last boundary tram stop in that journey; and

- (d) the customer is not required to touch off, but if the customer chooses to touch off, they must not do so before the tram leaves the second-last tram stop in that journey.
- 4.43 For a journey entirely within the Zone 1/2 overlap, if the customer does not touch off, the default fare the customer may subsequently pay may be higher than the fare they would have paid if they had touched off.

Touch on period

- 4.44 The conditions specified in the paragraphs under this heading apply notwithstanding anything to the contrary in the conditions specified in the paragraphs under the headings ‘Touch on/touch off conditions – train’, ‘Touch on/touch off conditions – bus’ and ‘Touch on/touch off conditions – tram’.
- 4.45 If a customer using myki Money does not touch off the myki within the product duration (refer to the table under the heading ‘Product duration’ in this Chapter)¹⁰, a default fare may be charged when the myki is next touched to a myki reader. For the purpose of this Condition, such a touch will also be treated as a touch on. If a default fare is charged in these circumstances, the customer will not receive the benefit of any off-peak discount that would otherwise have been applicable.
- 4.46 To prevent this from happening, a customer may touch off the myki before the end of the journey (provided that it is within the product duration), but must then touch the myki on –
- in the case of a journey on a tram or a bus, immediately after the myki was touched off; or
 - in the case of a journey on a train, before resuming the journey.
- 4.47 In the case of a journey on a train, if a customer wishes to touch off and touch on a myki in accordance with the immediately preceding paragraph at a railway station with ticket barriers, it is necessary for the customer to exit and re-enter the barriers.
- 4.48 If a myki is touched off, but is not touched on again, the myki is no longer valid for the journey and any related entries to a compulsory ticket area.
- 4.49 If a myki is touched off and touched on again (in accordance with paragraph 4.46) the myki must then be touched off in accordance with these Conditions at the end of the journey.

Touch on/touch off conditions – Night Coach network services

- 4.50 For a journey on a bus being used for a Night Coach network service, a customer must touch on the myki –
- if the customer is boarding the bus at the Southern Cross railway station coach terminal, before boarding the bus, using the myki readers at that terminal; or
 - in all other cases, before boarding the bus, using the myki readers at the railway station from which the bus is departing.
- 4.51 However, the Condition set out in paragraph 4.50 does not apply if arrangements are in place to enable the myki to be touched on near or on board the bus and the myki is touched on accordingly.
- 4.52 For a journey on a bus being used for a night coach network service, a customer must touch off the myki, using the myki readers at the railway station where the customer leaves the bus, unless the myki has been touched off by staff on board the bus.

MINIMUM REQUIREMENTS FOR TRAVEL

Travel in one or two zones

- 4.53 In order to touch on and commence travel, customers travelling in only one or two zones must have on their myki a myki Money balance of at least \$0.00.

¹⁰ Special arrangements have been made regarding the product duration for travel on bus route number 684, to allow for the length of time it may take to complete a journey on that bus route.

4.54 If the customer touches on with a balance of \$0.00 and a debit (negative) balance is created as a result of a journey or entry to a compulsory ticket area, note that the Conditions in paragraph 4.9 apply.

Travel in three or more zones

4.55 Except as set out in the next succeeding paragraph, customers travelling in three or more zones must have on their myki before travel:

- (a) a myki Pass covering the relevant zones of travel for their entire journey and a myki Money balance of at least \$0.00; or
- (b) a sufficient myki Money balance to pay for the entire journey; or
- (c) a myki Pass covering relevant zones of travel for part of the journey and a sufficient myki Money balance to pay for the remainder of the journey.

4.56 The requirements set out in the immediately preceding paragraph do not apply in respect of the initial journey authorised by a myki Smartcard purchased from a V/Line train conductor in accordance with the conditions under the heading 'V/Line pre-loaded myki Smartcards' in this Chapter.

Negative myki Money balance

4.57 If a customer's myki has a valid myki Pass or other valid product and a negative myki Money balance, the myki is not valid for travel or entry to compulsory ticket areas in zones for which the myki Pass or other product is valid until the myki Money balance has been topped up to at least \$0.00.

myki on V/Line parallel coach services

4.58 myki Money cannot be used for any part of a journey on a V/Line parallel coach service.

4.59 A myki may be used for a journey on a V/Line parallel coach service only if –

- (a) there is on the myki a myki Pass that has been activated and is valid for all of the zones in which the customer will travel on that service; and
- (b) before the journey, the customer produces the myki to the coach driver for inspection, including electronic reading.

FUNCTIONING MYKI

4.60 A myki which is not able to be touched on in accordance with these Conditions is not valid for travel or entry to a compulsory ticket area.

MYKI PASS ADDITIONAL CONDITIONS

4.61 Once purchased, a myki Pass will be activated when the customer first touches the relevant myki on and off –

- (a) to travel;
- (b) to enter and exit a compulsory ticket area; or
- (c) to enter a compulsory ticket area –

within a zone for which the myki Pass is valid and for which there is no other existing product (such as another myki Pass or where travel has been paid for by myki Money) on the myki.

4.62 The myki Pass will be valid for the number of consecutive days authorised by it, commencing the day the myki Pass is activated.

4.63 A myki with a myki Pass loaded on it must be touched on and off as required in these Conditions to be validated for travel, even if it is already activated for the relevant day and zone(s) of travel.

4.64 A myki Pass must be activated within 12 months of purchase, or the pass will expire.

4.65 If a myki Pass is activated within 12 months of purchase, the myki Pass will be available for use subject to the Conditions in this Chapter.

- 4.66 Only one myki Pass may be active at a time, although two passes may be stored at any one time on a single myki. For example, a new myki Pass can be purchased before the expiry of an existing myki Pass, and will be activated when the customer touches on and off (in a zone for which the myki Pass is valid) after the expiry of the existing myki Pass.

FAILURE TO TOUCH ON AND TOUCH OFF CORRECTLY – DEFAULT FARES

- 4.67 If a customer fails to touch on and touch off in accordance with these Conditions, a default fare may be charged the next time the customer touches on.
- 4.68 Default fare amounts are specified in Tables H, I and J in Schedule 1 of these Conditions.
- 4.69 Default fares assume the customer took the longest possible trip on the service used and are calculated according to the same rules as the fare that would have been charged had the customer touched on and touched off in accordance with these Conditions.

Default fares – myki Money

- 4.70 In order for the myki ticketing system to calculate the lowest fare, customers must touch on and touch off in accordance with these Conditions.
- 4.71 If a customer using myki Money does not touch off in accordance with these Conditions, then a default fare may be charged. The default fare is the myki Money 2-hour fare for the relevant zone or zones. The concession discount (50 per cent) for customers using a Concession myki is applied.
- 4.72 On V/Line myki commuter train services, the conductor may reset the default fare up to the 2-hour fare for the zones of the entire route of the service in which the customer is travelling.
- 4.73 However, for a rail replacement coach service for any V/Line myki commuter train service that departs from the coach terminal at Southern Cross Railway Station, when a customer touches on at the myki readers at that terminal, the default fare will be the 2 hour fare for the longest route of those services (Zones 1 to 13).
- 4.74 Customers who fail to touch off will not receive the benefit of any off-peak discounts that would otherwise have been applicable if the customer had touched off.
- 4.75 The system will recognise a failure to touch off by the next touch immediately following a touch on being –
- (a) on a different mode of transport from the touch on;
 - (b) on a different vehicle (tram or bus) from the touch on; or
 - (c) after the expiry of the touch on period referred to earlier in this Chapter.
- 4.76 Where a customer fails to touch off and a default fare is payable, it will be deducted from the myki Money balance at the next touch on. If this results in a negative balance, the customer will be unable to successfully touch on and must top up their myki Money to a balance of at least \$0.00 to travel.
- 4.77 Where no product existed for the trip to which the default fare applies, the default fare will create a product for the appropriate zone(s) based on the time of the touch on to which the default fare applies, and permit travel until the expiry of this product.
- 4.78 The amount of any default fare deducted will count towards a daily cap for the day on which the touch on took place.
- 4.79 Notwithstanding anything in these Conditions, if –
- (a) a customer touches on at a railway station and fails to touch off; and
 - (b) the customer touches on again on a tram or a bus less than two hours after the original touch on (modified or extended in accordance with the rules in this Chapter); and
 - (c) either touch on occurs in Zone 1 –
- a default fare will not be charged for the first journey and the system will perform a normal touch off for that journey based on the location of the second touch on and charge a normal fare for that journey.

Default fares – myki Pass

- 4.80 Customers using a myki with a myki Pass will not be charged a default fare unless they are commencing their journey outside the zone(s) for which their myki Pass is valid.
- 4.81 Conditions relating to myki Money apply for travel outside the zone(s) covered by the myki Pass (including default fares).

Default fares – V/Line train services

- 4.82 The conductor will reset the default fare for each customer's myki to reflect the end of the commuter train services zone boundary or Zone 1, depending on the direction of travel.
- 4.83 To ensure the customer is charged the lowest fare, they must touch off in accordance with the Conditions relating to touching off a myki. If the customer does not touch off, the default fare will be applied.

Failure to touch on

- 4.84 Where a customer attempts to touch off but did not touch on in accordance with the Conditions earlier in this Chapter relating to touching on a myki, the touch off will be processed by the system as a touch on. In this case a default fare may subsequently be charged.
- 4.85 If a default fare is charged, the customer will not receive the benefit of any off-peak discount that would otherwise have been applicable.
- 4.86 A customer who has not touched on in accordance with the Conditions earlier in this Chapter relating to touching on a myki, will not be able to exit via the ticket barriers at railway stations and must see a member of staff for assistance.
- 4.87 A customer who did not touch on in accordance with the Conditions earlier in this Chapter must, at the request of an authorised person, touch on at the ticket barrier and may subsequently be charged a default fare.

PASSBACK AND CHANGE OF MIND**Passback**

- 4.88 The passback periods on different modes of public transport are as follows –
- (a) on board trams – 5 seconds;
 - (b) on board buses – 30 seconds;
 - (c) at railway stations without ticket barriers -30 seconds; and
 - (d) at railway stations with ticket barriers – 5 seconds.
- 4.89 At a railway station with ticket barriers, a ticket may only be touched off at the paid area side of the barrier.
- 4.90 If a customer touches on at a ticket barrier and does not pass through the barrier at the time the ticket is touched on, the customer will not be able to use the myki to touch on or enter through the barrier.

Change of mind

- 4.91 At all railway stations the change of mind period ends 15 minutes after touch on.
- 4.92 There is no change of mind period on metropolitan and regional bus services and metropolitan tram services.

REGISTERED MYKI

- 4.93 Customers may request to register their myki at ptv.vic.gov.au or a website maintained by the Department of Transport or by calling **1800 800 007**.
- 4.94 If requested, the Head, Transport for Victoria will register a myki, subject to the following Conditions –
- (a) each registered myki must have a person registered with the Head, Transport for Victoria as an account holder;

- (b) the account holder will manage, and the cardholder will use, the registered myki in accordance with the rights and obligations given to each of them under these Conditions;
- (c) an account holder may manage multiple myki accounts and may manage a myki account on behalf of someone else. For example, a parent or guardian may manage a child's myki account;
- (d) the account holder can manage up to eight active myki (including their own);
- (e) the Head, Transport for Victoria is entitled to rely upon any instructions given by the account holder in relation to the registered myki; and
- (f) any money payable by the Head, Transport for Victoria in respect of the redemption of Value on a registered myki is only payable to the account holder.

Auto Top Up

- 4.95 Registered myki account holders can set an automatic top up of any amount between \$10 and \$250 to go onto their myki from a nominated bank account or credit card when the myki Money balance falls to or below a minimum threshold.
- 4.96 Auto Top Up cannot be used to top up a myki Pass.
- 4.97 Auto Top Up is only available for registered myki and can be set up –
- (a) online at **ptv.vic.gov.au** or a website maintained by the Department of Transport; or
 - (b) through the PTV app; or
 - (c) through the PTV call centre on **1800 800 007**.
- 4.98 When Auto Top Up is first set up, \$1 will be deducted from the customer's bank account or credit card and credited to the myki Money balance regardless of the balance on the myki. After this time the myki is topped up by the chosen amount as soon as the myki Money balance falls to or below the specified level.
- 4.99 If sufficient funds are not available in the bank account or on the credit card to cover the Auto Top Up transaction, the amount credited to the myki Money balance will be deducted from the myki balance and the Auto Top Up cancelled.
- 4.100 If a myki has a negative myki balance and an Auto Top Up does not take the balance up to the applicable minimum balance required for travel, as specified in this Chapter, the myki is not valid for travel or entry to a compulsory ticket area until the balance has been topped up to the minimum balance required for travel.

Lost or stolen registered myki

- 4.101 The cardholder or account holder must advise the Head, Transport for Victoria as soon as possible if a registered myki Smartcard, or personal electronic device containing a registered Mobile myki, is lost or stolen –
- (a) online at **ptv.vic.gov.au** or a website maintained by the Department of Transport; or
 - (b) by calling **1800 800 007**; or
 - (c) at a PTV Hub.
- 4.102 The Head, Transport for Victoria will deactivate the registered myki following notification by either the cardholder or the account holder that it is lost or stolen. The deactivated myki can no longer be used.
- 4.103 If a registered myki is lost or stolen, the cardholder or account holder has no liability in respect of that myki, or for any costs incurred using that myki, after the time the loss or theft of the myki is notified to the Head, Transport for Victoria, other than any fees which apply.
- 4.104 Where a registered myki has been lost or stolen, the cardholder or account holder may obtain a replacement registered myki, subject to complying with these Conditions, which, at the Head, Transport for Victoria's discretion, may involve payment of a fee as specified in these Conditions.

4.105 Where a registered myki has been replaced, the Head, Transport for Victoria will, after deducting any amounts owed to PTV and/or the Head, Transport for Victoria, transfer the Value and/or Product from the registered myki which is being replaced to the new registered myki.

UNREGISTERED MYKI

4.106 Protections for myki Money balances or myki Passes are not available for an unregistered myki if the unregistered myki is lost or stolen. An unregistered myki can be registered at any time.

AUTO LOAD

4.107 Auto Load is a feature of Google Pay that is available to Mobile myki users, whether or not their myki is registered with the Head, Transport for Victoria.

4.108 Auto Load allows a Mobile myki account holder to set an automatic top up amount selected from the following options: \$10, \$15, \$20, \$25, \$30, \$40 or \$50.

4.109 When Auto Load is set, if the myki account balance drops below the selected minimum threshold amount, it will be topped up by the chosen automatic top up amount as soon as the myki Money balance falls to or below the specified level.

4.110 The minimum threshold amount is selectable and can be any amount that is a multiple of 10 from \$10 to \$50.

4.111 The top up amount and minimum balance threshold amounts for Google Pay must be whole dollar amounts.

4.112 Auto Load cannot be used to top up a myki Pass.

4.113 If a Mobile myki has a negative myki balance and an Auto Load does not take the balance up to the applicable minimum balance required for travel, as specified in this Chapter, the myki is not valid for travel or entry to a compulsory ticket area until the balance has been topped up to at least the minimum balance required for travel.

MYKI AND V/LINE TICKETS ON V/LINE SERVICES

4.114 The following Conditions apply to the use of myki and V/Line tickets on V/Line Services.

4.115 Customers travelling on a V/Line myki commuter train service whose journeys are entirely within the myki zones shown on the 'Regional train myki zone map' (Figure D in Schedule 2 to these Conditions) must use a myki for the entire journey, except in the case of a customer travelling using a Family Traveller V/Line Ticket to authorise their travel (see paragraph 5.15 in Chapter 5).

4.116 Customers travelling on a V/Line myki commuter train service whose journeys include travel within the myki zones shown on the 'Regional train myki zone map' (Figure D in Schedule 2 to these Conditions) but commence or end beyond those zones, must either –

- (a) have a valid V/Line ticket for the entire journey; or
- (b) use a myki Pass for all or part of the journey within the myki zones and have a valid Single or Daily V/Line ticket for the remainder of the journey.

myki Money cannot be used for any part of such a journey.

4.117 The Single or Daily V/Line ticket referred to in paragraph 4.116(b) must be purchased before the journey.

4.118 To travel beyond the locations for which a Date-to-Date, Weekly or Monthly V/Line ticket is valid, customers must purchase a Single or Daily V/Line Ticket that is valid to cover the travel to the additional locations. A myki cannot be used to extend travel authorised by those ticket types.

MYKI SMARTCARD PURCHASE PRICE

4.119 The price of a myki Smartcard is as specified in Table 1 below.

Table 1 –

myki Smartcard type	Price
Full fare myki	\$6.00
Concession myki	\$3.00

4.120 There is no cost to purchase a Mobile myki but a minimum top up amount of \$10 or a myki Pass applies at purchase.

myki Explorer

4.121 The price of a myki Explorer pack is as specified in Table 2 below.

Table 2 –

	Card	Pre-loaded myki Money	Total price
Full fare myki	\$6.00	\$10.00	\$16.00
Concession myki (only Child and General Concession available)	\$3.00	\$5.00	\$8.00

V/LINE PRE-LOADED MYKI SMARTCARDS

4.122 A V/Line conductor may, at their discretion, give a customer travelling on a V/Line myki commuter train service, who does not have a ticket that is valid for the journey, the opportunity to purchase a myki Smartcard with an amount of pre-loaded myki Money.

4.123 The cost of a full fare pre-loaded myki Smartcard is \$30 (\$6 for the cost of the card and \$24 myki Money).

4.124 The cost of a Concession pre-loaded myki Smartcard is \$15 (\$3 for the cost of the card and \$12 myki Money).

4.125 When purchased, the pre-loaded myki Smartcard will be touched on by the conductor for that journey.

TOPPING UP MYKI

4.126 The nearest myki outlet for a customer to top up their myki can be found by accessing the myki location finder available from ptv.vic.gov.au or a website maintained by the Department of Transport.

4.127 myki-enabled bus services are now pre-pay only. Customers cannot purchase or top up a myki on board buses. Customers travelling using a myki on myki-enabled bus services will accordingly need to hold a myki and ensure the myki is topped up, as required in accordance with the conditions in this Chapter, prior to boarding.

CALCULATING MYKI MONEY FARES**myki Money fare amounts**

4.128 Except as otherwise specified in paragraph 4.129, myki Money fare amounts are specified in Tables A-K in Schedule 1 to these Conditions.

4.129 For travel on regional buses operating on routes in and between certain locations that are myki-enabled, specified in the Victorian Regional Bus Fares Supplement, the relevant myki Money fares specified in that document apply.

General conditions – myki Money fare calculation

- 4.130 myki Money fares are calculated automatically when the customer touches on and touches off their myki for each journey.
- 4.131 The appropriate fare deductions from the myki Money balance are made each time a customer touches off their myki.
- 4.132 Where a discount (for example, for concession or off-peak travel) would result in a fare which includes a fraction of a cent, the fare will be rounded to the nearest whole cent.
- 4.133 When customers using myki Money have a valid 2 hour or Daily product for their zone(s) of travel, no further fares are deducted for travel in the relevant zone(s) while the product is valid.
- 4.134 If the deduction of a fare results in a customer's myki Money balance falling below \$0.00, the customer will not be permitted to use myki Money to touch on again until they have topped up the myki to at least \$0.00 (even if they are within a zone for which a current product exists on the myki).

Fare calculation – single trip

- 4.135 The maximum fare for a single trip (other than a default fare) is the 2 hour fare for the zone(s) travelled in.
- 4.136 When a myki is touched off, a 2 hour product is created on the myki.
- 4.137 Subject to the conditions under the heading 'Product duration' in this Chapter, a 2 hour product authorises unlimited travel in the zone(s) travelled in until two hours after the myki was first touched on, except where the first touch on is made between 6 pm and 12.59 am, in which case the product expires at the end of the day.
- 4.138 Where a trip is entirely within a zone overlap, the fare charged and product created will be for the zone for which the fare is lowest. Where fares are the same in each zone, the fare charged and product created will be for the lower numbered zone.
- 4.139 Within the zone(s) covered by it, the 2 hour product authorises travel that extends beyond the time of its expiry, as long as the myki is touched on before that expiry, subject to the Conditions in this Chapter.

Fare calculation – Daily fare cap

- 4.140 Fares for daily travel are capped at a fixed daily price (the daily cap).
- 4.141 The daily cap is the maximum fare charged for unlimited travel in the zone(s) in which travel takes place on a single day.
- 4.142 Daily cap fare amounts are specified in Table A in Schedule 1 of these Conditions.
- 4.143 The daily cap for a Concession myki is 50 per cent of the full fare daily cap.
- 4.144 myki keeps track of fares paid, and zones travelled in, during a day and when the total fares paid on a day reaches the daily cap for the zone(s) travelled in on that day, a daily product for the zone(s) is created on the myki.
- 4.145 A daily product is also created after a 2 hour fare is paid for a zone(s) in which a customer has previously travelled that day and for which the daily cap has been reached.
- 4.146 Once a daily cap has been reached, a customer can make unlimited journeys across all modes of public transport within the applicable zone(s) until the end of the day and pay no more than the daily cap fare.
- 4.147 As specified in these Conditions, different caps apply on certain days and cap the fare at a lower daily rate than the standard daily cap fare.

Weekend and public holiday daily fare cap

- 4.148 The weekend and public holiday daily fare cap specified in Table C of Schedule 1 to these Conditions applies to customers using myki Money to travel entirely within Zones 1 and 2 on a Saturday, Sunday or public holiday.

Fare calculation – existing products

4.149 Where a product already exists on a customer’s myki (a 2 hour product, daily product or a myki Pass) that is valid for a zone(s) and the customer makes a journey that consists of, or includes, travel in a zone(s) for which the existing product is not valid, the fare for the journey is the 2 hour fare for all zones for which the existing product is valid combined with the zone(s) for which the existing product is not valid minus the 2 hour fare for all zones for which the existing product is valid. Where this occurs and the existing product is a 2 hour product, the product on the myki is changed to include the additional zone(s).

Fare calculation – discounts and free travel***Off-peak discounts***

- 4.150 An off-peak discount of 30 per cent is applied to fares for all journeys made in three or more zones except journeys where touch off occurs within Zone 1 before 9:00 am on a business day or touch on occurs within Zone 1 between 4 pm and 6 pm on a business day.
- 4.151 The discount is applied after any concession discount.
- 4.152 Customers must touch on and touch off in accordance with the Conditions in this Chapter to receive the applicable off-peak discount. Customers who do not touch on and off in accordance with these Conditions will be charged a default fare that is a peak fare.
- 4.153 For customers travelling off-peak, the equivalent peak fare contributes toward the daily cap fare, even though a reduced fare is paid. For example, when a full fare customer travels in three zones off-peak, 100 per cent of the standard peak fare will be counted towards the daily cap even though only 70 per cent of the standard peak fare has been paid.

Free travel

4.154 The free travel entitlements for early bird travel and free weekend travel specified in Chapter 3 are applied automatically when an eligible customer touches on and touches off their myki, subject to the conditions in Chapter 3.

TELEBUSES AND THE TELEBUS SURCHARGE

- 4.155 There are several Telebuses operating on bus routes in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.
- 4.156 If customers board or leave a Telebus at one of the fixed stops in the area, they pay the usual myki fare for that journey.
- 4.157 If customers book a home pickup service or make a permanent booking to be picked up and dropped off at home, they must pay a surcharge on the usual myki fare for the bus service as specified in Table 3 below.

Table 3 –

	Full fare	Concession
Telebus surcharge	\$1.00	\$0.50

Demand-responsive transport services

- 4.158 Demand-responsive transport services are currently being trialled in Melbourne.
- 4.159 Customers may board or leave such services at one of the fixed or virtual bus stops in the area the service operates or, if they can reasonably demonstrate that they have an accessibility requirement, can make a booking to be picked up or dropped off at home.
- 4.160 Customers travelling on demand-responsive transport services (such as the Rowville FlexiRide service) in Melbourne using a myki will pay the usual myki fare for that journey.
- 4.161 The Telebus surcharge in Table 3 does not apply to travel on the demand-responsive services being trialled in Melbourne.

PRODUCT DURATION

- 4.162 To ensure customers are able to complete long journeys on V/Line services and on bus route number 684, where a myki touch off indicates that a journey consisting of travel in at least 3 zones has been made (since the last touch on), the expiry time of the product will be extended by an additional 30 minutes for every multiple of 3 zones travelled in.
- 4.163 In these cases, references to ‘2 hour products’ or ‘2 hour fares’ in these Conditions mean products or fares for 2.5, 3, 3.5 or 4 hours (as applicable) as set out in Table 4 below.

Table 4 –

Number of zones travelled in	Product duration
1 – 2	2 hours
3 – 5	2 hours 30 minutes
6 – 8	3 hours
9 – 11	3 hours 30 minutes
12 – 13	4 hours

TRAVEL BY MYKI PASS HOLDERS BEYOND MYKI PASS ZONE(S)

- 4.164 If a myki Pass holder wishes to travel outside the zone(s) for which the myki Pass is valid, but still within a myki zone, they can use myki Money to pay for the additional travel and must have sufficient myki Money on their myki, before travel, to pay for the additional travel.
- 4.165 The fare charged for the trip is the 2 hour fare for all zones for which the pass is valid combined with the additional zone(s) of travel, minus the 2 hour fare for all zones for which the pass is valid.
- 4.166 See conditions under the ‘Free weekend travel entitlements’ heading in Chapter 3 regarding a special condition that may apply to myki Pass holders using such entitlements.
- 4.167 Daily fare caps will continue to apply for travel outside the zone(s) for which a myki Pass is valid according to the Conditions in this Chapter under the heading ‘Calculating myki Money Fares’.

MYKI PASS FARE CALCULATION AND PASS TYPES

- 4.168 myki Pass fares are specified in Tables A-K in Schedule 1 to these Conditions.
- 4.169 Concession myki Pass fares are 50 per cent of the full fare.
- 4.170 If a myki Pass fare is shown as, or is calculated to be, an amount ending in a multiple of one cent, that amount may be rounded up to the next 10 cents at the point of sale. In that case, the rounded amount is deemed to be the fare.

7 DAY MYKI PASS

- 4.171 A 7 day myki Pass is valid within the zone(s) programmed on the pass from the day of activation until the end of the day six days after the day it was activated.
- 4.172 The fares applicable for a 7 day myki Pass are specified in Tables B, E and G of Schedule 1 to these Conditions.

28–365 DAY MYKI PASS

- 4.173 A 28 – 365 day myki Pass is valid for the relevant number of days (selected at purchase) within the zone(s) programmed on the pass from and including the day of activation.
- 4.174 The fares applicable for a 28-365 day myki Pass can be calculated by multiplying the number of days required by the myki Pass daily rate (full fare or Concession), as specified in Tables B, E and G of Schedule 1 to these Conditions.
- 4.175 When a myki Pass for 325 – 365 days is purchased, the fare will be the cost of a 325-day Pass (the equivalent of up to 40 days free).

Commuter Club myki Passes

- 4.176 A Commuter Club scheme is available for employers or other organisations to purchase 365-day myki Passes on behalf of the organisation's employees, members or volunteers at a discounted rate of 10 per cent.
- 4.177 365-day myki Passes purchased through the Commuter Club are loaded onto a myki Smartcard. They can be purchased to authorise travel on metropolitan trains, trams and buses in Zones 1 and 2 or Zone 2.
- 4.178 myki Passes purchased through the Commuter Club are not available as Mobile myki.
- 4.179 The myki Commuter Club is only available to organisations and is not open to individuals.
- 4.180 An organisation requires a minimum of 10 people to register for Commuter Club.

Student Pass myki

- 4.181 A Student Pass is a type of fixed-date travel authority that is loaded onto a myki Smartcard and authorises unlimited travel for eligible persons on all public transport train, tram and bus services within the zone(s) of validity on weekdays and weekends (including school holidays and public holidays) until the expiry of the pass.
- 4.182 The pass is only valid for economy class travel on V/Line train and coach services.
- 4.183 When purchased, the Student Pass is loaded onto a myki Smartcard and the fee for the myki Smartcard is waived.
- 4.184 A Student Pass and PTV School Student ID can be applied for together.
- 4.185 Student Passes are not available for Mobile myki.

Eligibility

- 4.186 To be entitled to purchase a Student Pass for travel a customer must –
- (a) be a full-time primary or secondary school student who attends a primary or secondary school in Victoria; or
 - (b) be a full-time primary or secondary school student approved by the Victorian Registration and Qualifications Authority to be a home-schooled primary or secondary school student; or
 - (c) be a full-time primary or secondary school student residing in Victoria who attends a primary or secondary school in New South Wales or South Australia that is listed on the PTV website or a website maintained by the Department of Transport; or
 - (d) be a secondary student undertaking a full-time Victorian Certificate of Education (VCE) or Victorian Certificate of Applied Learning (VCAL) course at a university or Technical and Further Education (TAFE) institution that is listed on the PTV website or a website maintained by the Department of Transport.

Student Pass conditions of use**myki-enabled service**

- 4.187 When travelling on a myki-enabled service –
- (a) the customer must touch on and touch off the Student Pass myki as set out in the Conditions in this Chapter; and
 - (b) the customer must carry a PTV School Student ID or a PTV Approved School Student ID as proof of concession entitlement.

Non-myki service

- 4.188 When travelling on a service that does not have myki equipment, the customer must carry the Student Pass myki along with a PTV School Student ID or a PTV Approved School Student ID, as proof of concession entitlement, and show both on request to an authorised person.

Types of Student Pass myki

4.189 Student Passes are available to purchase for different durations and are valid for the relevant dates specified as follows –

- (a) First half year pass – valid from 1 January to 3 am on 1 August of that year;
- (b) Second half year pass – valid from 1 July to 3 am on 1 March of the following year; and
- (c) Year pass – valid from 1 January to on 3 am on 1 March of the following year.

Travel entitlements

4.190 The travel authorised by Student Passes varies depending on the type of pass purchased. The Passes authorise travel on public transport services within Victoria as specified in Table 5 below:

Table 5 –

Student Pass	Entitlement to travel
Victorian Student Passes	Unlimited travel on metropolitan trains, trams and buses, on all regional town bus services and all V/Line train and coach services
Ballarat Transit Student Pass	Unlimited travel on all bus services in the Ballarat area (zones 8 and 9) and on V/Line train services between Ballarat and Wendouree stations.
Bendigo Transit Student Pass	Unlimited travel on all bus services in the Bendigo area (zone 13) and on V/Line train services between Bendigo, Eaglehawk, Epsom and Kangaroo Flat stations.
Geelong Transit Student Pass	Unlimited travel on all bus services in the Geelong area (zones 4 and 5) and on V/Line train services between Marshall, South Geelong, Geelong, North Geelong, North Shore, Corio, Waurin Ponds and Lara stations.

Price of Student Passes

4.191 Prices of Student Passes vary depending on the type of pass purchased. The prices of the above Student Passes are set out Table K in Schedule 1 to these Conditions.

International Undergraduate Student Education Pass

4.192 Eligible international undergraduate tertiary students can purchase a 365-day myki Pass at a 50 per cent discount on the full fare (**iUSEpass**).

4.193 An iUSEpass is loaded onto a personalised full fare myki Smartcard which includes the cardholder's photograph.

4.194 iUSEpasses are not available for Mobile myki.

Eligibility

4.195 To be eligible for an iUSEpass, an international student must –

- (a) be enrolled in a full-time undergraduate course (Bachelor Degree or Associate Degree); or
- (b) be enrolled in a higher VET course (Advanced Diploma or Diploma) – at an institution that is participating in the iUSEpass program; or –
- (c) have a Certificate of Enrolment in one of the courses in paragraphs 4.195(a) or (b) and be concurrently enrolled in one of the following Australian qualifications: Certificate I, Certificate II, Certificate III or Certificate IV.

4.196 Eligible students who commence English language study before commencing their relevant eligible course (as listed above), may purchase and use an iUSEpass for up to 12 weeks prior to commencing that eligible course.

- 4.197 An iUSEpass issued will only be valid for use in specified myki zones, which will be determined by reference to the location of the relevant participating institution.
- 4.198 International students who wish to obtain an iUSEpass should contact their tertiary institution to check their eligibility.

ZONES

- 4.199 For the purposes of these Conditions, public transport services on which myki can be used are divided into zones, and fares deducted are based on the zones in which travel occurs.
- 4.200 When a customer uses myki Money to travel in accordance with these Conditions, the zones in which the customer travels will automatically be taken into account and the correct fare calculated when the customer touches on and off.
- 4.201 To use a myki Pass for travel the customer must use a myki Pass that is valid for travel in the relevant applicable zone(s).

For the purpose of these Conditions and the definition of ‘**zone**’ in Chapter 11 –

4.202 **Zone 1** means –

- (a) **for train services**, all railway stations specified on the Melbourne Train Network Map in Figure A of Schedule 2 to these Conditions that have the zone number 1 printed beside the name of the railway station; and
- (b) **for tram services**, all of the tramways depicted on the Melbourne Tram Network Map in Figure B of Schedule 2 to these Conditions; and
- (c) **for bus services**, the bus routes, or parts of bus routes –
 - a. specified as being in Zone 1 in the paragraphs and tables under the headings ‘Zones for metropolitan bus routes’, ‘Zones for Metropolitan bus routes extending outside the Melbourne metropolitan area’, ‘Zones for other bus routes’ and ‘Zones for Night Bus network routes’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport and as amended or replaced from time to time;
 - b. depicted as being in Zone 1 on a map under the heading ‘myki zones for the regional bus network’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport and as amended or replaced from time to time; and
- (d) **for V/Line parallel coach services and night coach network services**, all railway stations specified on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions that have the zone number 1 printed beside the name of the railway station.

4.203 **Zone 2** means –

- (a) **for train services** –
 - a. all railway stations specified on the Melbourne Train Network Map in Figure A of Schedule 2 to these Conditions that have the zone number 2 printed beside the name of the railway station; and
 - b. all railway stations specified on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions that have the zone number 2 printed beside the name of the railway station; and
- (b) **for tram services**, the parts of the following tramways depicted on the Melbourne Tram Network map in Figure B of Schedule 2 to these Conditions –
 - a. Route 75 to Vermont South – Camberwell Road south-east of Bourke Road (Camberwell Junction) and Burwood Highway to the end of the route;
 - b. Route 86 to Bundoora – Plenty Road north-east of Tyler Street, Preston to the end of the route;

- c. Route 109 to Box Hill – Whitehorse Road east of Balwyn Road, Balwyn, to the end of the route; and
 - (c) **for bus services**, the bus routes, or parts of bus routes –
 - a. specified as being in Zone 2 in the paragraphs and tables under the headings ‘Zones for Metropolitan bus routes’, ‘Zones for Metropolitan bus routes extending outside the Melbourne metropolitan area’, ‘Zones for other bus routes’ and ‘Zones for Night Bus network routes’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport and as amended or replaced from time to time; or
 - b. depicted as being in Zone 2 on a map under the heading ‘myki zones for the regional bus network’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport and as amended or replaced from time to time; and
 - (d) **for V/Line parallel coach services and night coach network services**, all railway stations specified on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions that have the zone number 2 printed beside the name of the railway station.
- 4.204 **Outer urban bus zone** means the bus routes, or parts of bus routes, specified as being in **zone 3 or zone 4** in the paragraphs and tables under the headings ‘Zones for Metropolitan bus routes extending outside the Melbourne metropolitan area’, ‘Zones for other bus routes’ and ‘Zones for Night Bus network routes’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport as amended or replaced from time to time.
- 4.205 **V/Line myki commuter train zone** means all railway stations specified on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions that have the relevant zone number between **3 and 13** inclusive printed beside the name of the railway station.
- 4.206 For the purpose of these Conditions, the number of V/Line myki commuter train zones in which a customer travels is deemed to be the number derived by subtracting the zone number of the lowest numbered train station that forms part of the relevant journey from the zone number of the highest numbered train station that forms part of the journey and adding one.
- 4.207 **Regional bus zone** means the bus routes, or parts of bus routes, depicted as being in a zone with a zone number between **3 and 13** inclusive on a map under the heading ‘Regional bus network myki zone maps’ in the document entitled ‘Victorian Bus Zones and Maps’ published on PTV’s website or a website maintained by the Department of Transport as amended or replaced from time to time.

CHAPTER 5: NON-MYKI V/LINE SERVICES**V/LINE TICKETS – GENERAL CONDITIONS**

- 5.1 V/Line tickets are issued in respect of, and authorise travel on, the regional train and coach services provided by V/Line, operating between the origin and destination printed on the ticket, subject to the Conditions specified in this Chapter and all other relevant Conditions.
- 5.2 V/Line tickets also authorise travel on metropolitan trains, trams and buses and local bus services in some regional cities as specified in this Chapter.
- 5.3 Conditions regarding the use of myki on V/Line Services are specified under the heading ‘myki and V/Line tickets on V/Line services’ in paragraphs 4.114 to 4.118 of Chapter 4 of the Conditions. The purchase of a ticket for a V/Line train does not guarantee a seat for all or any part of the journey except where a reservation has been made on a long-distance service. A reservation is compulsory on most long-distance V/Line services.
- 5.4 V/Line tickets are either machine-printed or handwritten by staff.
- 5.5 V/Line customers who intend to, or who are required to, rely on a V/Line ticket to travel must purchase the ticket before travel where a reasonable opportunity exists to do so. 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 to do so during the journey or, if there is no reasonable opportunity during the journey, at the completion of the journey.
- 5.6 If the location where the customer 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 customer is deemed to have had a reasonable opportunity to purchase a ticket before travel.
- 5.7 If a customer boards a V/Line service at an unstaffed V/Line railway station or a roadside coach stop, they may purchase a ticket from the train conductor or coach driver (unless the journey will be entirely within the V/Line myki commuter train zone).

V/LINE TICKET TYPES

- 5.8 The Conditions below specify the V/Line ticket types available, the travel that they authorise and the Conditions of travel relevant to the specific ticket type.
- 5.9 **Single**
- (a) One journey from the origin to the destination printed on the ticket, on the date printed on the ticket (until 3 am the following day).
 - (b) No stopovers are permitted on the journey.
- 5.10 **Daily**
- (a) Unlimited travel between the origin and destination printed on the ticket, on the date printed on the ticket (until 3 am the following day).
 - (b) For return travel on different days customers must purchase two Single tickets, one for each date, or a Return ticket.
- 5.11 **Return**
- (a) A single return journey comprising of:
 - a. one journey from the origin to the destination printed on the ticket on the service scheduled for the date and time printed on the ticket; and
 - b. one journey returning to the origin from the destination printed on the ticket on the service scheduled for the date and time printed on the ticket.
 - (b) The journeys may be on different days and at different times.
 - (c) The fare for a Return ticket is the rate of two Single tickets (as specified in Table L of Schedule 1 to these Conditions) added together.

5.12 Weekly

- (a) Unlimited travel between the origin and destination printed on the ticket on seven consecutive days.
- (b) Expires seven days from the start date printed on the ticket.

5.13 Monthly

- (a) Unlimited travel between the origin and destination printed on the ticket for a month.
- (b) Expires one month from the start date printed on the ticket.
- (c) A monthly 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.

5.14 Date-to-Date

- (a) Unlimited travel between the origin and destination printed on the ticket, for the number of weeks nominated by the customer.
- (b) Available for purchase for a duration of between 10 to 52 weeks (inclusive) at Full Fare or Concession rates.
- (c) Fare for the ticket is the Date-to-Date weekly rate (as specified in Table L of Schedule 1 to these Conditions) multiplied by the number of weeks required.

5.15 Family Traveller

- (a) Travel on the same conditions as a Single, Daily or Return ticket (as selected by the customer) –
 - a. by an adult (at a full fare or Concession rate) travelling with up to two children aged between 5 and 18 years old (inclusive);
 - b. for any journey on a V/Line service that is not wholly in Zone 1, Zone 2 or Zones 1 + 2.
- (b) Not available if the adult is using a myki, Free Travel Pass, Date-to-Date ticket or Free Travel Vouchers.
- (c) Not valid for use on the Mansfield to Mt Buller V/Line coach service.
- (d) Fare depends on the travel undertaken:
 - a. For travel not wholly within the myki zones indicated on the ‘Regional train myki zones map’ (see Figure D of Schedule 2 to these conditions) – the fare is the fare for the ticket type chosen as specified in Table L of Schedule 1 to these Conditions.
 - b. For travel:
 - i. wholly within the myki zones indicated on the ‘Regional train myki zones map’ (see Figure D of Schedule 2 to these Conditions); and
 - ii. on an off-peak service –
 the fare is the fare for the ticket type chosen as specified in Table L of Schedule 1 to these Conditions;
 - c. For travel:
 - i. wholly within the myki zones indicated on the ‘Regional train myki zones’ map (see Figure D of Schedule 2 to these Conditions); and
 - ii. on a peak service
 the fare is the peak fare for the relevant zones of travel as specified in Table D of Schedule 1 to these Conditions, plus the following additional charges –
 - iii. \$4.20 for a single journey.
 - iv. \$8.20 for a return journey.

- (e) In this paragraph, a peak service is a service scheduled to –
 - a. arrive in Melbourne (Southern Cross, Flinders Street, Richmond or Footscray) before 9:00 am; or
 - b. depart Melbourne between 4 pm and 6 pm.
- (f) In this paragraph, an off-peak service is any service that is not a peak service.
- (g) All customers travelling using the Family Traveller ticket must travel together at all times.
- (h) Each adult in a family group who is travelling with up to two children aged between 5 and 18 years old may purchase a Family Traveller ticket.

CONDITIONS FOR ADDITIONAL TRAVEL AUTHORISED BY V/LINE TICKETS

- 5.16 Customers holding a Single or Return V/Line ticket that authorises travel to or from Melbourne, or to or from some regional city railway stations are authorised to travel in the metropolitan zone(s), or on the regional city transport network, as specified by the code printed on their ticket (see key for this code below), for two hours before and two hours after their V/Line journey.
- 5.17 If a service that a customer travels on, holding a Single or Return V/Line ticket to authorise travel, does not reach its destination at the scheduled time, the customer may have their ticket endorsed on arrival at a metropolitan Premium Railway Station or at a staffed V/Line railway station in order to access the full two-hour period of additional travel available to them.
- 5.18 Customers are not required to have their ticket endorsed on arrival to access two hours of additional travel from the scheduled arrival time of the service on which their Single or Return V/Line ticket authorises travel.
- 5.19 Customers holding a Daily, Weekly, Monthly or Date-to-Date V/Line ticket that authorises travel to and from Melbourne, or to and from some regional city stations are authorised to undertake all day travel before and after their V/Line journey within the metropolitan zone(s), or on regional city transport network, specified by the code printed on their ticket (see key for this code below).

Key for additional travel codes

- 5.20 The following codes printed on V/Line tickets specify the metropolitan zones or regional city bus networks in which the additional travel, as specified under the heading ‘Conditions for additional travel authorised by V/Line tickets,’ is authorised –
 - (a) Z1 + 2 – metropolitan Zone 1 + 2;
 - (b) Z2 – metropolitan Zone 2;
 - (c) BTS – Ballarat Transit Service or Bendigo Transit Service;
 - (d) GTS – Geelong Transit Service; and
 - (e) T/Bus – Town Bus in Moe, Morwell, Traralgon, Seymour, Kilmore East or Wallan.

CALCULATING V/LINE TRAIN FARES

- 5.21 V/Line fares are calculated by –
 - (a) determining the number of charging units between the origin and destination (see method set out under the heading ‘Calculating charging units’ in this Chapter);
 - (b) determining the fare by referring to the relevant ticket type and the charging units applicable to the journey in Table L in Schedule 1 to these Conditions; and
 - (c) adding the cost of an upgrade to first class to the fare calculated, if applicable (as specified in Table N in Schedule 1 to these Conditions).
- 5.22 The fare calculation method for a Return ticket is specified at paragraph 5.13.

CALCULATING CHARGING UNITS

- 5.23 V/Line fares are based on the shortest route between a customer's origin and destination, unless they choose to take a less direct route.
- 5.24 The charging units that apply between different locations for the purposes of fare calculation are specified in Table M titled "Melbourne to' charging units' in Schedule 1 to these Conditions.
- 5.25 The following Conditions specify how V/Line charging units for different types of journey are calculated:

Travel from regional location to/from Zone 1

- 5.26 For travel between a regional location and a railway station in Zone 1, the applicable charging units are specified next to the name of each regional location in Table M of Schedule 1 to these Conditions.

Travel from regional location to/from Zone 2 (on same railway line)

- 5.27 For travel between a regional location and a railway station in Zone 2, before entering Zone 1, on the same line, subtract 50 charging units from the number of charging units specified next to the relevant regional location of origin (in Table M in Schedule 1 to these Conditions).

Travel from regional location to/from another regional location (outside of Zones 1 and 2 and on same railway line)

- 5.28 For travel between regional locations on the same railway –
- (a) subtract the number of charging units specified next to the destination regional location in Table M in Schedule 1 to these Conditions from the number of charging units specified next to the origin location in Table M in Schedule 1 to these Conditions; and
 - (b) round the number up to the next multiple of 10 charging units in Table L of Schedule 1 to these Conditions (10, 20 or 50 charging units).

Example calculations – journey from regional location to another regional location on same line or route)***Echuca to Kyneton***

Melbourne to Echuca = 220 charging units

Melbourne to Kyneton = 92 charging units

220 units minus 92 units = 128 charging units

Round up to nearest 10 = 130 charging units

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 another regional location (on different railway line)

- 5.29 For travel between a regional location and a regional location on a different railway line –
- (a) add the charging units of the origin location and the destination location as specified in Table M in Schedule 1 to these Conditions; and
 - (b) round the number up to the next multiple of 10 charging units in Table L of Schedule 1 to these Conditions (10, 20 or 50 charging units).

Example calculation – journey from regional location to another regional location (on different line)***Bairnsdale to Geelong***

Melbourne to Bairnsdale = 274 charging units

Melbourne to Geelong = 73 charging units

274 units plus 73 units = 347 charging units

Round up to the nearest 20 = 360 charging units

CALCULATING V/LINE COACH FARES

- 5.30 Fares for travel to and from Melbourne and a regional location on a single V/Line coach journey are calculated using the same method as for V/Line train travel between Melbourne and a regional location as specified under the heading ‘Travel from regional location to/from Zone 1’ in this Chapter.
- 5.31 For coach fares applicable between two regional locations, contact PTV on **1800 800 007** or visit **vline.com.au**.

RESERVATIONS

- 5.32 Reservations for travel are compulsory on most V/Line coach services, all Link services, all Mildura coach services, and train services travelling to/from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool.
- 5.33 Reservations for Free Travel Pass holders and infants may be made free of charge.

FIRST CLASS TRAVEL

- 5.34 V/Line provides first class seating on selected train services that travel to and from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool.
- 5.35 To travel in a first class seat the customer must make a seat reservation and pay an upgrade fee in addition to the usual fare.
- 5.36 First class seating is not available on V/Line coaches.
- 5.37 Unless boarding at an unstaffed station, customers that wish to travel in a first class seat must purchase a first class ticket or upgrade before boarding.
- 5.38 Conductors will only sell first class upgrades to customers boarding at unstaffed stations.
- 5.39 Customers can alternatively use a First class ‘Multi Card’ to upgrade an Economy V/Line ticket to a first class V/Line ticket as specified in these Conditions.

First class fares

- 5.40 A first class V/Line fare is calculated by adding a first class upgrade fee to the relevant economy fare for the journey.

First class upgrade fee

- 5.41 The first class upgrade fee is the same for all ticket types, and applies to full fares and concession fares. The upgrade fee is specified in Table N of Schedule 1 to these Conditions.

First class upgrades for regular travellers (Multi Cards)

- 5.42 To obtain a discounted first class upgrade fare, regular first class travellers can purchase a First class upgrade Multi Card which includes –
- (a) 10 first class upgrades for journeys that are less than 100 charging units; or
 - (b) 5 first class upgrades for journeys that are 100 charging units or greater.
- 5.43 First class Multi Cards are undated and must be clipped by the conductor on board at the time of travel. To validate the first class upgrade for the journey the conductor will clip –
- (a) one upgrade for customers taking a journey that has less than 100 charging units; and
 - (b) two upgrades for customers taking a journey that has more than 100 charging units.

Refunds on First class upgrades

- 5.44 Customers may claim a refund of a first class upgrade fee if first class carriages are not available on the reserved service due to operational changes in trains or if the first class carriage is full on short distance services.
- 5.45 Refunds are not available for First class Multi Cards as the card is not clipped by a conductor if the first class seating is not available.

CHAPTER 6: NON-MYKI REGIONAL BUS TICKETS

- 6.1 Regional bus tickets are paper tickets which are issued in respect of, and may be used to authorise travel on, regional bus services and some train services in and between the regional towns and cities specified in these Conditions and as published in the Victorian Regional Bus Fares Supplement.

REGIONAL BUS TICKET TYPES

- 6.2 The Conditions below set out the regional bus ticket types, the travel that they authorise and conditions of travel specific to the ticket type, which apply unless an exception is specified in the Victorian Regional Bus Fares Supplement.
- 6.3 Regional bus tickets are only valid on the services provided by the bus operator who issued the ticket.

Single

- 6.4 A single journey between an origin and a destination, as specified on the ticket.

2 Hour

- 6.5 Unlimited travel on the relevant bus (and where shown on the ticket, train) services for at least two hours.
- 6.6 Expires two hours from the time starting the next full hour after it was purchased. For example, a ticket purchased at 8.55 am will expire at 11 am and a ticket purchased at 9.05 am will expire at 12 noon.
- 6.7 Tickets purchased after 6 pm are valid until 3 am.
- 6.8 A customer may commence travel on any local bus (or train, if applicable) service before the ticket expires, even if the journey extends beyond the ticket's expiry time.
- 6.9 The scheduled departure of the service is relevant to the validity of the ticket rather than the actual departure time.
- 6.10 If a service is running late, the customer may still use a ticket, provided the service was scheduled to leave before the ticket expired.
- 6.11 If a scheduled service that would have left before the ticket expired does not run, the customer may travel on the following service.

Return

- 6.12 A single return journey between an origin and a destination, as specified on the ticket.

Daily

- 6.13 Unlimited travel on the relevant bus (and where shown on the ticket, train) services on the day of issue until 3 am the next day.
- 6.14 A customer may commence travel on any relevant bus service (or train, if applicable) before the ticket expires.

Weekly

- 6.15 Unlimited travel on the relevant bus services for seven consecutive days.
- 6.16 Expires seven days from the start date printed on the ticket.
- 6.17 A weekly ticket used between midnight and 3 am must be valid for the previous day.

Monthly

- 6.18 Unlimited travel on relevant bus services for one month.
- 6.19 Expires at the end of services on the date 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 am on 15 July).
- 6.20 A ticket valid from 30 or 31 January or on 1 February will expire on 29 February in a leap year or otherwise on 28 February.
- 6.21 A monthly ticket used between midnight and 3 am must be valid for the previous day.

REGIONAL BUS STUDENT PASSES

6.22 A Regional Bus Student Pass is a type of fixed-date travel authority that authorises unlimited travel on regional bus services within the zone(s) of validity on weekdays and weekends (including school holidays and public holidays) until the expiry of the pass.

Eligibility

- 6.23 To be entitled to purchase a Regional Bus Student Pass for travel a customer must –
- be a full-time primary or secondary school student who attends a primary or secondary school in Victoria; or
 - be a full-time primary or secondary school student approved by the Victorian Registration and Qualifications Authority to be a home-schooled primary or secondary school student.
 - be a full-time primary or secondary school student residing in Victoria who attends a primary or secondary school in New South Wales or South Australia that is listed on the PTV website or a website maintained by the Department of Transport; or
 - be a secondary student undertaking a full-time Victorian Certificate of Education (VCE) or Victorian Certificate of Applied Learning (VCAL) course at a university or Technical and Further Education (TAFE) institution that is listed on the PTV website or a website maintained by the Department of Transport.

Conditions of use

6.24 The customer must carry the Regional Bus Student Pass along with a PTV School Student ID or a PTV Approved School Student ID, as proof of concession entitlement, and show both on request to an authorised person.

Travel entitlements and prices

- 6.25 The travel authorised by a Regional Bus Student Pass varies depending on the type of pass purchased. The Conditions in Table 6 and the paragraphs below specify the major regional bus non-myki transit Student Pass types available and the travel entitlements provided by them.
- 6.26 The prices specified in Table R in Schedule 1 to these Conditions apply to the purchase of any of the following Student Passes:

Table 6 –

Student Pass	Entitlement to travel
Southwest Student Pass (Warrnambool Bus Lines)	Unlimited travel on all bus services in the Southwest Transit Zone (Warrnambool district).
Colac Transit Zone Student Pass	Unlimited travel on bus services in the Colac Transit system except for special or chartered services
Portland Transit Zone Student Pass	Unlimited travel on bus services in the Portland Transit System except for special or chartered services

- 6.27 Other tickets and/or passes are available to regional students for each school term.
- 6.28 Passes or tickets that entitle students to travel to schools in a specific regional area or on specific regional bus routes apply, as set out in the Victorian Regional Bus Fares Supplement, including the relevant fares.

REGIONAL CITY AND TOWN BUS TICKET FARES (NON MYKI)

6.29 Regional bus ticket fares vary across different locations, journeys and bus operators.

Travel within regional cities or towns

6.30 For the purpose of compliance with these Conditions, when travelling on regional city or town bus services within specified regional cities and towns, the fares classified as ‘Category A’ or ‘Category B’ apply, as set out in Tables P and Q of Schedule 1 to these Conditions.

Travel between regional cities or towns (inter-town travel)

6.31 For the purposes of compliance with these Conditions, when travelling between regional cities or towns on regional bus services, the fare for travel for the relevant journey or route is specified in the Victorian Regional Bus Fares Supplement.

CHAPTER 7: GROUP AND OTHER TRAVEL AUTHORITIES**GROUP TRAVEL****Group Travel Authority**

- 7.1 A Group Travel Authority allows groups of 12 or more people (up to a maximum of 35 people on trams, 25 people on buses and 35 people per train carriage) to travel together at the concession rate on any metropolitan train, tram and bus services within zones 1 and 2, and myki-enabled regional bus services, subject to the following Conditions –
- (a) all members of the group must travel together at all times, boarding and alighting at the same locations;
 - (b) a member of the group must hold the Group Travel Authority at all times while travelling;
 - (c) the Group Travel Authority is available to purchase for 2 hour or Daily fares;
 - (d) unless travelling with a Group Travel Authority on a weekend, the fare charged for the group is the relevant 2 hour or Daily concession fare for the selected zone(s), multiplied by the number of people travelling;
 - (e) if travelling using the Group Travel Authority on a weekend, the fare charged for the group will be the weekend Daily Cap concession rate for the selected zone(s), multiplied by the number of people travelling; and
 - (f) no refund is permitted if the trip is cancelled or the number of travellers is less than paid for.
- 7.2 Group Travel Authorities may be purchased online by submitting a booking request form on the PTV website.
- 7.3 Groups may not be able to be accommodated on some services at times of peak demand.
- 7.4 A customer will be taken to hold a Group Travel Authority if –
- (a) the customer holds a legible hard copy of the Group Travel Authority as issued;
 - (b) instead of, or as well as, holding a hard copy of the Group Travel Authority, the customer has access to an electronic copy of the Group Travel Authority, in the format it was received, which can be displayed legibly on a smartphone or other device on request.
- 7.5 A customer may produce a Group Travel Authority for inspection by accessing and legibly displaying the electronic copy of the Authority on a smartphone or other device.

V/Line Group Travel Tickets

- 7.6 A V/Line Group Travel Ticket allows a group of 12 or more people to travel together at the concession rate, subject to the following Conditions –
- (a) all members of the group must travel together at all times, boarding and alighting at the same locations unless otherwise directed by V/Line in accordance with paragraph (h);
 - (b) V/Line Group Travel Tickets are available for Single, Daily and Return V/Line tickets;
 - (c) the fare charged for the group is the concession fare of the selected ticket type multiplied by the number of people travelling;
 - (d) the conditions applicable to the V/Line Group Travel Ticket are the same as those applicable to the selected ticket type (see Chapter 5);
 - (e) group travel for groups of 12 or more people on V/Line coaches, and 20 or more people on V/Line trains, must be arranged at least 14 days in advance by visiting the Group Travel page at www.vline.com.au;
 - (f) groups of 12 to 19 people who wish to travel by V/Line train may submit a request for a V/Line Group Travel Ticket booking online by visiting the Group Travel page at www.vline.com.au, or book a V/Line Group Travel Ticket from a V/Line retail outlet (subject to availability);

- (g) V/Line may be unable to accommodate groups on some services at times of peak demand;
- (h) V/Line may at its discretion direct that larger groups travelling using a V/Line Group Travel Ticket be split across multiple services to travel, due to service availability or capacity demands;
- (i) V/Line Group Travel Tickets are not available for night coach network services; and
- (j) V/Line may exercise its discretion on a case-by-case basis to issue a V/Line Group Travel Ticket to a group to travel outside the above Conditions. V/Line Group Travel Tickets issued outside of the above Conditions will be subject to service availability and other reasonable considerations.

7.7 V/Line Group Travel Tickets may be applied for online or booked at V/Line railway stations, or V/Line agents.

Free off-peak travel for Victorian preschool and primary school groups

7.8 Preschool and primary school excursion groups of at least 12 people and up to –

- (a) 35 people; or
- (b) the maximum number of persons for the mode of transport, specified in Table 8 below – may travel for free as a group using a –
 - Group Travel Authority issued for the purpose by the Head, Transport for Victoria or Metro Trains Melbourne (as applicable) (in the case of travel on metropolitan train, tram and bus services, and myki-enabled regional bus services); or
 - V/Line Group Travel Ticket issued for the purpose by V/Line (in the case of travel on V/Line services) –

when the entire journey occurs during the off-peak times specified below.

7.9 Free travel by preschool and primary school excursion groups using a Group Travel Authority or V/Line Group Travel Ticket is subject to the following Conditions –

- (a) the group must be comprised of preschool or primary school children and up to six accompanying adults;
- (b) a member of the group must hold the Group Travel Authority or V/Line Group Travel Ticket, and the group must travel together, at all times;
- (c) the group must travel during off-peak times as defined below;
- (d) the minimum number of persons who may travel using a Group Travel Authority or V/Line Group Travel Ticket for this purpose is 12; and
- (e) the maximum number of persons (whether in one or more groups) who may travel using a Group Travel Authority or V/Line Group Travel Ticket for this purpose per service or per carriage (as specified below) is the number set out in Table 7 below.

7.10 The Head, Transport for Victoria, Metro Trains Melbourne or V/Line (as the case requires) may exercise discretion on a case-by-case basis to issue a Group Travel Authority or V/Line Group Travel ticket to a preschool or primary school group to travel for free outside the above Conditions. Group Travel Authority or V/Line Group Travel Tickets issued outside of the above Conditions will be subject to service availability and other reasonable considerations.

7.11 ‘Off-peak times’, for the purposes of free travel for preschool and primary school groups using a Group Travel Authority or V/Line Group Travel Ticket, means –

- (a) a school day –
 - (i) between 9.30 am to 3.30 pm; and
 - (ii) after 6 pm when travelling on V/Line services; or
 - (iii) after 7 pm when travelling on metropolitan services; or
- (b) any time on a weekend day.

Table 7 –

Metropolitan Mode of Transport	Maximum Number of Persons
Bus	25 per service
Train	35 per carriage
Tram	35 per service

V/Line Mode of Transport	Maximum Number of Persons
Train	35 per service
Coach	20 per service

SPECIAL EVENT AND CONFERENCE TICKETING

- 7.12 For the purpose of the following Conditions under this heading, ‘participant’ means an event or conference participant, attendee, spectator, delegate, member, and includes persons attending the event or conference using complimentary tickets.
- 7.13 Organisers of large events and conferences may arrange special public transport ticketing for the event’s participants through prior arrangement with the Department of Transport.
- 7.14 Volunteers for the relevant event may be provided with special event public transport tickets together with other participants but special event ticketing is not available for volunteers alone without tickets being provided for other attendees.
- 7.15 The Department will provide eligible and approved event organisers who pay the required fees, as specified below, with a branded artwork template for the organisation to use as the event participant pass.
- 7.16 The participant pass can then be used by participants as a special event public transport ticket to allow access to public transport.

Event eligibility

- 7.17 To be eligible to purchase special event public transport tickets, the event or conference must meet the following Conditions and be approved by the Head, Transport for Victoria –
- cater for 500 or more participants per day;
 - be held in the Melbourne metropolitan area which is serviced by high capacity public transport (For example, MCG, Melbourne Olympic Park, Melbourne Convention and Exhibition Centre, Caulfield Race Course, Royal Melbourne Showgrounds);
 - be planned so attendees can attend on public transport; and
 - the participant pass for the event must display details, and be in a form, required by the Head, Transport for Victoria or the Department of Transport.

Entitlement to travel

- 7.18 A special event public transport ticket authorises unlimited travel on metropolitan train, tram and bus services within Zones 1 + 2 on the day/s of the event or conference for the participant.

Pricing

- 7.19 For special event public transport tickets, a fee of \$3 per participant, per day for the total number of participants and the total time of the event or conference applies (including participants attending the event using a complimentary pass). For example, special event public transport tickets for a four-day conference with 1,300 participants would cost \$15,600 (1,300 x \$3 x 4 days).
- 7.20 Due to the low price of \$3 per day, all participants must be paid for, whether the participants use public transport or not.

- 7.21 The \$3 fee does not guarantee that capacity on existing public transport services will be available and does not include the cost of providing additional public transport services.
- 7.22 An initial instalment of 25% of the total cost of the event ticketing is to be paid to the Head, Transport for Victoria or the Department of Transport at least 10 days before the event.

TRAVEL PASSES

- 7.23 Day, 7 Day or 30 Day Travel Passes are paper tickets that are issued on behalf of the Head, Transport for Victoria by a community service organisation, charity or educational institution authorised to do so by the Head, Transport for Victoria through an employee or volunteer of, or a person engaged by, that organisation, charity or educational institution.

Entitlement to travel

- 7.24 A Day, 7 Day or 30 Day Travel Pass entitles the holder to unlimited travel in Victoria during the day, 7 days or 30 days for which the Travel Pass is valid on –
- (a) any metropolitan train, tram or bus service;
 - (b) any V/Line train services (economy class only) and coach services; and
 - (c) regional town and intertown bus services (both myki-enabled and non-myki bus services).

Validity

- 7.25 A Day Travel Pass is valid for the day the date of which is hole punched on the Day Travel Pass.
- 7.26 A 7 Day or 30 Day Travel Pass is valid for the relevant period (7 days or 30 days), commencing on the date which is hole punched on the 7 Day or 30 Day Travel Pass.
- 7.27 The relevant day, month and year that the Day, 7 Day or 30 Day Travel Pass is to be valid on or from must be hole punched by the issuer of the relevant Travel Pass.
- 7.28 If the day, month and year are not all hole punched by the issuer of the relevant Travel Pass, the Travel Pass is not valid.
- 7.29 The day for which, or from which, a Day, 7 Day or 30 Day Travel Pass is valid can be a later date than the date on which it is issued.
- 7.30 If a Day, 7 Day or 30 Day Travel Pass has more than one day, month or year hole punched, the Travel Pass is not valid for any journey or entry to a compulsory ticket area at any time.
- 7.31 A Day Travel Pass that is correctly hole punched in accordance with the above conditions may, before the date hole punched on the Travel Pass, be exchanged at a staffed railway station for another Day Travel Pass that is hole punched with a later date.
- 7.32 A Day Travel Pass cannot be exchanged on or after the date that is hole punched on the Day Travel Pass.
- 7.33 If a Day, 7 Day or 30 Day Travel Pass is lost or stolen it will not be replaced.
- 7.34 A Day, 7 Day or 30 Day Travel Pass that is printed with the entitlement to travel that applied under the Conditions prior to 1 January 2022 is valid for travel in accordance with the current version of the Conditions.

AIRPORT SERVICES

SkyBus

- 7.35 myki, V/Line tickets, Free Travel Passes, public transport concessions and other tickets specified in these Conditions are not accepted by SkyBus.

CHAPTER 8: TICKETING REPLACEMENTS, REFUNDS AND REIMBURSEMENTS**MYKI REPLACEMENTS**

- 8.1 In cases where a customer is eligible for a replacement myki Smartcard (other than a replacement that may be provided on-the-spot, as specified below), the customer is required to use another myki until a replacement myki Smartcard is posted to them.
- 8.2 If a customer has been required to surrender their myki Smartcard to enforcement staff, specific Conditions apply with respect to replacement tickets as set out in this Chapter.

Eligibility for Replacement myki***Replacements – Expired, defective or damaged myki***

- 8.3 A myki is considered ‘defective’ if it is unable to be electronically read, or if it processes fares incorrectly, and the ticket has not been visibly damaged or electronically interfered with.

myki Smartcards

- 8.4 A customer may obtain a free on-the spot replacement myki Smartcard at any staffed myki-enabled railway station or PTV Hub if the myki Smartcard –
- (a) has expired, or is due to expire within 60 days;
 - (b) is used by a customer correctly, in accordance with these Conditions, but is defective; or
 - (c) is damaged such that it has become non-operational.
- 8.5 To obtain a replacement myki Smartcard at staffed myki-enabled railway stations or PTV Hubs, the customer must provide their expired, defective or damaged myki Smartcard.
- 8.6 If a customer is entitled to a free replacement myki Smartcard, the replacement myki must be of the same myki Smartcard category (full fare or Concession type) as the original myki.
- 8.7 Customers with a personalised myki Smartcard who want a replacement that is personalised cannot obtain a replacement myki on-the-spot and must apply for a personalised myki Smartcard online as specified below.

Mobile myki

- 8.8 A replacement myki must be purchased by the customer –
- (a) when a Mobile myki is expired;
 - (b) when a Mobile myki is used by a customer correctly, in accordance with the Conditions set out in Chapter 4, but is defective; or
 - (c) if the personal electronic device containing a Mobile myki is damaged, and the Mobile myki is non-operational.
- 8.9 There is no cost to purchase a Mobile myki. However, there is a minimum top-up requirement of \$10 upon purchase.
- 8.10 A charge may be imposed if the customer elects to purchase a myki Smartcard as the replacement.

Replacements – Lost or stolen myki**Registered myki****myki Smartcard**

- 8.11 Registered myki Smartcards are eligible for free replacement if the ticket is lost or stolen.
- 8.12 Customers may request a myki Smartcard to replace a lost or stolen registered myki Smartcard through the PTV call centre or PTV Hub when the cardholder or account holder reports their myki lost or stolen, or via an online application as specified below.

Mobile myki

- 8.13 If the personal electronic device containing a Mobile myki is lost or stolen a replacement myki must be purchased by the customer.

- 8.14 There is no cost to purchase a Mobile myki. However, there is a minimum top-up requirement of \$10 upon purchase.
- 8.15 A charge may be imposed if the customer elects to purchase a myki Smartcard as the replacement.

Unregistered myki

- 8.16 An unregistered myki that is lost or stolen is not eligible for replacement.

Applying for a replacement myki Smartcard online

- 8.17 To apply for a replacement myki Smartcard an eligible customer may complete a 'Replace your myki' form, available on PTV's website or a website maintained by the Department of Transport.
- 8.18 In the case of a replacement application for a myki Smartcard that is expired, defective or damaged, the customer must post the Replacement Request Receipt (received upon submitting the 'Replace your myki' application form) along with the myki Smartcard they are seeking to replace, to PTV (see postal address under the heading 'myki mailbox' in this Chapter).
- 8.19 A replacement myki Smartcard will be issued and posted to the customer or account holder once the customer's application form is processed and the myki to be replaced is received by PTV, provided that the myki Smartcard is eligible for replacement.

Transfer of remaining balance to replacement myki***Balance Transfers – myki Smartcards***

- 8.20 When an eligible myki Smartcard is replaced pursuant to these Conditions, any remaining myki Money balance and/or myki Pass loaded on the myki Smartcard will be transferred to the replacement myki.
- 8.21 A transferred myki Pass will be reactivated when the customer next touches on and travels in a zone for which the pass is valid.

Balance transfers for on-the-spot replacements at staffed myki-enabled railway stations or PTV Hubs

- 8.22 Where a replacement myki Smartcard is provided on-the-spot at a staffed myki-enabled railway station or PTV Hub and the myki Smartcard being replaced can be electronically read (for example, where the myki has expired), the myki Money balance and/or remaining myki Pass from the old myki Smartcard can be transferred immediately to the replacement myki Smartcard.
- 8.23 If the old myki Smartcard has a negative myki Money balance the customer must top up the replacement myki to a balance of at least \$0.00 before it can be used.
- 8.24 Where a replacement myki Smartcard is provided at a staffed myki-enabled railway station or PTV Hub, and the myki Smartcard being replaced cannot be electronically read (for example, a non-operational myki Smartcard), the balance transfer may take up to seven days.
- 8.25 If the customer needs to travel using the replacement myki Smartcard in the meantime, they must top up the myki.
- 8.26 Where a customer has requested a replacement for an expired or defective myki Smartcard by submitting the online application form, and the customer has purchased another myki Smartcard in order to continue travelling, pending receipt of the replacement myki, the customer can call **1800 800 007** to request a reimbursement of the Smartcard purchase price when the replacement process is complete.

Balance transfers for online replacement applications

- 8.27 Except in the circumstances specified below, where an online replacement application is successful, the remaining balance transferred from the original myki Smartcard will be included on the replacement myki Smartcard that is posted to the customer or account holder.

- 8.28 Where a myki Smartcard is issued to replace a myki that is due to expire within 60 days but has not yet expired, the remaining balance from the original myki Smartcard will not transfer to the replacement myki until up to 5 days after the original card expires. The balance that transfers to the new myki Smartcard after the original myki expires may not be available on the new Smartcard until around 10 business days after the expiry date of the original card.

Balance transfers – Mobile myki

- 8.29 If a customer replaces a Mobile myki by purchasing a new myki, the value remaining on the original Mobile myki can either –
- (a) be refunded to the customer’s or account holder’s nominated bank account; or
 - (b) be transferred to a myki Smartcard or other Mobile myki –
- unless the original Mobile myki was unregistered and the personal electronic device on which it was stored is lost or stolen.
- 8.30 A transfer or refund request can be made at a PTV Hub or by calling **1800 800 007**. Refunds may also be requested by completing the ‘Apply for refund’ online form as specified in this Chapter.

Transfer of Student Pass to replacement myki

- 8.31 A myki Smartcard containing a Student Pass that is eligible for replacement pursuant to the Conditions set out in this Chapter can be replaced on-the-spot with a new myki Smartcard containing a Student Pass, but only at the location at which it was originally purchased.

Transfer of Free weekend travel entitlements to replacement myki

- 8.32 If a Concession myki Smartcard of a concession category that receives a free weekend travel entitlement, other than a Victorian Seniors concession, (i.e. Disability Support Pensioner, Carer Payment recipient and Victorian Carer Card holder concessions) cannot be electronically read and is replaced at a staffed railway station or a PTV Hub, the free weekend travel entitlement will not be immediately transferred to the replacement myki Smartcard.
- 8.33 In such cases, the free weekend travel entitlement will be transferred to the replacement myki Smartcard within 24 hours. If the relevant Concession myki Smartcard that is to be replaced can be electronically read, the free weekend travel entitlement can be immediately transferred to the replacement myki Smartcard.
- 8.34 If a Victorian Seniors category Concession myki Smartcard is replaced at a staffed railway station or a PTV Hub, it will be replaced with another Victorian Seniors category Concession myki Smartcard that contains free weekend travel entitlements immediately.
- 8.35 If a customer who usually has free travel entitlements travels on a Saturday or Sunday before their replacement myki is updated to contain the entitlements, they may be charged a fare. Customers charged for travel on a weekend when they are entitled to travel for free should call **1800 800 007** to claim a reimbursement.

MYKI REFUNDS

- 8.36 Refunds of myki Money balance and/or unexpired myki Pass value are available to customers subject to the following conditions.
- 8.37 If, pursuant to these Conditions, a person is entitled to a refund, or a transfer to a new myki, of the myki Money balance recorded on a myki, the person is also entitled to a refund or transfer to a new myki (whichever is applicable) of any amount paid to the Head, Transport for Victoria to be recorded as myki Money on the myki, but which had not been so recorded by the time the relevant refund or transfer is made.
- 8.38 If a customer has been required to surrender their myki Smartcard to enforcement staff, specific Conditions apply with respect to refunds, as set out in this Chapter.
- 8.39 Only full refunds can be made.
- 8.40 Once a myki balance is refunded the myki is cancelled and can no longer be used for travel.

Refunds – unused value

- 8.41 A customer may apply to have the remaining value (myki Money balance and/or any unexpired myki Pass days) on their myki refunded, except in the case of an unregistered myki that is lost or stolen.
- 8.42 No refunds are available for expired myki Passes. However, in specific circumstances, reimbursements may be available as specified under the ‘myki Reimbursements’ heading in this Chapter.
- 8.43 The cost of a myki Smartcard itself is non-refundable.

myki Pass refund calculations

- 8.44 If a myki Pass (other than a Commuter Club myki Pass) has already been activated when a refund application is made, the refund amount is calculated –
- (a) based on the difference between –
 - (i) the full purchase price of the myki Pass; and
 - (ii) the amount the customer would have been required to pay for travel authorised by the Pass on the days for which the Pass was active; and
 - (b) from the day the refund application was submitted (not the day the myki Pass was last used).
- 8.45 The amount referred to in paragraph 8.44(a)(ii) above is calculated based, as far as possible, on the applicable myki Pass fares for the relevant days and, to the extent this is not possible, on the applicable myki Money daily cap fare for the zone or zones for which the pass was valid, without the application of any other caps or off-peak discounts.
- 8.46 For a Commuter Club myki Pass, the refund amount is calculated –
- (a) based on the difference between –
 - (i) the full purchase price of the myki Pass; and
 - (ii) the amount the customer would have been required to pay for travel authorised by the Pass on the days for which the Pass was active if the customer was required to pay the daily fare applicable at the time the Commuter Club myki Pass was purchased on each of those days; and
 - (b) from the day the refund application was submitted (not the day the myki Pass was last used).

Refunds – lost or stolen myki***Registered myki that is lost or stolen***

- 8.47 A registered myki that is reported as lost or stolen is eligible for a refund of myki Money balance and/or any unexpired myki Pass days.
- 8.48 If a registered myki is reported as lost or stolen, a refund application can be made regardless of whether the myki is being replaced or a replacement application is made.
- 8.49 For a Mobile myki, the value remaining on the Mobile myki can only be refunded from the registered Mobile myki to the cardholder or account holder’s nominated bank account. Alternatively, the balance can be transferred to a myki Smartcard or other Mobile myki.

Unregistered myki that is lost or stolen

- 8.50 An unregistered myki that is lost or stolen is not eligible for a refund of myki Money balance or unexpired myki Pass days under any circumstances, including if the transaction to load the value onto the myki can be verified by EFTPOS, credit card or other payment type.

Conditions applicable to refund applications

- 8.51 Except in the case of a registered myki that the customer or account holder has reported as lost or stolen, refund applications can only be considered if the following Conditions are met –
- (a) if applying for a refund via the application form, the form has been completed correctly;

- (b) a claim is submitted no later than five years after the myki was last used;
 - (c) the sale of the myki can be traced;
 - (d) documentary evidence of any claim is included with the application, if requested by PTV; and
 - (e) in the case of a myki Smartcard (except a myki Smartcard containing a Free Travel Pass), the card that is the subject of the refund application is sent to PTV (see postal address under the heading ‘myki mailbox’ in this Chapter) along with the Refund Request Receipt received upon completion of the online refund application form (or the Refund Request Receipt number if the request was made by phone).
- 8.52 A customer is not required to send their myki Smartcard to PTV in order to receive a refund of money loaded onto a myki that contains a Free Travel Pass. Otherwise, standard refund conditions apply.
- 8.53 If a registered myki is managed by a separate account holder, a refund will be provided to the account holder.
- 8.54 Commuter Club customers with a registered myki may nominate for the refund to be sent to the myki account holder or the Commuter Club organiser.

Applying for a refund

- 8.55 Customers with a myki that is eligible for a refund under these Conditions can apply for a refund by –
- (a) completing the online ‘Apply for Refund’ form on the PTV website or a website maintained by the Department of Transport (which can be completed as an anonymous customer or a registered customer);
 - (b) calling **1800 800 007**; or
 - (c) visiting a PTV Hub.

myki Smartcard

- 8.56 In the case of a refund application regarding a myki Smartcard, unless it is reported as lost or stolen, the Smartcard must be –
- (a) posted to PTV (see postal address under the heading ‘myki mailbox’ in this Chapter); or
 - (b) provided to the PTV Hub –
- for the application to be processed, along with the Refund Request Receipt (the receipt received upon submitting a refund request via the ‘Apply for Refund’ online form) or the Refund Request Receipt number if the request was made by phone.
- 8.57 Once the refund is processed, the myki Smartcard will be blocked from further use (except in the case of a refund processed for a myki containing a Free Travel Pass).

Mobile myki

- 8.58 In the case of a refund application regarding a Mobile myki, unless it is reported as lost or stolen, the customer must provide the Mobile myki ticket number to PTV with the refund application, to identify the specific myki.
- 8.59 To verify that the customer applying for the refund is the Mobile myki holder, the first 4 and last 4 digits of the credit or debit card last used to make a transaction on the Mobile myki requested for refunding must be provided on request. These details are used for account verification only and will not be used for any other purpose. These details may be included by the customer when applying for a refund or a PTV representative may contact the customer to acquire this information.
- 8.60 Once the refund is processed the Mobile myki will be blocked from further use.

Special refund categories***Refunds for international visitors***

- 8.61 On-the-spot refunds are available at the PTV Hub at Southern Cross Station where the following eligibility criteria are met –
- (a) the remaining balance on the myki is between \$5 and \$50;
 - (b) the myki Smartcard or Mobile myki holder produces photo identification to prove an international address; and
 - (c) where the myki is registered, registration details must match the name on the international identification.
- 8.62 The minimum on-the-spot refund is \$5 and the maximum is capped at \$50 for all myki types.

International Undergraduate Student Education Pass refunds

- 8.63 Students with an iUSEpass must contact the institution that issued the pass to apply for an iUSEpass refund.
- 8.64 Institutions will provide a refund for an unused iUSEpass according to iUSEpass refund rules and may, at their discretion, apply an administration fee.

MYKI REIMBURSEMENTS

- 8.65 In the following cases, and subject to the following Conditions, a reimbursement of myki Money or a myki Pass which has been used may be available to a customer on application.
- 8.66 Where a myki is managed by a separate account holder, and a reimbursement claim is successfully processed, the reimbursement will be provided to the account holder (except for Commuter Club customers, where the reimbursement may be sent to the Commuter Club organisation).
- 8.67 Reimbursement applications can only be considered if the following Conditions are met –
- (a) if applying for a reimbursement via the online ‘Apply for Reimbursement’ form (available on PTV’s website or a website maintained by the Department of Transport), the form has been completed correctly;
 - (b) a claim is submitted no later than 12 months after the date the myki was last used;
 - (c) the sale of the myki can be traced; and
 - (d) documentary proof of claim is provided, if required in these Conditions (for example, a medical certificate).

Severe service disruption

- 8.68 In the event of prolonged severe service disruption or industrial action the Head, Transport for Victoria or transport operators will produce special bulletins to advise of reimbursement arrangements.
- 8.69 Eligibility criteria for reimbursements due to severe service disruption will be determined and published by the Head, Transport for Victoria for each event.
- 8.70 On each occasion where reimbursements are made available, affected and eligible customers will be identified and compensation amounts will be paid to the accounts of nominated and/or approved myki cards.
- 8.71 No action is required by affected customers to seek a reimbursement for severe service disruption unless the Head, Transport for Victoria specifically advises for each event.
- 8.72 In some cases, customers may be advised to seek a reimbursement by completing the ‘Apply for Reimbursement’ online form available on PTV’s website or a website maintained by the Department of Transport.
- 8.73 To be eligible for a reimbursement due to severe service disruption, the myki that the reimbursement is being requested for must have been –
- (a) valid for travel during the stoppage or disruption; and

(b) not used on alternative or replacement services during the stoppage or disruption.

8.74 Customers affected by service disruptions who use non-myki tickets should apply to the relevant operator under their Compensation Code and Customer Charter.

myki ticketing equipment faults

8.75 Where a myki ticketing system equipment fault has caused a customer to be incorrectly charged, the customer may seek a reimbursement by –

- (a) calling **1800 800 007**;
- (b) completing a myki feedback form available on PTV’s website or a website maintained by the Department of Transport; or
- (c) completing the ‘Apply for Reimbursement’ online form available on PTV’s website or a website maintained by the Department of Transport.

8.76 Payment of a reimbursement that is requested due to a myki ticketing equipment fault will be subject to verification of the fault by Department of Transport staff.

8.77 If a customer is charged a default fare because no operational myki reader was available to touch off, the customer may call **1800 800 007**, or use the ‘Apply for reimbursement’ form (available on PTV’s website or a website maintained by the Department of Transport), to request a reimbursement of any amount charged that was greater than the correct fare.

Medical condition (expired myki Passes only)

8.78 In certain circumstances, a reimbursement of all or some of the value of an expired myki Pass may be available to a customer who has experienced medical problems.

8.79 Reimbursements due to medical conditions will only be considered on application by the customer and if the application meets the following Conditions (in addition to the Conditions specified under the heading ‘myki Reimbursements’ above) –

- (a) the customer completes the ‘Apply for Reimbursement’ form available on PTV’s website or a website maintained by the Department of Transport;
- (b) the application is accompanied by a medical certificate specifying that the customer had a medical condition on the dates for which the reimbursement is claimed (statutory declarations are not accepted as proof); and
- (c) the customer has been unable to travel owing to illness for the minimum number of days required, which apply depending on the type of myki Pass the claim relates to and are as specified below –
 - (i) for 7 day myki Pass, at least three business days;
 - (ii) for 28 – 69 day myki Pass, at least seven days; or
 - (iii) for 70 – 365 day myki Pass, at least seven days plus two days for each 30 days or part thereof in excess of 69; and
- (d) the myki Pass has expired.

8.80 A reimbursement claimed due to a medical condition can be claimed for non-consecutive days of illness. However, a medical certificate must be provided for each period of illness.

Special circumstances

8.81 Reimbursements may be provided in special circumstances not covered by these Conditions.

8.82 Applications for such reimbursements must be made using the ‘Apply for Reimbursement’ form online available on PTV’s website or a website maintained by the Department of Transport.

8.83 Customers are requested to include copies of any documentary evidence of special circumstances that support their application when they submit the form.

MYKI PASS TO MYKI MONEY CONVERSION***myki Smartcard***

- 8.84 A customer may have the value of the remaining days of a myki Pass on a myki Smartcard converted to myki Money, provided the value of the myki Money credited does not exceed \$250 and the total myki Money balance on the myki following the conversion does not exceed \$999.99.
- 8.85 If the value of the myki Money to be credited following the conversion exceeds \$250 or the total myki Money balance on the myki following the conversion would exceed \$999.99, the full amount of the balance may be paid to the customer by electronic funds transfer and, the myki Smartcard will not be returned.
- 8.86 Customers must use another myki to travel while waiting for the Pass conversion application to be processed.

Mobile myki

- 8.87 myki Pass to myki Money conversion is not available for Mobile myki.
- 8.88 A refund of unexpired myki Pass value may be available subject to the Conditions set out in this Chapter.

How to apply for a myki Pass to myki Money conversion

- 8.89 To request a myki Pass to myki Money conversion, the customer may call **1800 800 007** or complete the 'Apply for Refund' online form on PTV's website or a website maintained by the Department of Transport and follow the additional Conditions specified below, as applicable depending on the relevant myki type.
- 8.90 For a myki Smartcard, the customer seeking the myki Pass conversion must post the Refund Request Receipt (the receipt received upon submitting the online refund application form) or Refund Request Receipt number (if the application was made by phone), along with the relevant myki Smartcard, to PTV (see postal address under the heading 'myki mailbox' in this Chapter).
- 8.91 The myki Smartcard will be returned to the customer by post once the pass conversion is completed.

myki Mailbox

- 8.92 Where the Conditions in this Chapter require the customer to post their myki Smartcard to PTV, the relevant postal address is as follows--

myki Mailbox,
Reply Paid 4318,
Melbourne VIC 8060

V/LINE TICKETS

- 8.93 The following Conditions apply to replacements, refunds and reimbursements available for V/Line tickets and regional Student Passes.

Replacements***Damaged tickets***

- 8.94 A damaged V/Line ticket is one that is visibly damaged or has become invalid through –
- (a) heat damage;
 - (b) water damage;
 - (c) being bent, punched through, torn, cut or chewed;
 - (d) being covered in dirt or other foreign substance; or
 - (e) damage that exceeds normal wear and tear.
- 8.95 A damaged ticket that is illegible may be replaced where it is possible to verify the issue of the original ticket with the issuing station and where a Declaration Form is completed detailing the circumstances.

- 8.96 The damaged ticket must be retained and submitted with a ticket office/agent sales return to verify the reason for replacement ticket.

Lost or stolen tickets

- 8.97 No refunds or replacements are available for lost or stolen V/Line tickets except as specified in these Conditions.
- 8.98 Lost or stolen regional Student Passes, reserved seating V/Line tickets, and Date-to-Date tickets may be replaced by a duplicate ticket (or tickets) in the following circumstances –
- (a) **Regional Student Passes**, on application at the location the pass was purchased;
 - (b) **Reserved seating tickets**, on application at any staffed V/Line station, if the application is made before the relevant day of travel; or
 - (c) **Date-to-Date tickets**, on application at any staffed V/Line station.

Refunds

Unused tickets

- 8.99 Refunds for V/Line tickets are available according to the following conditions and can be requested at staffed V/Line railway stations or online at vline.com.au (subject to an online refund request form being available on that website).
- 8.100 A V/Line ticket that has not been used on any service can be exchanged for a ticket for another date or refunded, provided the exchange or refund is requested before the departure date printed on the ticket. No administration fee applies.
- 8.101 For ticket refund applications requested online, clear photos of the ticket(s) must be submitted that show the ticket with a cross through it and marked ‘cancelled’.
- 8.102 The unused portion of a V/Line periodical ticket (Weekly, Monthly and Date-to-Date ticket) can only be refunded at a staffed V/Line station. The refund will be calculated from the day the ticket was presented until its expiry date.
- 8.103 A customer is not required to complete an application form to receive a refund at a staffed V/Line railway station, but a refund slip must be signed by the customer to receive a refund at the staffed V/Line railway station.
- 8.104 Except for as provided by paragraph 8.102, no refunds will be given for, or adjustments made to, a ticket after travel has taken place on the ticket.

Reimbursements and compensation

For medical reasons, special circumstances or a change of travel circumstances

- 8.105 An application for reimbursement from V/Line on medical grounds, due to special circumstances or due to a change in travel circumstances can be made at a V/Line ticket office or V/Line staffed stations. Customers must provide copies of any documentary evidence that supports their application.

For severe service disruption

- 8.106 In the event of prolonged severe service disruption or industrial action, V/Line will issue special bulletins to advise customers of reimbursement arrangements. The special bulletin will specify how to apply for the relevant reimbursement.
- 8.107 In some cases, customers may be advised to apply to V/Line for a severe service disruption reimbursement and in such cases, the following Conditions will apply –
- (a) the application must be accompanied by the ticket;
 - (b) the ticket was valid for travel during the stoppage or disruption;
 - (c) the ticket was not used on alternative or replacement services during the stoppage or disruption; and
 - (d) the application is submitted within 14 days of the expiry of the ticket.

Under Operator Customer Compensation Code

- 8.108 If 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 28 days or more.
- 8.109 V/Line's performance figures are published online at vline.com.au.
- 8.110 All compensation claims must be made in writing to Customer Relations, Reply Paid 5343, Melbourne, Vic, 8060 or by completing the online compensation claim form on the V/Line website.

V/LINE EXCLUSIONS

- 8.111 No refund, reimbursement or compensation will be granted for –
- (a) changes of timetable, reduction of services or reduction of fares during the period covered by the ticket;
 - (b) customers paying a full fare who produce a valid concession card after travel has commenced or has been completed;
 - (c) disruption of services where V/Line has provided alternative or substitute transport services;
 - (d) tickets marked 'departmental';
 - (e) tickets issued in exchange for a voucher;
 - (f) tickets issued free;
 - (g) tickets that were paid for by personal cheque where notification of clearance has not been received; or
 - (h) any discounted ticket stipulated in these Conditions, or associated information alert, as non-refundable.

SURRENDERED TICKETS**Surrendered myki Smartcards**

- 8.112 These Conditions apply if a ticket that is a myki Smartcard is surrendered in compliance with a request made under regulation 21 of the Ticketing Regulations. These Conditions do not apply to Mobile myki.
- 8.113 In the following Conditions –
- 'enforcement activity'** means –
- (a) the serving of an official warning;
 - (b) the issue and enforcement of an infringement notice; or
 - (c) the bringing and prosecuting of proceedings for an offence.
- 'surrendered ticket'** or **'surrendered myki Smartcard'** means a ticket referred to in this first paragraph under this heading.

Receipts

- 8.114 If the holder of a ticket that is a myki Smartcard surrenders their myki in compliance with a request made under regulation 21 of the Ticketing Regulations, the customer will be issued with a receipt for that ticket in accordance with the Ticketing Regulations.

Travel permits

8.115 If the holder of a myki Smartcard surrenders the myki to an Authorised Officer, the holder will be issued with a travel permit of a particular scope, depending on the circumstances applicable at its surrender, as set out in the table below –

myki circumstance	Scope of travel permit issued
A registered myki Smartcard that has been deactivated following notification that it has been lost or stolen	The balance of the journey being undertaken by the holder of the myki
A myki Smartcard that has only myki Money loaded on it	The balance of the journey being undertaken by the holder of the myki
A myki Smartcard that has a myki Pass loaded on it and the remaining travel authorised by the pass can be ascertained	The remaining travel authorised, up to a maximum of seven days travel;
A myki Smartcard that has a myki Pass loaded on it and the remaining travel authorised by the pass cannot be ascertained	Up to a maximum of seven days travel at the discretion of the authorised officer

Refunds and replacements for surrendered tickets

8.116 Despite anything else in these Conditions, the refund of any unused value remaining on a surrendered myki Smartcard will only be made, and a surrendered myki Smartcard will only be replaced –

- (a) if making the refund or replacing the myki Smartcard would not hinder investigating or considering the need to undertake, or undertaking, any enforcement activity to which the myki Smartcard is relevant; and
- (b) if the person who has applied for the refund or replacement satisfies the person considering the application that he or she was lawfully in possession of the myki Smartcard at the time it was surrendered or is otherwise entitled to the refund or replacement.

8.117 The following additional conditions apply to refunds and replacements of surrendered myki Smartcards in each of the circumstances specified –

Defective or damaged

8.118 If a surrendered myki Smartcard is defective or damaged –

- (a) any replacement of the myki Smartcard will be made in accordance with the Conditions under the heading ‘Replacements – Expired, defective or damaged myki’ in this Chapter; and
- (b) any refund to the extent of any unused value remaining on the myki at the time of surrender will be made in accordance with the conditions under the heading ‘myki refunds’ in this Chapter.

8.119 If the whole of any unused value remaining on the myki Smartcard at the time of surrender is not transferred to a replacement myki, that value will be refunded.

Lost or stolen

8.120 If the surrendered myki Smartcard is a myki that has been lost or stolen –

- (a) any replacement of the myki Smartcard will be made in accordance with the Conditions under the heading ‘Replacements – lost or stolen myki’ in this Chapter; and
- (b) any refund to the extent of any unused value remaining on the myki at the time of surrender will be made in accordance with the Conditions under the heading ‘Refunds – lost or stolen myki’ in this Chapter.

Concession

- 8.121 If the surrendered myki Smartcard is a Concession myki which has been used by a person who has no entitlement to rely on the Concession myki for travel in a passenger vehicle or entry to a compulsory ticket area, the amount of any myki Money balance remaining on the myki Smartcard will be refunded on application.
- 8.122 However, the myki Smartcard will not be replaced and no refund will be made, to the extent of the whole or part of any unused value that is not myki Money remaining on the myki Smartcard at the time of surrender, except in circumstances where a person obtains an entitlement to rely on the Concession myki for travel in a passenger vehicle or entry to a compulsory ticket area and –
- (a) applies for the replacement of the myki Smartcard and a refund to the extent of the whole of any unused value that is not myki Money remaining on the myki Smartcard at the time of surrender; and
 - (b) presents evidence of the relevant entitlement to the Department of Transport within 28 days of obtaining the entitlement, the myki Smartcard will be replaced and a refund made to the extent of the whole of any unused value that is not myki Money remaining on the myki Smartcard at the time of surrender.

Fraudulently or dishonestly obtained

- 8.123 If the surrendered myki Smartcard is a myki that was fraudulently or, in some other way, dishonestly obtained or used, the myki Smartcard will not be replaced and no refund will be made, to the extent of the whole or part of any unused value remaining on the myki Smartcard at the time of surrender.
- 8.124 However, if the original holder of a fraudulently or dishonestly obtained or used myki Smartcard applies to the Department of Transport for the return of that myki Smartcard within 28 days of becoming aware that the myki Smartcard has been surrendered and satisfies the Department of Transport that they are not a party to the deception or dishonesty, the myki Smartcard will be replaced and a refund made to the extent of the whole of any unused value remaining on the myki Smartcard at the time of surrender.

SURRENDERED V/LINE TICKETS

- 8.125 The conditions under this heading apply if a V/Line ticket is surrendered in compliance with a request made under regulation 21 of the Ticketing Regulations.
- 8.126 In these Conditions, ‘**enforcement activity**’ means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

Travel Permits

- 8.127 If the holder of the V/Line ticket surrenders the ticket to an authorised officer while travelling on a passenger vehicle, the customer 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.

Refunds and replacements for surrendered tickets

- 8.128 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.
- 8.129 When either of the events referred to above occurs, the following Conditions apply in respect of the surrendered ticket –

Concession ticket

- 8.130 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 compulsory ticket area –
- (a) no replacement ticket 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 below.

8.131 If a person referred to in the above subparagraphs obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a compulsory ticket 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.

Fraudulently or dishonestly obtained ticket

8.132 If the ticket was fraudulently or dishonestly obtained or used –

(a) 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 below.

8.133 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.

Following prosecution of holder of surrendered ticket

8.134 If the enforcement activities culminated in a successful prosecution of the holder of the ticket, a Court 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.

8.135 If the enforcement activities culminate in the prosecution of the holder of the ticket and that prosecution results 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, the ticket 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.

Following issue of infringement notice

8.136 If an infringement notice was issued and either –

(a) the penalty specified in the notice is paid before a notice of final demand in respect of the notice is served by the Director, Fines Victoria on the ticket holder; or

(b) if the notice becomes the subject of a notice of final demand, the amount required to be paid under the notice of final demand 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.

8.137 If–

- (a) an infringement notice is issued;
- (b) the infringement fine is registered with the Director, Fines Victoria;
- (c) the Director, Fines Victoria cancels enforcement of the infringement fine under section 37 of the **Fines Reform Act 2014**; and
- (d) the Department of Transport withdraws the infringement notice without commencing a proceeding for the alleged offence by filing a charge-sheet –

and if the holder of the ticket makes an application to the Department of Transport within 28 days of receiving notice that the infringement notice has been withdrawn –

- (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 subparagraph (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.

8.138 If an infringement notice is issued, but later withdrawn and either –

- (a) a decision is made not to 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 an 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 subparagraph (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.

Not proceeding with enforcement activity

8.139 Unless the ticket is a ticket referred to under the heading ‘Concession’, or under the heading ‘Fraudulently or dishonestly obtained ticket’, if a decision was taken not to 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.

8.140 An application under the last preceding paragraph 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.

CHAPTER 9: ACCESSIBLE TRANSPORT**MOBILITY AID SPECIFICATIONS**

9.1 Customers that use a mobility aid (wheelchair, scooter or motorised vehicle) may be unable to be accommodated to travel on trains, trams, buses and coaches if their mobility aid does not meet the following specifications.

9.2 The mobility aid should –

Dimensions and weight

- (a) fit within a space 1300 mm long by 800 mm wide;
- (b) be no more than 750 mm wide or 300 mm above the ground, to fit between the wheel axles of a bus;
- (c) weigh no more than 300 kg with its user in it plus any attendants, as this is the maximum load for boarding devices such as ramps;

Stability

- (d) have effective brakes to help maintain stability;
- (e) have points that can be anchored with a strap if the journey is on a V/line coach;

Manoeuvrability

- (f) move backwards and forwards;
- (g) turn 180 degrees within an area 2070 mm x 1540 mm;
- (h) cross grates in vehicles up to 13 mm wide and 150 mm long;
- (i) go up and down a ramp with a 1:14 grade unassisted;
- (j) go up and down a ramp that is less than 1520 mm with a 1:8 grade; and
- (k) go up and down a ramp with a 1:4 grade with assistance.

ASSISTANCE ANIMALS

9.3 Guide dogs, hearing dogs, guide or hearing dogs in training and animals identified by an Assistance Animal Pass or an interstate assistance animal accreditation are permitted to travel on all public transport services.

9.4 All other animals travel subject to the regulations set out in the Conduct Regulations and these Conditions (see Chapter 10).

Assistance Animal Pass

9.5 An Assistance Animal Pass is a pass developed for people with an ongoing disability who are unable to use public transport without an assistance animal.

9.6 Assistance Animal Passes are only issued by the PTV Hub at Southern Cross Railway Station to people who demonstrate their animal has been trained as an assistance animal which alleviates the effects of their disability.

9.7 Animals that only provide companionship and support do not qualify for the Assistance Animal Pass.

9.8 The types of assistance animals covered by the Assistance Animal Pass include –

- (a) mobility support animals that are trained to help people with physical disabilities who use wheelchairs or have difficulty moving;
- (b) medical alert animals that are trained to assist their handlers before and during a medical emergency such as epilepsy, changes in blood pressure or blood sugar; and
- (c) psychiatric service animals that are trained to provide support to people with psychiatric disabilities such as Post-Traumatic Stress Disorder, anxiety and panic attacks.

9.9 If travelling on V/Line services where a reservation is required, a seat must be booked for the assistance animal. No fare is charged for the reservation for the assistance animal.

CHAPTER 10: BICYCLES, ANIMALS AND LUGGAGE

10.1 In addition to these Conditions, when using public transport services in Victoria, all customers must comply with the obligations and requirements regarding their conduct under the Conduct Regulations.

DANGEROUS GOODS

10.2 Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria. Prohibited items include, but are not limited to –

- (a) flammable liquids and gases (petrol, kerosene, LPG, propane);
- (b) firearms (assembled or disassembled);
- (c) explosives; and
- (d) corrosive or acidic chemicals.

10.3 Oxygen tanks for medical personal use may be carried. The oxygen cylinder must be secured in an upright position and in a way that protects it from inadvertent collisions.

BICYCLES

10.4 The following conditions apply regarding the carriage of bicycles on public transport services in Victoria.

10.5 Where bicycles are permitted to be carried, they must not obstruct passageways or doorways and must not inconvenience other customers. They are carried at the customer's own risk.

On metropolitan trams, metropolitan buses and regional buses

10.6 Bicycles are not permitted inside these vehicles, at any time, including buses used to replace metropolitan train services, with the exception of folding bicycles that meet the size specifications set out in this Chapter.

On Metropolitan trains

10.7 Bicycles (including folding and battery-operated bicycles) can be carried free on metropolitan train services at any time.

On V/Line trains

10.8 Bicycles (including folding and battery-operated bicycles) can be carried free on V/Line trains subject to availability of space.

10.9 On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor.

10.10 If a V/Line conductor determines that there is insufficient room to carry a bicycle on a V/Line train, it will not be able to be carried on that train.

10.11 Customers travelling on a V/Line train service to or from Albury, Bairnsdale, Shepparton, Swan Hill or Warrnambool must have their bike checked at a staffed railway station at least 30 minutes before the service departs.

On V/Line coaches

10.12 Only folding bicycles (that meet the size specifications set out in this Chapter) are permitted on V/Line coach services except on the following services where bicycles are permitted, if space is available –

- (a) coaches used to replace V/Line train services; and
- (b) on coaches that are equipped to carry bicycles and have a V/Line name or logo affixed or displayed on them –

10.13 The owner of the bicycle is to load and unload it from the coach. Bicycles are carried on V/Line coaches the at the owner's risk.

Folding bicycles

10.14 The following additional conditions apply to the carriage of folding bicycles.

10.15 When folded, folding bicycles must not exceed the dimensions of 82 cm long x 69 cm high x 39 cm wide and have wheel rims no more than 51 cm in diameter.

- 10.16 Folding bicycles must be folded before boarding when using metropolitan bus, tram, V/Line coach or a regional bus.
- 10.17 On V/Line coach services, folding bicycles must be placed in a bag or appropriately sized cover.
- 10.18 On metropolitan buses and regional buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

ANIMALS

- 10.19 Guide dogs, hearing dogs, guide or hearing dogs in training and animals identified by an Assistance Animal Pass or an interstate assistance animal accreditation are permitted to travel on all public transport services (see relevant Conditions in Chapter 9).
- 10.20 All other animals may be taken on public transport services or public transport premises only if permitted under regulation 39 the Conduct Regulations and subject to the additional conditions below –
- (a) dogs permitted to travel on metropolitan train or public transport premises must not block doorways or passageways and must be controlled by their owner at all times; and
 - (b) suitable containers containing small animals must be stored in the assigned storage locations on board each train and are not allowed on seats or to block doorways or passageways.

BICYCLES AND ANIMALS ON RAIL REPLACEMENT SERVICES

- 10.21 The following conditions apply to the carriage of animals and bicycles on rail replacement services.

Metropolitan rail replacement bus services

- (a) Only guide dogs, hearing dogs, guide or hearing dogs in training, animals identified by an Assistance Animal Pass or an interstate assistance animal accreditation and animals in a suitable container are permitted on metropolitan rail replacement bus services.
- (b) Only folding bicycles (that meet the size specifications set out under the heading ‘Folding bicycles’ in this Chapter) are permitted on metropolitan rail replacement bus services.

V/Line rail replacement bus or coach services

- (a) Only guide dogs, hearing dogs, guide or hearing dogs in training and animals identified by an Assistance Animal Pass or an interstate assistance animal accreditation are permitted on V/Line rail replacement bus or coach services. No other animals are permitted (even if in a suitable container).
- (b) Bicycles are permitted on V/Line rail replacement bus or coach services, if the bus or coach is equipped to carry bicycles and space is available.
- (c) Bicycles must be loaded and unloaded onto V/Line rail replacement bus or coach services by the bicycle owner and are carried at the owner’s risk.

SURFBOARDS

- 10.22 Where permitted to be carried, surfboards must not obstruct passageways or doorways and must not inconvenience other customers.

Metropolitan and regional town services

- 10.23 Surfboards can be carried for free on metropolitan trains. Surfboards must not be placed near the first door of the first carriage, as this space is designated for customers with mobility aids.
- 10.24 Surfboards are not permitted on board metropolitan trams and buses or regional bus services at any time.

V/Line

- 10.25 Surfboards can be carried free of charge on V/Line trains, if there is space available.
- 10.26 Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.
- 10.27 V/Line coaches do not carry surfboards, surf skis, sailboards, canoes and similar items, except in the case of coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel (on both the forward and return legs of the journey).

LUGGAGE ON V/LINE SERVICES

- 10.28 The total luggage limit for all V/Line train and coach services is 32 kg per customer including two items of luggage with no one item weighing more than 16 kg (for example, one item up to 16 kg plus one item of hand luggage).
- 10.29 Luggage includes the following items for the purposes of V/Line luggage weight limits –
- (a) prams, pushers and strollers (weighing up to 16 kg);
 - (b) children’s car seats;
 - (c) wheelchairs; and
 - (d) small items of sporting and camping equipment

Checked luggage

- 10.30 A checked luggage service is available for some V/Line train services (on the Bairnsdale, Shepparton, Albury, Swan Hill and Warrnambool lines). The checked luggage service is only offered for those services at and between certain stations, as specified by V/Line from time to time.
- 10.31 Customers must check in their luggage at least 30 minutes before their service is scheduled to depart.
- 10.32 Wherever possible, the luggage will travel on the same service.
- 10.33 Wheelchairs, sporting equipment, prams and similar items must travel on the same service.
- 10.34 Customers must clearly label all luggage with their name and address, their destination and the date and service they are travelling, and all previous luggage tags must be removed.
- 10.35 Luggage can only be sent to the customer’s destination. If the customer’s destination location is unstaffed, the customer must collect the luggage as soon as it arrives.
- 10.36 Customers 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.
- 10.37 V/Line will only return checked luggage that does not have an identification label if sufficient evidence of ownership is provided by the customer.
- 10.38 Checked luggage services will not operate on coaches replacing train services during planned disruptions.

Liability and insurance

- 10.39 V/Line may pay up to \$600 for checked luggage to any customer whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line’s employees, agents or contractors but only when –
- (a) the items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the customer’s name, address and destination; and
 - (b) the luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was received by the customer for each item.
- 10.40 V/Line is not liable for any loss, damage or delay to any luggage on board its trains or coach services (except as specified above), including luggage stored in coach luggage compartments and items such as bicycles, surfboards, sporting or camping equipment.

PRAMS, SHOPPING JEEPS AND GOLF BUGGIES

10.41 Prams, pushers, shopping jeeps, golf buggies and similar items can be carried on public transport services, provided that the comfort, access and safety of other customers are not affected.

SCOOTERS

10.42 Electric or manual scooters and similar items can be carried on public transport services, provided that the comfort, access and safety of other customers are not affected.

PETROL-DRIVEN VEHICLES

10.43 Petrol-driven vehicles of any kind are not permitted on public transport services for safety reasons. This includes a petrol-driven bicycle.

FOOD AND BEVERAGES

V/Line trains

10.44 Customers may bring their own food and non-alcoholic drinks on board V/Line trains but should avoid strong smelling food.

V/Line coaches

10.45 Cold packaged food and drink can be consumed on board V/Line coaches. No hot food or drink is to be consumed on board V/Line coaches. Drinks consumed on V/Line coaches must have a lid.

CHAPTER 11: DEFINITIONS AND INTERPRETATION

In the Conditions, the following definitions apply:

- 11.1 **‘account holder’** means the person in whose name an account associated with a myki is registered and who has authority to manage that account.
- 11.2 **‘authorised officer’** has the same meaning as in section 208 of the Act
As at commencement of these Conditions, the relevant text of section 208 reads –
‘authorised officer’ means a person authorised by the Secretary under section 221A or 221AB.
- 11.3 **‘authorised person’** has the same meaning as ‘authorised person (ticketing)’ in Regulation 5 of the Ticketing Regulations.
As at commencement of these Conditions, 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 protective services officer; or
 - (d) 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 compulsory ticket area; or
 - (e) a person (other than a person referred to in paragraph (a) or (d)) appointed in writing by a passenger transport company or a bus company or the Secretary or the Head, Transport for Victoria for the purposes of these Regulations; or
 - (f) if a bus company is a natural person, that person.
- 11.4 **‘boundary tram stop’** means –
- (a) a tram stop designated by name and stop number on the Free Tram Zone Map in Figure C of Schedule 2 to the Conditions;
 - (b) Docklands Drive tram terminus;
 - (c) Elizabeth Street tram terminus;
 - (d) Marvel Stadium tram terminus;
 - (e) Victoria Harbour tram terminus.
- 11.5 **‘bus’** has the same meaning as in section 3(1) of the **Bus Safety Act 2009**.
As at commencement of these Conditions, 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 –
- *****
- (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

- (a) A passenger car modified to have more than 9 seats (for example, a stretch limousine) is not a bus.
- (b) 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.
- (c) A motor vehicle built overseas as a bus is a bus unless it is a motor vehicle built to be a Hummer.

11.6 **‘bus company’** means a person or body that is a party to a contract with the Crown or the Secretary on behalf of the Crown or the Head, Transport for Victoria 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.

11.7 **‘bus route’** means the route of operation of a bus.

11.8 **‘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.

11.9 **‘business day’** has the same meaning as in section 2(1) of the Act.

As at commencement of these Conditions, the relevant text of section 2(1) reads –

‘business day’ means a day that is not –

- (a) a Saturday or a Sunday; or
- (b) a day that is wholly or partly observed as a public holiday throughout Victoria.

11.10 **‘cardholder’** means a person who uses a myki for travel or an entry to a compulsory ticket area or for any related purpose.

11.11 **‘change of mind period’** means a period of time that applies at railway stations, beginning immediately after the end of the passback period (after touch on only), which allows customers using a myki at a railway station to change their mind and touch off within that period without paying a myki Money fare, if they have not actually used a service.

11.12 **‘compulsory ticket area’** or **‘station paid area’** has the same meaning as ‘compulsory ticket area’ in Regulation 5 of the Ticketing Regulations.

As at commencement of these Conditions, the relevant text of Regulation 5 reads –

‘compulsory ticket 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 Secretary 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 smartcard and digital card reader or a ticket barrier;
 - iii. an area between a platform and any smartcard and digital card reader or ticket barrier that it is necessary to pass to gain access to the platform.

11.13 **‘concession entitlement’** means an entitlement to rely on a concession ticket for travel in a passenger vehicle or entry to a compulsory ticket area set out in Chapter 3.

11.14 **‘Concession myki’** means a myki that is a concession ticket within the meaning of paragraph (a) of the definition of that expression.

11.15 **‘concession ticket’** has the same meaning as in Regulation 5 of the Ticketing Regulations.

As at commencement of these Conditions, the relevant text of Regulation 5 reads –

‘concession ticket’ means a ticket that, in accordance with conditions determined under section 220D of the Act –

- (a) authorises free travel, or travel at a price less than the full fare, in a passenger vehicle; or

- (b) authorises free entry, or entry at a price less than the full price for entry, to a compulsory ticket area.
- 11.16 **‘Conduct Regulations’** means the *Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015*.
- 11.17 **‘customer’** means a person who holds a ticket. In the case of a myki, the customer is the cardholder; where the account holder is the relevant party, this is indicated in the text.
- 11.18 **‘digital card’** has the same meaning as ‘digital card’ in Regulation 5 of the Ticketing Regulations.
- As at commencement of these Conditions, the relevant text of Regulation 5 reads –
- ‘digital card’ means a software application on a personal electronic device or other thing processed through a software application on a personal electronic device that may be lawfully used for the purpose of obtaining or providing an entitlement to use a public transport service.
- 11.19 **‘entitlement to use a public transport service’** includes an entitlement to use a public transport service arising under a contract or arrangement with, or under a licence or permission given by the Head, Transport for Victoria or a bus company or a passenger transport company.
- 11.20 **‘fare’** means the price for travel in a passenger vehicle or entry to a compulsory ticket area.
- 11.21 **‘folding bicycle’** means a bicycle that
- (a) has small wheels and frame latches allowing the frame to be collapsed; and
 - (b) does not exceed the dimensions of 82 cm long x 69 cm high x 39 cm wide when folded; and
 - (c) has wheel rims no more than 20 inches (51 cm) in diameter.
- Regular bicycles without such capability, of any size, with or without wheels, are not folding bicycles.
- 11.22 **‘free tram zone’** means, for each tram route specified in Table A of Schedule 2 to these Conditions, the tramway between and including the boundary tram stops specified in that Table opposite the number of that route.
- 11.23 **‘Free Travel Pass’** means a product or document that authorises travel in a passenger vehicle and entry to a compulsory ticket area without charge.
- 11.24 **‘guardian’** means a person, other than a parent of a child, who has the care of the child.
- 11.25 **‘the Head, Transport for Victoria’** means the entity established under section 64A of the **Transport Integration Act 2010**.
- The Head, Transport for Victoria represents the Crown in right of the State of Victoria, and references to the Head, Transport for Victoria are to be read accordingly where the context so requires, including in respect of the payment and receipt of money.
- 11.26 **‘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.
- 11.27 **‘metropolitan bus service’** means the bus services operating on the bus routes specified in the document entitled ‘Victorian Bus Zones and Maps’ (published on PTV’s website or a website maintained by the Department of Transport as amended or replaced from time to time), in the paragraphs and tables under the heading ‘Zones for Melbourne Metropolitan bus routes’, ‘Zones for Metropolitan bus routes extending outside the Melbourne metropolitan area’, ‘Zones for other bus routes’ and ‘Zones for Night Bus network routes’ in Part 1 of the document.

- 11.28 **‘metropolitan train service’** means the train services provided by Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) operating on the railway lines between the railway stations marked as being in Metropolitan fare Zones 1 and/or 2 of the Melbourne Train Network Map in Figure A of Schedule 2 to these Conditions.
- 11.29 **‘metropolitan tram service’** means the tram services provided by KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074) operating on the tramways depicted as Zone 1 or Zone 1/2 of the Melbourne Tram Network Map in Figure B of Schedule 2 to these Conditions.
- 11.30 **‘Mobile myki’** means a myki that is a digital card.
- 11.31 **‘mode of transport’** means a tram, train or bus.
- 11.32 **‘month’** means the period of time between the same dates in successive calendar months.
- 11.33 **‘myki’** has the same meaning as ‘myki’ in Regulation 5 of the Ticketing Regulations.
- As at commencement of these Conditions, the relevant text of regulation 5 reads –
- ‘myki’ means a ticket that is a smartcard, as defined in section 208 of the Act or a digital card that is capable of –
- (a) recording a myki product or myki money; and
 - (b) in respect of myki money –
 - i. recording the value of that myki money; and
 - ii. transferring information to other electronic devices so as to effect modifications to that value to reflect payment for travel in a passenger vehicle or entry to a compulsory ticket area; and
 - iii. recording that value as so modified;
- 11.34 **‘myki explorer pack’** means a pack available for purchase from selected accommodation providers, as well as PTV Hubs, that contains a pre-loaded myki, public transport maps and discount vouchers to attractions.
- 11.35 **‘myki Money’** has the same meaning as in Regulation 5 of the Ticketing Regulations.
- As at commencement of these Conditions, the relevant text of Regulation 5 reads –
- ‘myki money’ means a dollar amount paid to the Head, Transport for Victoria and recorded as value on a myki.
- 11.36 **‘myki Money balance’** means the dollar amount recorded as value on a myki at any given time and includes a negative amount.
- 11.37 **‘myki Pass’** means a pre-purchased product.
- 11.38 **‘myki reader’** means an electronic device capable of –
- (a) transferring information from and to a myki and recording that information; and
 - (b) modifying the myki Money balance on a myki –
- when the myki is touched on or touched off using the device.
- 11.39 **‘myki Smartcard’** means a myki that is a smartcard.
- 11.40 **‘night coach network service’** means a V/Line coach service, operated every Friday and Saturday night, regardless of public holidays, that starts from Southern Cross Station coach terminal and stops at railway stations along railway lines to and including Waurn Ponds, Bendigo, Wendouree, Seymour or Traralgon.
- 11.41 **‘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 Act;
 - (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 Head, Transport for Victoria for the provision by that person of a service carrying customers by tram or train; or
 - (d) a bus company.
- 11.42 **‘passback period’** means a period of time following touch on or touch off of a myki, during which time a myki presented at a myki reader will be rejected. The passback period prevents a customer inadvertently touching off (or on) again immediately.
- 11.43 **‘passenger service’** means a public transport service that is a tram, train or bus service provided by an operator.
- 11.44 **‘passenger vehicle’** means a tram, train or bus operated by or on behalf of an operator.
- 11.45 **‘personal electronic device’** has the same meaning as ‘personal electronic device’ in Regulation 5 of the Ticketing Regulations.
- As at commencement of these Conditions, the relevant text of Regulation 5 reads –
- ‘personal electronic device’ means an electronic device on which a digital card is stored and that contains one or more imbedded computer microchip capable of receiving, storing, processing and transferring information.
- 11.46 **‘Premium railway stations’** means staffed metropolitan railway stations that have a customer service centre and additional customer facilities.
- 11.47 **‘product’** means an authority, electronically recorded on a myki, to travel in a passenger vehicle and enter compulsory ticket areas within the zone or zones, and during the period of time, specified, subject to compliance with all other applicable Conditions.
- 11.48 **‘PTV Approved School Student ID’** means a card entitling the holder to rely on a concession ticket which –
- (a) meets criteria set by the Head, Transport for Victoria; and
 - (b) is approved by the Head, Transport for Victoria to be printed with the PTV logo (or other logo required by the Head, Transport for Victoria); and
 - (c) is issued by a Victorian primary or secondary school to eligible students (subject to eligibility criteria described under the heading ‘Primary or Secondary School Student – Eligibility’ in Chapter 3).
- 11.49 **‘public transport service’** has the same meaning as in section 208 of the Act.
- As at commencement of these Conditions, 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.
- 11.50 **‘Public Transport Victoria’** or **‘PTV’** refers to brands owned by the Head, Transport for Victoria.
- 11.51 **‘Public Transport Victoria ID’**, **‘PTV ID’** or **‘PTV Identification’** means a card entitling the holder to rely on a concession ticket which is available in three types (the PTV Asylum Seeker ID, PTV School Student ID and PTV Tertiary Student ID (Half year and Full year)) and is issued subject to eligibility criteria described in Chapter 3 (under the headings ‘Asylum seeker – Eligibility’, ‘Primary or Secondary School Student – Eligibility’ and ‘Tertiary Student – Eligibility’).
- 11.52 **‘regional bus ticket’** means a ticket specified in Chapter 6.
- 11.53 **‘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.
- 11.54 **‘Secretary’** means the Secretary to the Department of Transport.

- 11.55 **‘severe service disruption’** means circumstances where regular services are unable to be provided, and replacement services are not available for an extended period of time.
- 11.56 **‘smartcard’** has the same meaning as section 208 of the Act.
As at commencement of these Conditions, the relevant text of section 208 reads –
‘smartcard’ means a plastic card or other thing that –
- (a) contains an imbedded computer microchip capable of receiving, storing, processing and transferring information; and
 - (b) may lawfully be used for the purpose of obtaining or proving an entitlement to use a public transport service.
- 11.57 **‘staffed railway station’** means a railway station during the time when that railway station is open for business and has staff in the ticket office to provide service to customers.
- 11.58 **‘stopover’** means any break of journey where a customer 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.
- 11.59 **‘Student Pass’** means the types of travel authority referred to under the heading ‘Student Pass myki’ in Chapter 4 or under the heading ‘Regional bus student passes’ in Chapter 6, which provide entitlement to travel in accordance with the conditions under those headings.
- 11.60 **‘suitable container’**, in Chapter 10, means a closed container that is designed specifically for the carriage of animals and is suitable for the animal being carried in the particular case.
- 11.61 **‘the Act’** means the **Transport (Compliance and Miscellaneous) Act 1983**.
- 11.62 **‘ticket’** has the same meaning as in Regulation 5 of the Ticketing Regulations.
As at commencement of these Conditions, the relevant text of Regulation 5 reads –
‘ticket’ means a ticket, pass, card (including a debit or credit card), permit, authority, device, software application, symbol or other thing issued, or which may be used, for the purpose of authorising travel in a passenger vehicle or entry to a compulsory ticket area.
- 11.63 **‘ticket barrier’** has the same meaning as in Regulation 5 of the Ticketing Regulations.
As at commencement of these Conditions, the relevant text of Regulation 5 reads –
‘ticket barrier’ means a barrier that is intended to be used to regulate access to or egress from a part of a railway station that is a compulsory ticket area.
- 11.64 **‘ticket number’** means a unique 15-digit numerical identifier for a myki.
- 11.65 **‘Ticketing Regulations’** means the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*.
- 11.66 **‘top up’, ‘topped up’, ‘load’ or ‘loaded’** means –
- (a) in relation to myki Money, the process of paying money to the Head, Transport for Victoria and having the amount paid recorded as value on the myki; and
 - (b) in relation to myki Pass, the process of paying money to the Head, Transport for Victoria and having the product purchased recorded on the myki.
- 11.67 **‘touch on’** means to place a myki on or near a myki reader so as to enable information to be transferred between the myki and the myki reader and, as required, processed so that –
- (a) the following are recorded on both the myki and the myki reader:
 - i. the time when and the place where the myki is so placed; and
 - ii. if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
 - iii. that –
 - A. there is on the myki a minimum myki Money balance of at least \$0.00; or

- B. the time when and the place where the myki is so placed are consistent with a journey in a passenger vehicle or an entry to a compulsory ticket area that is authorised by a myki Pass or free travel pass loaded on the myki and that there is on the myki a minimum myki Money balance of at least \$0.00; or
 - (b) if the myki reader is situated on a bus or a tram and the myki reader is, because of a defect in or failure of other equipment on the bus or tram, unable to record the place where the myki is so placed or the bus route or tram route concerned, the following is recorded on both the myki and the myki reader –
 - i. the time when the myki is so placed; and
 - ii. that there is on the myki –
 - A. a minimum myki Money balance of \$0.00; or
 - B. a myki Pass or a free travel pass that is able to authorise a journey in the bus or tram and a minimum myki Money balance of at least \$0.00.
- 11.68 **‘touch off’** means to place a myki on or near a myki reader so as to enable information to be transferred between the myki and the myki reader and, as required, processed so that –
- (a) the following are recorded on both the myki and the myki reader –
 - i. the time when and the place where the myki is so placed; and
 - ii. if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
 - iii. if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a compulsory ticket area, indicated by the time and place has been, or is to be, made by myki Money –
 - A. confirmation that such payment has been previously made; or
 - B. a modification of the myki Money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
 - iv. if the journey in a passenger vehicle, or part of that journey, or the entry to a compulsory ticket area, indicated by the time and place, is consistent with a journey in a passenger vehicle or an entry to a compulsory ticket area that is authorised by a myki Pass or Free Travel Pass loaded on the myki, that fact; or
 - (b) if the myki reader is situated on a bus or a tram and the myki reader is, because of a defect in or failure of other equipment on the bus or tram, unable to record the place where the myki is so placed or the bus route or tram route concerned, the following is recorded on both the myki and the myki reader –
 - i. the time when the myki is so placed; and
 - ii. if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a compulsory ticket area, indicated by the time has been, or is to be, made by myki Money:
 - A. confirmation that such payment has been previously made; or
 - B. a modification of the myki Money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
 - iii. if the journey in a passenger vehicle, or part of that journey, or the entry to a compulsory ticket area, indicated by the time, is consistent with a journey in a passenger vehicle or an entry to a compulsory ticket area that is authorised by a myki Pass or free travel pass loaded on the myki, that fact.

- 11.69 **‘train’** has the same meaning as in Regulation 5 of the Ticketing Regulations.
As at commencement of these Conditions, 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.
- 11.70 **‘tram stop’** means a part of a tramway designated by means of a sign where a tram stops for people to board and leave the tram.
- 11.71 **‘Travel Pass’, ‘Travel Passes’, ‘Day Travel Pass’ or ‘7 Day Pass’ or ‘30 Day Pass’** mean the types of paper ticket specified under the heading ‘Travel Passes’ in Chapter 7 which provide entitlement to travel in accordance with the conditions under that heading.
- 11.72 **‘travel in a zone’ or ‘travel within a zone’** –
- (a) in relation to Zone 1 or Zone 2 (as defined in Chapter 4), means to travel in a passenger vehicle along a tramway depicted, or a bus route or part of a bus route specified or from, to or past a railway station specified as being in, respectively, Zone 1 or Zone 2 and includes any entry to a compulsory ticket area in the relevant zone; or
 - (b) in relation to an outer urban bus zone or a regional bus zone (as defined in Chapter 4), means to travel in a bus along a bus route, or part of a bus route, specified or depicted as being in that zone; or
 - (c) in relation to a V/Line myki commuter train zone (as defined in Chapter 4), means to undertake a journey in a V/Line train from, to or through a train station that is part of such a zone and includes any entry to a compulsory ticket area associated with that journey; and
 - (d) in relation to a V/Line myki commuter train zone (as defined in Chapter 4), also includes an entry to a compulsory ticket area in such a zone, other than an entry to a compulsory ticket area referred to in subparagraph (c); and
 - (e) in relation to a V/Line myki commuter train zone (as defined in Chapter 4), also means to undertake a journey in a V/Line parallel coach service, or a night coach network service, from, to or past a railway station that is part of such a zone.
- 11.73 **‘Victorian Regional Bus Fares Supplement’** means the document titled the Victorian Regional Bus Fares Supplement, as published on PTV’s website (or a website maintained by the Department of Transport) and as amended or replaced from time to time.
- 11.74 **‘Victorian resident’** means a person who lives at a Victorian address and is an Australian citizen or permanent resident of Australia.
- 11.75 **‘V/Line’** means V/Line Corporation, the body corporate established as V/Line Passenger Corporation under section 14 of the **Rail Corporations Act 1996** and continued as V/Line Corporation under section 128 of the **Transport Integration Act 2010**, a passenger transport company under the Act or any passenger transport company under the Act that has entered into a contract with the Secretary or the Head, Transport for Victoria for the provision of services carrying passengers by train and/or coach and which operates predominantly country services under that contract.
- 11.76 **‘V/Line myki commuter train service’** means a train service provided by V/Line operating on railway lines between railway stations depicted as being within a myki zone on the Regional train myki zones map in Figure D of Schedule 2 to these Conditions.
- 11.77 **‘V/Line parallel coach service’** means a scheduled V/Line coach service (not being a replacement service) that is intended to replicate a scheduled V/Line train service and that stops at all of the railway stations along the route of that V/Line train service
- 11.78 **‘V/Line ticket’** means –
- (a) a ticket specified in Chapter 5; and
 - (b) a ticket specified under the heading ‘V/Line Group Travel Tickets’ in Chapter 7.

11.79 **‘zone’** means –

- (a) Zone 1; and
 - (b) Zone 2; and
 - (c) an outer urban bus zone; and
 - (d) a regional bus zone; and
 - (e) a V/Line myki commuter train zone –
- as defined under the heading ‘Zones’ in Chapter 4.

11.80 **‘zone overlap’** means a location where the same part of a railway line, tramway or bus route, or a location, is depicted or specified as being in two consecutively numbered zones, or in the case of Lara, three consecutive zones.

INTERPRETATION

11.81 In these Conditions, 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 these Conditions;
- (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 assignees;
- (h) a reference to an operator includes an operator’s officers, employees, contractors, agents or other representatives; and
- (i) any reference to money is to Australian currency.

References to chapters

11.82 For the avoidance of doubt, and for the purposes of these Conditions, a reference in a condition to a chapter with a number is a reference to the chapter of these Conditions 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.

Public transport day

11.83 For the purposes of these Conditions, in any condition specifying the period of an entitlement to travel in a passenger vehicle or to enter a compulsory ticket area –

- (a) a reference to a day means the period commencing at 3 am and ending at the following 3 am; and
- (b) a reference to a particular day means the period commencing at 3 am on that day and ending at 3 am on the following day.

Tramways

11.84 For the purpose of these Conditions, 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.

Part of a journey

11.85 If, in accordance with a provision of these Conditions, a ticket can be used, and is being used, for only part of a journey, all references to a journey (other than in that provision) or a trip in relation to that use of the ticket are to be taken to be references to that part of the journey.

Purchasing or buying a myki

11.86 Any reference to purchasing or buying a myki is a reference to purchasing or buying the right to use the myki for the purpose specified in these Conditions. At all times, myki Smartcards remain the property of the Head, Transport for Victoria (for further information, see Chapters 2 and 4).

Zone overlaps

11.87 For the purposes of a customer's travel, the relevant zone that will apply where there is a zone overlap depends on whether the customer is travelling to, or from, or entirely within, the zone overlap.

11.88 If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the lower numbered zone or zones with a lower number than that zone, the lower numbered zone applies.

11.89 If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the higher numbered zone or zones with a higher number than that zone, the higher numbered zone applies.

11.90 If the customer is travelling entirely within a zone overlap the customer must have a ticket that is valid for at least one of the zones.

2022 Public holidays

11.91 For the purposes of these Conditions a reference to public holidays refers to the following days, as applicable in Victoria –

- (a) New Year's Day (Monday 3 January in lieu of Saturday 1 January);
- (b) Australia Day;
- (c) Labour Day;
- (d) Good Friday;
- (e) Saturday before Easter Sunday;
- (f) Easter Sunday;
- (g) Easter Monday;
- (h) ANZAC Day;
- (i) Queen's Birthday;
- (j) Friday before the AFL Grand Final;
- (k) Melbourne Cup Day (metropolitan only);
- (l) Christmas Day (Tuesday 27 December in lieu of Sunday December 25); and
- (m) Boxing Day.

SCHEDULE 1: FARES**PART 1: MYKI FARES****Metropolitan fares****TABLE A: myki Money**

	2 hours Full	2 hours Conc	Daily Full	Daily Conc
Zone 1	\$4.60	\$2.30	\$9.20	\$4.60
Zone 2	\$3.10	\$1.55	\$6.20	\$3.10
Zone 1 + 2	\$4.60	\$2.30	\$9.20	\$4.60

TABLE B: myki Pass

Travel between	7 Day Pass Full	7 Day Pass Conc	28 – 365 Day Pass (daily rate) Full	28 – 365 Day Pass (daily rate) Conc
Zone 1	–	–	–	–
Zone 2	\$31.00	\$15.50	\$3.72	\$1.86
Zone 1 + 2	\$46.00	\$23.00	\$5.52	\$2.76

TABLE C: Weekend/Public holiday daily cap

	Weekend/Public holiday cap Full	Weekend/Public holiday cap Conc
Zone 1 + 2	\$6.70	\$3.35

FARES FOR TRAVEL TO/FROM ZONE 1 ON V/LINE SERVICES AND BUS ROUTE 684**TABLE D: myki Money**

Travel between	2 hours Peak Full	2 hours Peak Conc	2 hour Off peak Full	2 hour Off peak Conc	Daily Peak Full	Daily Peak Conc	Daily Off-peak Full	Daily Off-peak Conc
Zone 1 – 2	\$4.60	\$2.30	–	–	\$9.20	\$4.60	–	–
Zone 1 – 3	\$12.40	\$6.20	\$8.68	\$4.34	\$24.80	\$12.40	\$17.36	\$8.68
Zone 1 – 4	\$13.80	\$6.90	\$9.66	\$4.83	\$27.60	\$13.80	\$19.32	\$9.66
Zone 1 – 5	\$16.20	\$8.10	\$11.34	\$5.67	\$32.40	\$16.20	\$22.68	\$11.34
Zone 1 – 6	\$18.40	\$9.20	\$12.88	\$6.44	\$36.80	\$18.40	\$25.76	\$12.88
Zone 1 – 7	\$20.00	\$10.00	\$14.00	\$7.00	\$40.00	\$20.00	\$28.00	\$14.00
Zone 1 – 8	\$22.80	\$11.40	\$15.96	\$7.98	\$45.60	\$22.80	\$31.92	\$15.96
Zone 1 – 9	\$25.20	\$12.60	\$17.64	\$8.82	\$50.40	\$25.20	\$35.28	\$17.64
Zone 1 – 10	\$27.20	\$13.60	\$19.04	\$9.52	\$54.40	\$27.20	\$38.08	\$19.04
Zone 1 – 11	\$29.80	\$14.90	\$20.86	\$10.43	\$59.60	\$29.80	\$41.72	\$20.86
Zone 1 – 12	\$32.20	\$16.10	\$22.54	\$11.27	\$64.40	\$32.20	\$45.08	\$22.54
Zone 1 – 13	\$34.40	\$17.20	\$24.08	\$12.04	\$68.80	\$34.40	\$48.16	\$24.08

TABLE E: myki Pass

Travel between	7 Day Pass Full	7 Day Pass Conc	28 – 365 Day Pass (daily rate) Full	28 – 365 Day Pass (daily rate) Conc
Zone 1 – 2	\$46.00	\$23.00	\$5.52	\$2.76
Zone 1 – 3	\$82.60	\$41.30	\$9.78	\$4.89
Zone 1 – 4	\$92.00	\$46.00	\$10.84	\$5.42
Zone 1 – 5	\$100.00	\$50.00	\$11.28	\$5.64
Zone 1 – 6	\$107.80	\$53.90	\$11.82	\$5.91
Zone 1 – 7	\$114.80	\$57.40	\$12.12	\$6.06
Zone 1 – 8	\$125.60	\$62.80	\$12.76	\$6.38
Zone 1 – 9	\$136.60	\$68.30	\$13.06	\$6.53
Zone 1 – 10	\$145.40	\$72.70	\$13.58	\$6.79
Zone 1 – 11	\$154.60	\$77.30	\$14.02	\$7.01
Zone 1 – 12	\$163.80	\$81.90	\$14.46	\$7.23
Zone 1 – 13	\$172.20	\$86.10	\$14.82	\$7.41

MYKI FARES FOR OTHER TRAVEL ON V/LINE SERVICES AND REGIONAL BUSES**TABLE F: myki Money**

Number of zones travelled	2 hours Full	2 hours Conc	Daily Full	Daily Conc
1 ¹¹	\$2.40	\$1.20	\$4.80	\$2.40
2	\$3.60	\$1.80	\$7.20	\$3.60
3	\$3.78	\$1.89	\$7.56	\$3.78
4	\$5.04	\$2.52	\$10.08	\$5.04
5	\$5.74	\$2.87	\$11.48	\$5.74
6	\$7.14	\$3.57	\$14.28	\$7.14
7	\$8.68	\$4.34	\$17.36	\$8.68
8	\$9.66	\$4.83	\$19.32	\$9.66
9	\$11.34	\$5.67	\$22.68	\$11.34
10	\$12.88	\$6.44	\$25.76	\$12.88
11	\$14.00	\$7.00	\$28.00	\$14.00
12	\$15.96	\$7.98	\$31.92	\$15.96

The fares in the above table for travel in three or more zones include an off-peak discount of 30% off the peak fares for that travel. To calculate the peak fare, divide the relevant off-peak fare (in the table above) by 0.7.

Default fares are calculated using the peak myki Money 2-hour fares (see Chapter 4 of these Conditions).

¹¹ Regulation 6(a), Ticketing Regulations

TABLE G: myki Pass

Number of zones Travelled	7 Day Pass Full	Day Pass Conc	28 – 365 Day Pass (daily rate) Full	28 – 365 Day Pass (daily rate) Conc
1	\$22.40	\$11.20	\$3.12	\$1.56
2	\$36.00	\$18.00	\$4.98	\$2.49
3	\$37.80	\$18.90	\$5.30	\$2.65
4	\$50.40	\$25.20	\$7.06	\$3.53
5	\$57.40	\$28.70	\$7.48	\$3.74
6	\$71.40	\$35.70	\$9.00	\$4.50
7	\$82.60	\$41.30	\$9.78	\$4.89
8	\$92.00	\$46.00	\$10.84	\$5.42
9	\$100.00	\$50.00	\$11.28	\$5.64
10	\$107.80	\$53.90	\$11.82	\$5.91
11	\$114.80	\$57.40	\$12.12	\$6.06
12	\$125.60	\$62.80	\$12.76	\$6.38

DEFAULT MYKI FARES**TABLE H: Metropolitan services default fares**

Service	Full fare / Concession	2 hour product created on myki
TRAIN		
Railway stations in Zones 1 or 2	\$4.60	\$2.30
TRAM		
All trams	\$4.60	\$2.30
BUS		
Metropolitan bus	2 hour myki Money fare between where a customer boards and the zone at the end of the service.	All zones between and including the zone where the customer touches on and the zone at the end of the service.

TABLE I: V/Line train services default fares

V/Line train service¹²	Maximum default fare Full fare	Maximum default fare Concession
Ballarat line	\$22.80	\$11.40
Bendigo line	\$34.40	\$17.20
Geelong line	\$13.80	\$6.90
Seymour line	\$18.40	\$9.20
Traralgon line	\$32.20	\$16.10

TABLE J: Regional town bus default fares

Regional bus	Maximum default fare Full fare	Maximum default fare Concession
One zone bus route	\$2.40	\$1.20
Two zone bus route	\$3.60	\$1.80
Three zone bus route	\$5.40	\$2.70
Four zone bus route	\$7.20	\$3.60
Five zone bus route	\$8.20	\$4.10
Six zone bus route	\$10.20	\$5.10
Seven zone bus route	\$12.40	\$6.20
Eight zone bus route	\$13.80	\$6.90
Nine zone bus route	\$16.20	\$8.10
Ten zone bus route	\$18.40	\$9.20
Eleven zone bus route	\$20.00	\$10.00
Twelve zone bus route	\$22.80	\$11.40

Student Passes**TABLE K: Student Pass Prices**

Metro and Regional city transit student passes	Half-year	Year
Victorian Student Pass	\$328.00	\$631.00
Ballarat Student Pass (Zones 8/9)	\$177.00	\$353.00
Bendigo Student Pass (Zone 13)	\$118.00	\$235.00
Geelong Student Pass (Zones 4/5)	\$177.00	\$353.00

¹² For a rail replacement coach service for any of these services that departs from the coach terminal at Southern Cross Railway Station, the default fare is \$34.40 (full fare) or \$17.20 (concession).

PART 2: NON-MYKI V/LINE FARES

TABLE L: Non-myki V/Line fare table

CHARGING UNITS NOT EXCEEDING	SINGLE		DAILY		WEEKLY		MONTHLY		DATE TO DATE (PRICE PER WEEK)	
	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC
10	\$2.40	\$1.20	\$4.80	\$2.40	\$22.40	\$11.20	\$94.80	\$47.40	\$21.80	\$10.90
20	\$3.60	\$1.80	\$7.20	\$3.60	\$36.00	\$18.00	\$151.40	\$75.70	\$34.80	\$17.40
30	\$4.80	\$2.40	\$9.60	\$4.80	\$48.00	\$24.00	\$161.20	\$80.60	\$37.20	\$18.60
40	\$5.40	\$2.70	\$10.80	\$5.40	\$54.00	\$27.00	\$214.60	\$107.30	\$49.40	\$24.70
50	\$5.80	\$2.90	\$11.60	\$5.80	\$57.40	\$28.70	\$227.40	\$113.70	\$52.40	\$26.20
60	\$7.20	\$3.60	\$14.40	\$7.20	\$71.40	\$35.70	\$273.60	\$136.80	\$63.00	\$31.50
70	\$8.60	\$4.30	\$17.20	\$8.60	\$82.60	\$41.30	\$297.40	\$148.70	\$68.40	\$34.20
80	\$9.60	\$4.80	\$19.20	\$9.60	\$92.00	\$46.00	\$329.60	\$164.80	\$75.80	\$37.90
90	\$11.40	\$5.70	\$22.80	\$11.40	\$100.00	\$50.00	\$343.00	\$171.50	\$79.00	\$39.50
100	\$12.80	\$6.40	\$25.60	\$12.80	\$107.80	\$53.90	\$359.40	\$179.70	\$82.80	\$41.40
110	\$14.00	\$7.00	\$28.00	\$14.00	\$114.80	\$57.40	\$368.40	\$184.20	\$84.80	\$42.40
120	\$16.00	\$8.00	\$32.00	\$16.00	\$125.60	\$62.80	\$388.00	\$194.00	\$89.40	\$44.70
130	\$17.60	\$8.80	\$35.20	\$17.60	\$136.60	\$68.30	\$397.00	\$198.50	\$91.40	\$45.70
140	\$19.00	\$9.50	\$38.00	\$19.00	\$145.40	\$72.70	\$412.80	\$206.40	\$95.00	\$47.50
150	\$20.80	\$10.40	\$41.60	\$20.80	\$154.60	\$77.30	\$426.20	\$213.10	\$98.20	\$49.10
160	\$22.60	\$11.30	\$45.20	\$22.60	\$163.80	\$81.90	\$439.60	\$219.80	\$101.20	\$50.60
170	\$24.00	\$12.00	\$48.00	\$24.00	\$172.20	\$86.10	\$450.60	\$225.30	\$103.80	\$51.90
180	\$25.40	\$12.70	\$50.80	\$25.40	\$181.00	\$90.50	\$462.60	\$231.30	\$106.60	\$53.30
190	\$26.80	\$13.40	\$53.60	\$26.80	\$192.00	\$96.00	\$467.60	\$233.80	\$107.60	\$53.80
200	\$28.40	\$14.20	\$56.80	\$28.40	\$203.00	\$101.50	\$478.40	\$239.20	\$110.20	\$55.10
220	\$31.00	\$15.50	\$62.00	\$31.00	\$222.00	\$111.00	\$503.40	\$251.70	\$116.00	\$58.00
240	\$33.80	\$16.90	\$67.60	\$33.80	\$241.00	\$120.50	\$527.20	\$263.60	\$121.40	\$60.70
260	\$36.40	\$18.20	\$72.80	\$36.40	\$260.00	\$130.00	\$568.40	\$284.20	\$131.00	\$65.50
280	\$39.40	\$19.70	\$78.80	\$39.40	\$282.00	\$141.00	\$617.20	\$308.60	\$142.20	\$71.10
300	\$40.60	\$20.30	\$81.20	\$40.60	\$301.00	\$150.50	\$658.40	\$329.20	\$151.60	\$75.80
320	\$41.20	\$20.60	\$82.40	\$41.20	\$321.00	\$160.50	\$702.20	\$351.10	\$161.80	\$80.90
340	\$43.80	\$21.90	\$87.60	\$43.80	\$340.00	\$170.00	\$743.60	\$371.80	\$171.20	\$85.60
360	\$46.00	\$23.00	\$92.00	\$46.00	\$357.00	\$178.50	\$780.60	\$390.30	\$179.80	\$89.90
380	\$46.60	\$23.30	\$93.20	\$46.60	\$363.00	\$181.50	\$794.00	\$397.00	\$182.80	\$91.40
400	\$47.80	\$23.90	\$95.60	\$47.80	\$372.00	\$186.00	\$813.60	\$406.80	\$187.40	\$93.70
450	\$49.60	\$24.80	\$99.20	\$49.60	\$385.00	\$192.50	\$842.00	\$421.00	\$194.00	\$97.00
500	\$52.00	\$26.00	\$104.00	\$52.00	\$404.00	\$202.00	\$884.00	\$442.00	\$203.60	\$101.80
550	\$54.60	\$27.30	\$109.20	\$54.60	\$424.00	\$212.00	\$927.80	\$463.90	\$213.60	\$106.80
600	\$56.80	\$28.40	\$113.60	\$56.80	\$441.00	\$220.50	\$964.80	\$482.40	\$222.20	\$111.10
650	\$58.20	\$29.10	\$116.40	\$58.20	\$452.00	\$226.00	\$988.60	\$494.30	\$227.60	\$113.80
700	\$62.80	\$31.40	\$125.60	\$62.80	\$487.60	\$243.80	\$1,067.60	\$533.80	\$245.80	\$122.90
750	\$66.20	\$33.10	\$132.40	\$66.20	\$514.60	\$257.30	\$1,126.60	\$563.30	\$259.40	\$129.70
800	\$68.60	\$34.30	\$137.20	\$68.60	\$533.60	\$266.80	\$1,168.00	\$584.00	\$269.00	\$134.50
800+	\$68.60	\$34.30	\$137.20	\$68.60	\$533.60	\$266.80	\$1,168.00	\$584.00	\$269.00	\$134.50

TABLE M: 'Melbourne to' charging units

Melbourne to	Stop code	Charging units
Adelaide City	ADC	
(via Wolsley)		774
(via Murrayville)		804
Aireys Inlet	AII	148
Alberton	AEN	214
Albury (NSW)	ABX	320
Alexandra	AXD	130
Allendale	ALL	144
Anderson	ANS	108
Anglesea	ALS	129
Annuello T/O	ANU	455
Apollo Bay	APB	220
Ararat	ARY	211
Ardeer	ARR	50
Avenel	AVN	116
Avoca	AVC	180
Bacchus Marsh	BAH	50
Bairnsdale	BSJ	274
Ballan	BLN	80
Ballarat	BXT	119
Bannerton T/O	BNN	473
Bannockburn	BKN	
(via Geelong)		98
(via Ballarat)		182
Barham (NSW)	BVM	285
Barmah	BAV	210
Barooga (NSW)	BAX	252
Barraport	BPO	285
Bass	BAS	107
Batemans Bay (NSW)	BTY	826
Batesford	BSD	
(via Geelong)		83
(via Ballarat)		197
Bay of Islands	BAZ	321
Bealiba	BEI	222
Bears Lagoon	BRL	230

Melbourne to	Stop code	Charging units
Beaufort	BFR	165
Beechworth	BHW	280
Bega	BGA	693
Bellbrae	BEL	113
Bell Park	BPA	81
Bells Beach T/O	BBV	114
Belmont	BMV	73
Bemm River T/O	BRT	459
Benalla	BEN	195
Bendigo	BXG	162
Bermagui	BMG	751
Berriwillock	BWC	363
Berwick	BEK	50
Beulah	BLX	384
Birchip	BHP	346
Birregurra	BGU	134
Blampied	BPD	164
Bodalla	BOD	805
Bonnie Doon	BDN	189
Boort	BOT	272
Borong	BOU	251
Boundary Bend	BYB	450
Box Hill	BXH	50
Bridgewater	BWE	203
Bright	BIT	320
Brim	BRZ	368
Broadford	BRF	75
Broomfield	BMD	139
Buangor	BUR	188
Buffalo T/O	BFO	153
Bullarto	BTO	109
Bunbartha	BHA	239
Bundoora (RMIT)	BDA	0
Buninyong	BIY	
(via Geelong)		150
(via Ballarat)		130

Melbourne to	Stop code	Charging units
Bunyip	BYP	78
Burramine	BUN	276
Burrumbet	BUT	138
Byaduk	BYA	354
Byaduk North	BYN	363
Cabbage Tree Creek	CBV	450
Cambelltown	CAM	167
Camperdown	CDN	198
Canberra (ACT)	CBR	
(via Bairnsdale)		824
(via Albury)		760
Canberra City	JOC	760
Cann River	CVV	521
Cape Paterson	CPP	140
Cape Woolamai	CWI	112
Caramut	CRU	276
Cardigan Village	CAD	128
Carisbrook	CSK	173
Caroline Springs	CSG	50
Casterton	CST	381
Castlemaine	CME	125
Caulfield	CFL	0
Charlton	CHN	279
Chiltern	CLR	271
Clarendon	CLX	
(via Geelong)		140
(via Ballarat)		140
Clarkefield	CFD	50
Clayton	CTO	50
Clunes	CUE	156
Coal Creek	CLC	111
Cobargo	CXB	733
Cobblebank	CBK	50
Cobram	CRM	250
Coburg	CBU	0
Cohuna	COH	273

Melbourne to	Stop code	Charging units
Colac	XCO	153
Colbinabbin	CIV	130
Coleambally	CML	400
Coleraine	CRE	352
Congupna	CGA	190
Cooma	OOM	704
Coonalpyn	CPY	594
Corinella	CRL	99
Corio	COR	64
Corop	CRP	168
Corowa (NSW)	CWW	283
Cowes	COE	120
Cowwarr	CWV	183
Craigieburn	CRA	50
Cranbourne	CQR	50
Creswick	CRK	130
Croydon	CQQ	50
Culgoa	CLG	349
Dadswells Bridge	DAD	269
Daisy Hill	DAI	179
Dalyston	DLN	122
Dandenong	DNG	50
Darlington	DGT	221
Darlington Point	DPT	435
Darnum	DRM	106
Dartmoor	DTR	437
Daylesford	DFD	109
Deer Park	DRP	50
Deniliquin	DNQ	240
Derrinallum	DLM	198
Devenish	DEV	222
Dimboola	DIM	362
Dingee	DIG	211
Donald	DLD	294
Donnybrook	DBK	50
Drouin	DOU	91

Melbourne to	Stop code	Charging units
Dudley	DUD	127
Dunkeld	DUK	287
Dunolly	DOY	217
Durham ox	DHX	260
Eagle Point	EAP	284
Eaglehawk	EAG	170
Eastern View	ESV	153
Echuca	ECH	220
Eden	QDN	614
Elaine	EAI	
(via Geelong)		130
(via Ballarat)		150
Elmore	EMR	173
Emu	EMU	234
Epsom	EPM	170
Essendon	ESE	0
Euroa	EOA	151
Euston	EUS	492
Everton	Everton	258
Fairhaven	FHV	149
Finley	FLY	282
Fish Creek	FCK	160
Five Ways	FIW	50
Flinders St	MFS	0
Flowerdale	FLE	77
Footscray	FTY	0
Foster	FOR	173
Galaquil	GLQ	378
Garfield	GAF	74
Geelong	GEX	73
Genoa	GEO	569
Geranium	GNM	671
Gheringhap	GHP	
(via Geelong)		92
(via Ballarat)		188
Gipsy Point (NSW)	GIP	580
Girgarre	GIV	159

Melbourne to	Stop code	Charging units
Gisborne	GSB	64
Glenthompson	GTN	269
Glenburn	GEN	116
Glengarry	GGR	167
Glenloth T/O	GNT	295
Glenorchy	GCY	262
Goorambat	GBT	212
Goornong	GRG	172
Grantville	GVV	94
Great Western	GTW	234
Gredgwin	GDW	291
Griffith (NSW)	GFF	475
Grovedale	GRO	73
Guildford	GID	
(via Castlemaine)		136
(via Ballarat)		219
Gunbower	GNR	263
Gundagai	GGI	600
Haddon	HDN	123
Halls Gap	HAG	311
Hamilton	HLT	318
Harcourt	HRC	
(via Castlemaine)		135
(via Ballarat)		240
Hattah	HTT	499
Hawkesdale	HWE	300
Heathcote	HCE	100
Heathcote Junction	HJN	50
Hexham	HXA	259
Heyfield	HEY	194
Heywood	HWD	387
Holbrook	HLB	440
Hopetoun	HTU	410
Horsham	HSM	327
Huntly	HUY	171
Inglewood	ING	211
Inverloch	IVK	143

Melbourne to	Stop code	Charging units
Irymple	IRY	559
Jabuk	JAB	1088
Jam Jerrup	JAP	84
Jan Juc T/O	JJC	94
Jerilderie	JRD	341
Johnsonville	JOH	305
Kalimna	KAL	337
Kalimna West	KAW	335
Kangaroo Flat	KFT	157
Kaniva	KAV	438
Kaarimba	KMA	210
Katunga	KAU	226
Keith	KTH	528
Kennett River	KRV	197
Kerang	KRA	289
Kiata	KIA	386
Kilcunda	KLD	116
Kilmore	KIL	63
Kilmore East	KET	63
Kinglake West	KLW	50
Koo Wee Rup	KWE	66
Koondrook	KOV	283
Koonoomoo	KOO	255
Koonwarra	KWA	137
Koroit	KRO	278
Korong Vale	KVE	243
Korumburra	KBA	111
Kyabram	KYB	180
Kyneton	KYN	92
Lake Boga	LBG	330
Lake Bolac	LBC	227
Lake Charm	LCH	305
Lake Tyers Beach	LTB	344
Lakes Entrance	LKE	339
Lal Lal	LLV	140
Lalbert	LLB	331
Lameroo	LAM	1044

Melbourne to	Stop code	Charging units
Lancaster	LAR	219
Lancefield	LNI	89
Lang Lang	LAG	76
Lara	LRA	50
Lascelles	LAS	417
Lavers Hill	LVH	269
Leitchville	LEI	269
Leongatha	LEG	126
Lethbridge	LBR	
(via Geelong)		104
(via Ballarat)		176
Lillimur	LIR	448
Lilydale	LYL	50
Lindenow T/O	LIW	257
Linton	LTO	159
Lismore	LMO	196
Little River	LTR	50
Loch	LOH	95
Loch-ard Gorge	LOC	300
Lockington	LKN	204
Lockwood	LOK	148
London Bridge	LON	318
Longwarry	LWY	83
Lorne	LRN	170
Lyonville	LYV	109
Macarthur	MAC	344
Macedon	MDN	70
Maffra	MFA	206
Maiden Gully	MAI	170
Maindample	MDP	197
Maldon	MLD	141
Mallacoota	MAL	589
Malmsbury	MMS	102
Manangatang	MGN	427
Mansfield	MFV	211
Marengo	MRO	223
Marlo	MLO	435

Melbourne to	Stop code	Charging units
Marnoo	MAN	276
Marong	MRN	181
Marshall	MAR	79
Maryborough	MYB	180
Marysville	MAZ	100
Mathoura	MTA	220
Meeniyian	MEY	142
Melton	MLT	50
Meredith	MEH	
(via Geelong)		118
(via Ballarat)		162
Merimbula (NSW)	MIM	660
Merri	MER	0
Merrigum	MER	166
Merton	MTX	175
Mildura	MQL	566
Minyip	MYP	318
Mitiamo	MTI	229
Moama (NSW)	MAM	220
Moe	MOE	129
Mogo	MGO	826
Molesworth	MSW	146
Moolort T/O	MVO	162
Mooroopna	MPA	177
Mortlake	MOT	245
Moruya	MYA	805
Moyston	MOY	226
Morwell	MWE	143
Mt. Beauty	MBY	380
Mt. Buller	MTB	SPECIAL
Mt Duneed	MTD	83
Mt. Gambier (SA)	MGB	468
Mt. Helen	MHV	
(via Geelong)		154
(via Ballarat)		126
Mulwala (NSW)	MWL	260
Murchison	MHN	147

Melbourne to	Stop code	Charging units
Murchison East	MST	147
Murray Bridge	MUB	680
Murrayville	MUY	536
Murtoa	MUA	298
Musk	MUX	109
Myola	MYV	121
Myrtleford	MFO	290
Mysia	MYS	258
Nagambie	NGE	126
Nar Nar Goon	NNG	65
Narooma	NMA	774
Narrawong	NRO	355
Nathalia	NAH	201
Navigators	NAV	
(via Geelong)		150
(via Ballarat)		130
Newbridge	NWB	199
Newlyn	NLN	150
Newhaven T/O	NVN	110
Newmerella	NEW	410
Newstead	NEP	148
Nhill	NHL	400
Nicholson	NIC	294
Nilma	NLM	102
Nimmitabel	NML	704
Noorat	NAT	227
North Geelong	NOG	70
North Melbourne	NMB	0
North Shore	NOS	67
Nowa Nowa	NWW	364
Nullawil	NWL	333
Numurkah	NUH	215
Nunawading	NWG	50
Nyah	NYH	373
Nyora	NYA	90
Orbost	OBT	420
Ouyen	OYN	465

Melbourne to	Stop code	Charging units
Oxley	OXL	247
Pakenham	PAM	50
Pambula	PMA	643
Parilla	PRA	1030
Paynesville	PAY	330
Peake	PKE	1099
Penhurst	PSH	303
Peterborough	PBR	331
Piangil	PGL	388
Picola	PIA	205
Pimpinio	PIM	342
Pinnaroo	PNO	1005
Pioneer Bay	PBY	94
Point Roadknight	PTN	129
Pomonal	POM	246
Porepunkah	PPK	314
Port Campbell	PTL	319
Port Fairy	PFY	300
Portland	PTJ	373
Princetown T/O	PWN	301
Puckapunyal	PUK	109
Pyalong	PYG	87
Pyramid	PYD	249
Quambatook	QUK	307
Raywood	ROD	193
Redcliffs	RCF	551
Rhyll	RTO	113
Richmond	RCH	0
Riddells Creek	RIK	50
Ringwood	RWD	50
Robinvale	RBC	486
Rochester	ROR	188
Rockbank	RKB	50
Romsey	RMY	79
Rosebery	RSR	396
Rosedale	ROE	179
Rupanyup	RUP	297

Melbourne to	Stop code	Charging units
Rushworth	RTH	140
Rutherglen	RTG	272
St. Arnaud	STA	255
St. James	SNJ	228
Sale	SXE	206
San Remo	SNR	109
Scarsdale	SCD	146
Sea Lake	SEK	383
Sebastapol	SEB	124
Sebastian	SBT	187
Serpentine	SPE	220
Seymour	SEY	99
Sheep Hills T/O	SHS	332
Shepparton	SHT	182
Sherlock	SHK	1114
Sherwood Park	SHP	267
Skenes Creek	SKK	206
Skipton	SKP	179
Smeaton	SME	151
Smythes Creek	SMK	123
Smythesdale	SMY	142
South Geelong	SGR	74
Southern Cross Stn	MEL	0
Sovereign Hill	SVH	123
Speed	SPD	426
Spring Creek	SPK	226
Springhurst	SPT	257
Stanhope	SNP	148
Stawell	SWC	241
Strangeways	STS	144
Stratford	STD	221
Strathmerton	STN	235
Streatham	SRM	206
Sunbury	SUY	50
Sunshine	SSH	0
Surf Beach	SFB	113
Swan Hill	SWH	345

Melbourne to	Stop code	Charging units
Swan Reach	SAE	315
Tailem Bend	TBD	657
Talbot	TAT	173
Tallarook	TOV	90
Tallygaroopna	TNA	199
Tarcutta	TAR	510
Tarnagulla	TAL	207
Tarneit	TNE	50
Tarrington	TTN	316
Tatura	TTA	161
Teddywaddy	TED	288
Tempy	TPY	433
Terang	TEG	221
The Gurdies	TGU	89
Tinamba	TNB	204
Tintinara	TTR	566
Tocumwal (NSW)	TCW	259
Tongala	TGV	192
Tooborac	TBE	95
Toolamba	TMA	199
Toolleen	TOE	121
Toongabbie	TGB	175
Toora	TOO	183
Tooradin	TDN	50
Torquay	TQA	94
Torrumbarry	TOM	251
Tostaree	TOS	374
Trafalgar	TFG	119
Traralgon	TGN	157
Trawalla	TRQ	157
Trentham	TNT	103
Tullamarine Airport	TLM	50
Tungamah	TGM	240
Turriff	TUR	424
Twelve Apostles	TAV	300
Tyers	TYR	159
Tylden	TYL	96

Melbourne to	Stop code	Charging units
Tynong	TYN	70
Tyrendarra	TDA	347
Underbool	UDB	476
Violet Town	VOT	169
Wahgunyah	WGH	281
Wallan	WLN	50
Walpeup	WAP	496
Wandong	WNG	50
Wangaratta	WGT	234
Warracknabeal	WKB	349
Warragul	WGL	99
Warrenheip	WIP	126
Warrnambool	WMB	267
(via Apollo Bay)		385
Watchem	WCH	326
Watergardens	SYM	50
Waurin Ponds	WPS	80
Waygara	WAY	390
Wedderburn	WDD	243
Welshmans Reef	WRF	188
Welshpool	WHL	193
Wendouree	WED	119
Westmere	WME	216
Whittlesea	WEA	50
Wickliffe	WCL	238
Winchelsea	WIA	114
Wodonga	WDN	304
Wombah Park	WPK	93
Wonboyn	WBN	614
Wonthaggi	WTG	130
Wood Wood	WOO	381
Woodend	WDV	78
Woodfield	WFD	184
Woolsthorpe	WST	289
Woomelang	WMG	388
Wunghnu	WUU	208
Wycheproof	WYF	306

Melbourne to	Stop code	Charging units
Wye River	WYV	187
Wyndham Vale	WVL	50
Yambuk	YMB	317
Yarck	YRC	156
Yarra Glen	YGL	50
Yarragon	YON	111
Yarram	YRM	219
Yarrawonga	YRW	260
Yarroweyah	YWA	242
Yass	YSN	671
Yea	YEA	130
Yendon	YDO	135
Zeerust	ZST	201

T/O = turn off

TABLE N: First class upgrade

Journey length	Single trip	10 trip multicaard	5 trip multicaard
Journey less than 100 charging units	\$4.30	\$38.00	–
Journey 100 charging units or greater	\$8.60	–	\$38.00

PART 3: NON-MYKI REGIONAL BUS FARES**TABLE P: Regional bus fares – Category A**

Ticket type	Fare for one zone	Fare for two zones	Locations using these fares	
Full fare 2 hour	\$2.40	\$3.60	Bairnsdale	Portland
Concession 2 hour	\$1.20	\$1.80	Benalla	Rochester
Full fare Daily	\$4.80	\$7.20	Cobram	Sale
Concession Daily	\$2.40	\$3.60	Colac	Shepparton/ Mooroopna
Full fare Weekly	\$22.40	\$36.00	Drouin	Swan Hill
Concession Weekly	\$11.20	\$18.00	Echuca/Moama	Wangaratta
Full fare Monthly	\$94.80	\$151.40	Gisborne	Warrnambool
Concession Monthly	\$47.40	\$75.70	Hamilton	Wodonga- Albury
			Horsham	Wonthaggi
			Korumburra	Yarrowonga
			Kyneton	
			Lakes Entrance	
			Maryborough	
			Mildura	

TABLE Q: Regional bus fares – Category B

Ticket type	Fare for one zone	Location using these fares
Full Fare 2 hour	\$2.40	Ararat
Concession 2 hour	\$1.20	Beaufort
Full Fare Daily	\$4.80	Stawell
Concession Daily	\$2.40	
Student Weekly	\$9.50	

TABLE R: Student Pass prices – non-myki

Student Pass	Available from	Half-year	Year
Southwest Student Pass	Warrnambool Bus Lines	\$118.00	\$235.00
Colac Student Pass	Colac Transit	\$118.00	\$235.00
Portland Student Pass	Portland Bus Lines	\$118.00	\$235.00

SCHEDULE 2: TRAIN AND TRAM ZONES

FIGURE A: Melbourne train network map

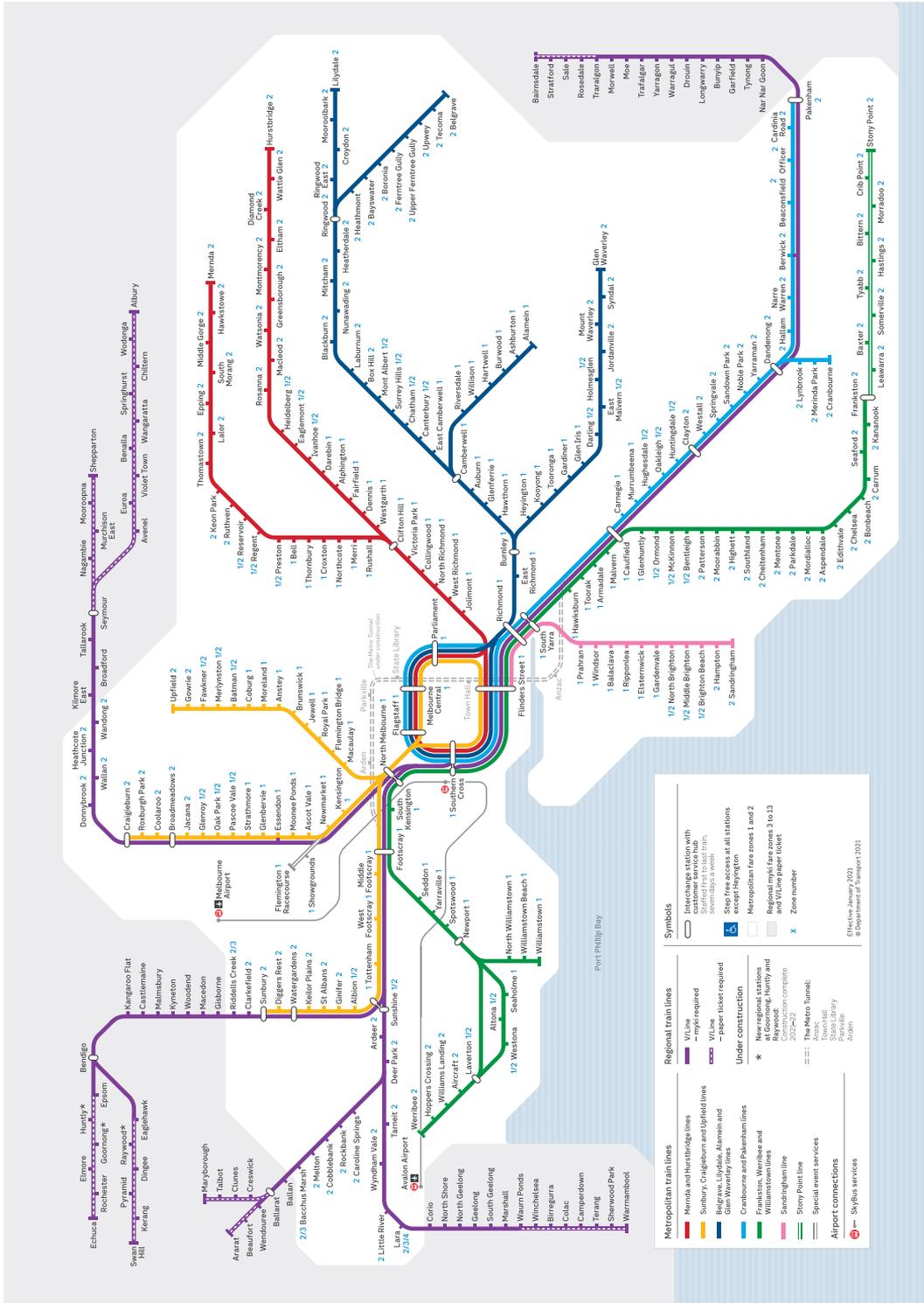


FIGURE B: Melbourne tram network map

Melbourne tram network



Tram routes

1 East Coburg – South Melbourne Beach	30 St Vincent's Plaza – Central Pier Docklands	72 Melbourne University – Camberwell
3 Melbourne University – East Malvern (weekdays)	35 City Circle	75 Vermont South – Central Pier Docklands
3a Melbourne University – East Malvern (weekends)	48 North Balwyn – Victoria Harbour Docklands	78 North Richmond – Balaclava
5 Melbourne University – Malvern	57 West Maribyrnong – Flinders Street Station	82 Moonee Ponds – Footscray
6 Moreland – Glen Iris	58 West Coburg – Toorak	86 Bundoora RMIT – Waterfront City Docklands
11 West Preston – Victoria Harbour Docklands	59 Airport West – Flinders Street Station	96 East Brunswick – St Kilda Beach
12 Victoria Gardens – St Kilda (Fitzroy Street)	64 Melbourne University – East Brighton	109 Box Hill – Port Melbourne
16 Melbourne University – Kew	67 Melbourne University – Carnegie	
19 North Coburg – Flinders Street Station	70 Wattle Park – Waterfront City Docklands	

FIGURE C: Free Tram Zone map

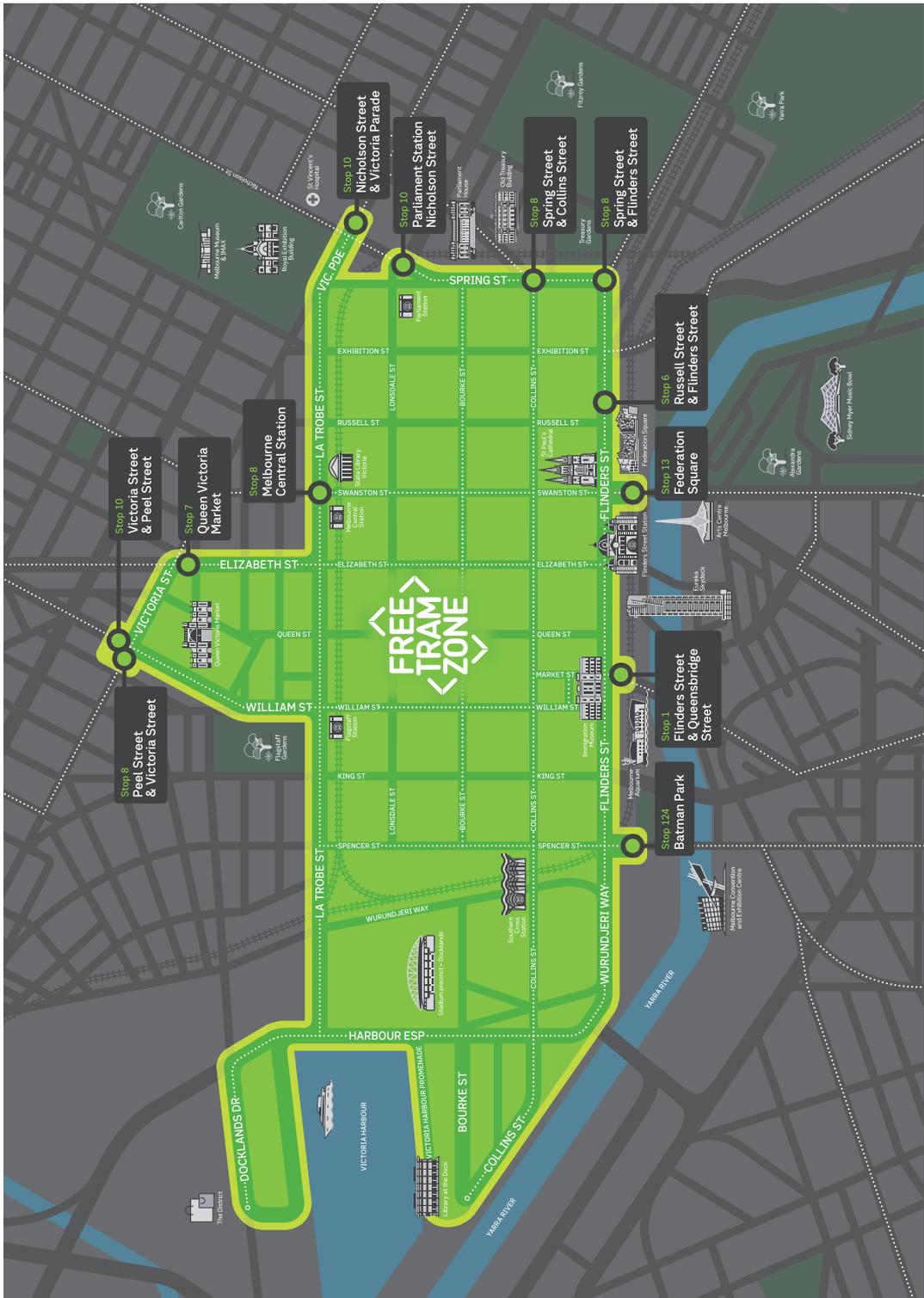


TABLE A: Free Tram Zone stop table

Tram route	Starting Station	Starting Station tram stop	End Station	End Station tram stop
1	Melbourne Central Station	Stop 8	Federation Square	Stop 13
3	Melbourne Central Station	Stop 8	Federation Square	Stop 13
3a	Melbourne Central Station	Stop 8	Federation Square	Stop 13
5	Melbourne Central Station	Stop 8	Federation Square	Stop 13
6	Melbourne Central Station	Stop 8	Federation Square	Stop 13
8	Melbourne Central Station	Stop 8	Federation Square	Stop 13
11	Spring Street and Collins Street	Stop 8	Victoria Harbour	Tram terminus
12	Spring Street and Collins Street	Stop 8	Batman Park	Stop 124
16	Melbourne Central Station	Stop 8	Federation Square	Stop 13
19	Queen Victoria Market	Stop 7	Elizabeth Street	Tram terminus
30	Victoria Parade and Nicholson Street	Stop 10	Etihad Stadium	Tram terminus
48	Spring Street and Flinders Street	Stop 8	Victoria Harbour	Tram terminus
55	Victoria Street and Peel Street	Stop 10	Flinders Street and Queens Bridge Street	Stop 1
57	Peel Street and Victoria Street	Stop 8	Elizabeth Street	Tram terminus
59	Queen Victoria Market	Stop 7	Elizabeth Street	Tram terminus
64	Melbourne Central Station	Stop 8	Federation Square	Stop 13
67	Melbourne Central Station	Stop 8	Federation Square	Stop 13
70	Russell Street and Flinders Street	Stop 6	Docklands Drive	Tram terminus
72	Melbourne Central Station	Stop 8	Federation Square	Stop 13
75	Spring Street and Flinders Street	Stop 8	Etihad Stadium	Tram terminus
86	Parliament Station and Nicholson Street	Stop 10	Docklands Drive	Tram terminus
96	Parliament Station and Nicholson Street	Stop 10	Batman Park	Stop 124
109	Spring Street and Collins Street	Stop 8	Batman Park	Stop 124

TABLE B: Extended Free Tram Zone – AFL Grand Final

From the Wednesday before the AFL Grand Final to the Saturday of the AFL Grand Final (inclusive) the Free Tram Zone will be extended to the Melbourne Cricket Ground (MCG). The additional stops included in the Extended Free Tram Zone are as follows:

Tram route	Extended Free Tram Zone stops
48 and 75	Stop 9 (Lansdowne Street), Stop 10 (Jolimont Road), Stop 11 (Jolimont Station/MCG)
70	Stop 7a (William Barak Bridge), Stop 7b (Rod Laver Arena) and Stop 7c (MCG/Melbourne Arena)

For journeys on a tram that are wholly within the Extended Free Tram Zone, a ticket is not required. Customers are not required to touch on and touch off in the Free Tram Zone, however if they do, they will be charged a fare.

ive

The *Victoria Government Gazette* is published by IVE Group Limited with the authority of the Government Printer for the State of Victoria

© State of Victoria 2021

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act.

Address all enquiries to the Government Printer for the State of Victoria
Level 2, 1 Macarthur Street
Melbourne 3002
Victoria Australia

How To Order



**Retail and
Mail Sales**

Victoria Government Gazette

Ground Floor, Building 8,
658 Church Street,
Richmond 3121

DX 106 Melbourne



Telephone

(03) 8523 4601

email

gazette@ivegroup.com.au

Price Code E