

How to get your **metrocard**

metro

metrocard application form

Today

Fill in the application form and take it, with your acceptable ID, to Metroinfo at the city Bus Exchange.

A minimum of \$10 is required to activate your card (cash or EFTPOS). Once you've been issued your Metrocard and receipt your card is ready to use.

Postal Application

If it's not convenient for you to come to the city Bus Exchange, please post your completed application form and a photocopy of acceptable ID to the address below. Please do not enclose any payment - you can load \$10 onto your Metrocard on Metro buses. Once issued, your Metrocard will be posted out to you.

Metrocard Applications, PO Box 345, Christchurch

Code of Conduct

You have the right to:

- be treated with respect
- friendly and courteous service
- a safe, clean and comfortable travelling environment

You are responsible for:

- respecting other peoples rights
- paying the correct fare
- following any reasonable instructions from the driver and/or another company representative
- good behaviour
- telling us if you see anyone damaging the bus

This means that you will not:

- threaten, bully, harass other people on the bus
- swear or use bad language
- eat, drink or smoke on the bus
- tag, graffiti or damage the bus in any way

If you do not comply with this Code of Conduct, it may result in prosecution and/or removal of your right to use the bus.



ecan/metro/cardapp0509

nothing could be simpler!

metrocard Application Form

Surname: _____

Given name(s): _____

Postal address: _____

Postcode:

Contact phone number: _____

Metrocard category: Adult Child

Password*: _____

*This should be a name or word that is easily remembered by you (for example your mother's maiden name, name of a favourite pet). This will be used to confirm your identity if you phone to report a lost card or to enquire about your Metrocard balance.

Date of birth: _____

Signature of applicant or guardian: _____

Date: _____

Metrocard is the only ticket you need to travel on Metro services. Nothing could be simpler!

Great value

Metrocard costs nothing to buy – it's free! You just need to load \$10 onto Metrocard initially for it to work.

Metrocard offers users significant reductions, in comparison to cash fares, for a single trip. Even more savings can be made the more you use your Metrocard.

Metrocard users pay a maximum of two fares per day and/or ten fares per calendar week for travel within the same Zone. Use your Metrocard for daily travel Monday – Friday and your weekend travel, that week, is free!

All Metro services operating throughout the city are within Zone 1 for Metrocard users. For travel to destinations outside Zone 1 (Lincoln, Burnham, Rolleston, Kaiapoi, Rangoirā and Diamond Harbour) a Zone 2 or 3 fare will apply. Fare guides detailing this information are available from Metroinfo.

Transfer for free

It's free to transfer within 2 hours onto any other Metro service in the city if you are travelling within the same fare zone.

Keeping track of your spending

Metrocard automatically calculates and deducts your fare every time you use it. Place your Metrocard on the reader as you board the bus. Your fare will automatically be deducted and your card balance displayed on the screen.

When you have no funds available the machine issues a warning ticket reminding you to top up your Metrocard, before your next trip. You can also check your balance online at www.metroinfo.co.nz

Topping up your Metrocard

Top up your Metrocard, in \$10 amounts (for example \$10, \$20 or \$30), as you board the bus (cash only) or at Metroinfo at the city Bus Exchange (cash or EFTPOS).

Safe and secure

Your Metrocard has a unique number which is registered to you. That means if it's lost or stolen, it can be cancelled and any remaining money transferred to a replacement card. There is a \$10 administration charge for a replacement card.

Acceptable ID

- Adult Metrocard (18 and over) - driver's licence, passport, bank statement, electricity or phone account.
- Child Metrocard* (under 18) - Cando card or some suitable proof of age.
*Child Metrocard holders are entitled to reduced fares on presentation of approved ID.

By using Metrocard, you agree to be bound by the conditions of use and any future conditions as notified. These will be issued with your card and are available from Metroinfo.

If you do not want your cardholder name and address details being made available to participating bus companies for marketing purposes please tick this box.

Want to know more?

Phone Metroinfo Call Centre **3 66 88 55**

Monday to Saturday 6.30am-10.30pm, Sunday 9am to 9pm

www.metroinfo.co.nz

Tear here

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