

Does my travel credit left on my old card get transferred?

Once your previous Cando card expires on the 31st March unused funds will be automatically transferred from your previous card to your current card as long as you have already made an initial top up of \$10 on your new Cando card. This process can take up to a week to be completed.

What happens if I don't get a new Cando Card for the current year?

If you have left school and are not eligible for a new Cando card or choose not to get one you will need to purchase a metrocard if you would like to continue receiving discounted travel. A new metrocard will cost you \$10 and you are required to top up the new card with \$10 credit at the time of purchase.

You can get one at the Metro office:
37 Main North Rd, 9am-5pm Monday to Friday
or the Metroinfo Kiosk at Central Station:
46-50 Lichfield St, 7.30am-6pm Monday to Friday
and 9am-5pm Saturday and Sunday.

You can also transfer unused credit from your old Cando card to your new metrocard at the same time.

YOUR CANDO CARD IS A METROCARD TOO

Your Cando card has an inbuilt metrocard chip. This means that you can top up your Cando card just as you would your metrocard and use it on any Metro bus or ferry service in the Greater Christchurch area.



Discounts for travel

Use your Cando card as a metrocard and receive the same discounts the metrocard offers. It is at least 25% cheaper using a metrocard or Cando card than paying cash on the bus or ferry, it also automatically caps how much you pay each day as well as over a week (Monday to Sunday).

You will only be charged \$1.15** per trip within Christchurch zone 1 using your Cando card, and the maximum you can be charged per day, if travelling within the same zone as your first trip, is two trip fares. After this has been deducted you have unlimited travel within Christchurch zone 1 for that day. Paying cash is \$1.60 per trip and only gives you 1 free transfer within 2 hours after that trip has been taken. For more information on all the discounts and zones please visit metroinfo.co.nz/fares

*** standard Christchurch zone 1 child fare valid to children under 18 years of age. As at February 2012.*

How do I top up my Cando Card?

You will need to top up your Cando card for it to work as a metrocard. Minimum top up is \$10 and there are many ways you can do this. They are:

- **As you board the bus** – in \$10 amounts (e.g. \$10, \$20, \$30) using cash only. Give your card and the money to the driver and they will top up your card for you. It will then be immediately available to use.
- **At the Central Station, Metroinfo office, or at a metro agent** – any amount from \$10 - \$250 using cash, debit or credit card. Your top up is immediately available to use (for a list of Metro agents visit metroinfo.co.nz).
- **Online** – by creating an online top up account at metroinfo.co.nz you will be able to top up your Cando card using a credit card online.

What happens if I lose my Cando Card?

If you use your Cando card as a metrocard and lose it, you need to ring Metroinfo on **366 88 55** immediately. We can then put a block on your card so that any funds remaining on the card cannot be used. You can then either replace the card with a metrocard or new Cando card.

How do I replace my card?

To get a replacement Cando Card, you need to contact your school office and organise a replacement through them.

A replacement metrocard costs \$10. Metro also require a top up of \$10 to be put on the card at the time of purchase and funds from your lost Cando card can then be transferred onto the new metrocard.

To get a replacement metrocard visit:

Metro office – 37 Main North Rd
9am-5pm Monday to Friday

or the Metroinfo Kiosk at:

Central Station – 46-50 Lichfield St
7.30am-6pm Monday to Friday
9am-5pm Saturday and Sunday.

Please note: You will need to bring some identification with you and Metro agents cannot replace lost cards or transfer funds from one card to another. Also the new metrocard cannot be used as identification and does not have the other benefits of a Cando card.

Is my Cando Card from last year still valid as a metrocard this year?

Cando cards from the previous year are valid as a metrocard until the 31st March of the current year. On the 31st March the old Cando card will expire and no longer be able to be used as a metrocard. You will need to make sure you have made a top up of \$10 on your new Cando card to activate it as a metrocard, once this is complete you can then use your new Cando card as a metrocard.

How does it work?

Your Cando card is like a debit card which you top up with travel credit. The cost of the trip will be automatically deducted when you place your Cando card on a metrocard reader in the bus or ferry. The card readers display window will show your remaining balance and the cost of the trip being taken. When you have less than \$5 on your card, an orange light will let you know it is time to top up. You can also check your balance online at:

www.metroinfo.co.nz