

- 1) The Metrocard remains the property of Environment Canterbury (ECan)\*.
- 2) The Metrocard must be registered in the cardholder's name.
- 3) Only one Metrocard can be registered to any cardholder at any one time.
- 4) The use of Metrocard is governed by the terms and conditions determined by ECan.
- 5) The Metrocard is available for use on all participating Christchurch Metro bus services. ECan is not responsible for any operators that refuse to honour Metrocard. While standard Metro fares apply on all participating services, customers should be aware that additional fares may be charged on the Metrocard for services that are not operated under the Metro system.
- 6) ECan is not responsible for the quality of service provided as a consequence of the use of the Metrocard, or liable for any losses thereby incurred.
- 7) ECan together with any participating bus and ferry operators is authorized to debit bus and ferry service fees and charges to Metrocard.
- 8) The available credit on Metrocard is not transferable and is non-refundable except at the discretion of ECan. No interest will be paid to the cardholder for any funds on a Metrocard.
- 9) A Metrocard must be validated for every trip taken on a participating bus or ferry service by presenting the card in an approved manner to the on board card-reader device. The cardholder must show Metrocard, and/or boarding ticket, upon demand by an operator or driver. Failure to do so may mean that an operator charges the cardholder another fare.
- 10) Any cardholder who wishes to use a child concession must carry a Can Do card, driver's license or approved "Metro" identification (ID) with them that records their eligibility for the reduced fare. This ID must be shown to the driver when boarding the service or on demand. Failure to carry or display appropriate ID may result in a full adult fare being charged.
- 11) The cardholder is responsible for the care of their Metrocard. Any card that has been damaged or is not accepted by the card-reader device may incur a \$10 replacement fee.
- 12) The cardholder is responsible for providing registration details for their Metrocard. Proof of identity in the form of photo ID, which includes your date of birth, will be required to obtain full registration.
- 13) If a registered Metrocard is lost or stolen it is the responsibility of the cardholder to inform ECan. ECan will hot list any registered cards reported lost or stolen. Hot listing will take effect the next business day following notification of the lost or stolen card. The value remaining on the lost or stolen card after the date of notification may be transferred to a new card subject to the cardholder paying a card replacement fee.
- 14) Inappropriately registered Metrocards cannot be hot listed and the value remaining on a lost or stolen Metrocard may not be refunded or transferred to a new card.
- 15) If ECan determines that a card has failed and the defect was caused by the cardholder's misuse or failing to comply with the terms and conditions of use of Metrocard then the cardholder will be responsible for a replacement card and the associated cost.
- 16) Should a Metrocard fail to operate; the driver will take the card and issue a receipt to the passenger. This receipt will be valid for the remainder of that business day and will allow the passenger to use Metro services for that day only. It is the passenger's responsibility to contact Metroinfo at ECan and arrange for a new card to be issued and any funds transferred from the malfunctioning card to the new card. Where a replacement card has not been obtained the passenger will be charged full cash fares after the expiry of the receipt.
- 17) The cardholder may reload Metrocard at the Christchurch city Bus Exchange or on participating buses and ferries. Card reloads are restricted to multiples of \$10. EFTPOS available at the city Bus Exchange only.
- 18) On presentation of your Metrocard, the fare will be automatically deducted. No paper receipts or tickets will be issued for fares purchased with a Metrocard, unless you are on your last available ride.
- 19) A Metrocard is not transferable and Metrocard discounted fares are restricted to the registered cardholder.
- 20) ECan has the right to cancel a Metrocard without notice. Authorised staff from ECan and participating bus companies, or their agents, may confiscate any Metrocard if they suspect it is being misused.
- 21) All personal (registration) information relating to cardholders remains confidential and will not be sold or passed on to any third party by ECan without the cardholder's consent.
- 22) Any passenger using a Metrocard for a child's concession fare is expected to offer their seat to a full fare paying passenger if all the other seats on the vehicle are occupied. This is a condition of access to cheaper child fares.
- 23) Before presenting Metrocard, cardholders need to specify the full zonal distance they require on the first leg of their journey (first trip), if they want to benefit from the free transfers when traveling beyond Zone 1.
- 24) ECan has the right to vary the terms and conditions in respect of the use of the Metrocard at any time. Publication or notice of changes will usually be provided four weeks prior to any changes.