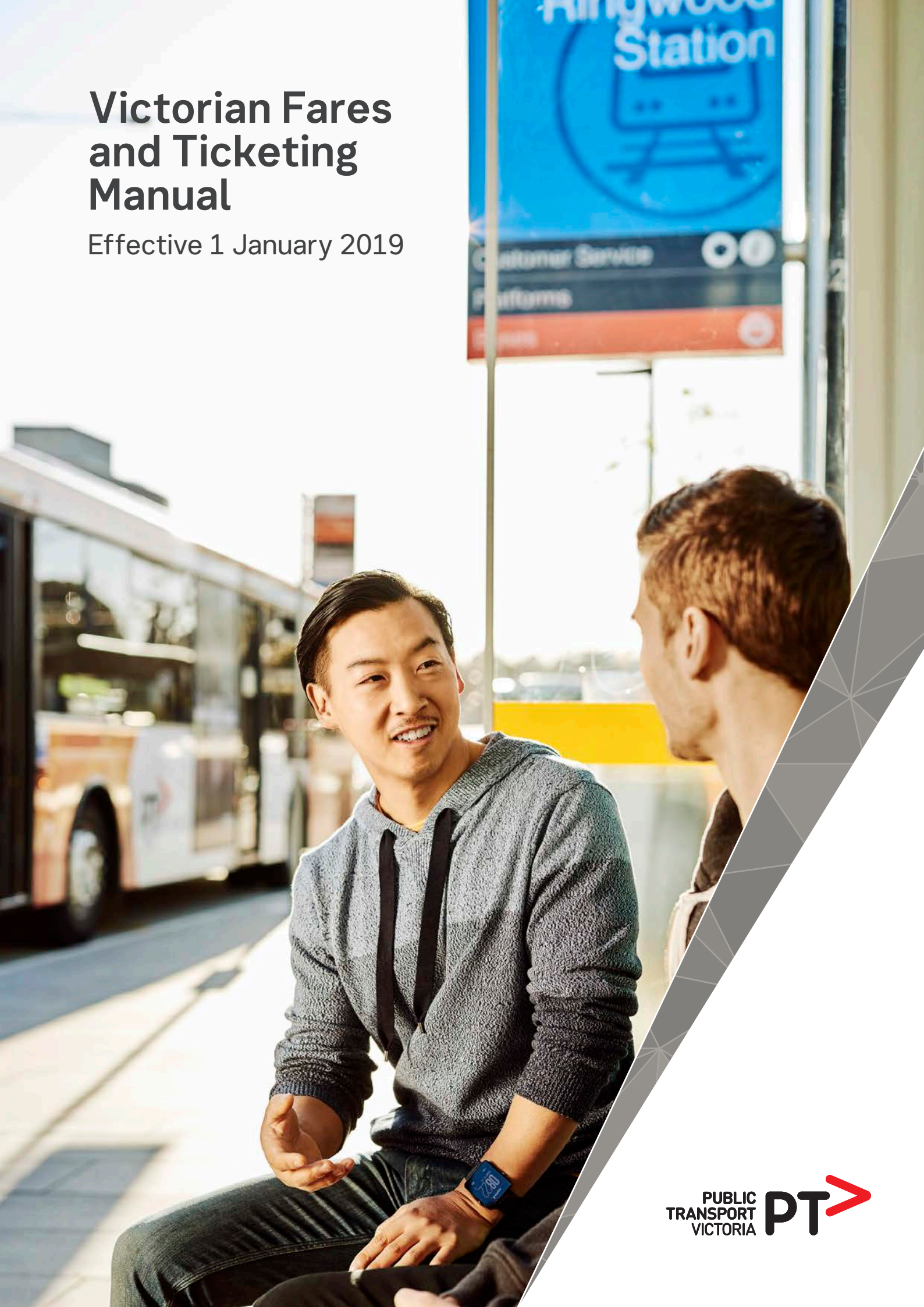
Victorian Fares and Ticketing Manual

Effective 1 January 2019



PUBLIC TRANSPORT VICTORIA

This manual reflects conditions enforced as at 1 January 2019. Conditions may subsequently change.

For the most up-to-date version of the Victorian Fares and Ticketing Manual, please visit **ptv.vic.gov.au**.

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Chapter 1:
Legal status

Legal status and application

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

- the contents of Chapters 1 to 15 and 17 and 18 that are in green text;
- the contents of Chapter 16.

The conditions in this manual (the Conditions) take effect from and including 1 January 2019.

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

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

The classes of tickets referred to above are:

- myki cards;
- V/Line tickets;
- Regional Bus Tickets;
- Travel Passes;
- Student Passes;
- Free Passes and authorities.

The manual and updates may be downloaded from **ptv.vic.gov.au**.

Role of the Secretary to the Department of Transport and Public Transport Victoria

The role of the Secretary to the Department of Transport is to determine and publish the conditions set out in this manual and undertake enforcement-related functions.

Public Transport Victoria is a statutory authority whose role is to administer Victoria's train, tram and bus services and provide a single point of contact and information for customers on public transport services, fares, tickets and initiatives.

Chapter 2:
Ticketing in Victoria

Ticketing in Victoria

Introduction

Ticketing in Victoria depends on which service a customer uses:

- myki – metropolitan trains, trams and buses, bus route number 684, V/Line commuter trains, V/Line Night Coach network services, V/Line parallel coach services and some regional town buses;
- V/Line paper tickets – V/Line coach and long distance train services;
- Travel Passes – metropolitan trains, trams and buses and some regional town buses;
- Regional Bus Tickets – some regional town buses.

Concession eligibility is consistent across all public transport services.

myki

myki is a reusable travel smartcard used to pay for travel on metropolitan trains, trams and buses, V/Line commuter trains and myki enabled regional buses.

Frequent and infrequent travelers can use myki. The best option for people that travel often is a myki Pass. This can be purchased for 7, or 28 to 365 consecutive days. Customers who travel occasionally can use myki Money for one-off trips.

Metropolitan

Metropolitan Melbourne consists of two zones. Within these zones, myki can be used to pay for travel on trains, buses or trams.

Melbourne railway stations

Currently there are 83 Premium Stations in Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where customers can obtain tickets, timetables, information and change for vending machines. Most Premium Stations have customer facilities such as enclosed waiting areas and toilets.

V/Line commuter trains

myki is valid for travel by train between metropolitan Melbourne and:

- Wendouree;
- Eaglehawk;
- Epsom;
- Seymour;
- Traralgon;
- Waurn Ponds.

Regional bus

Many regional town buses use myki. More information about these services is detailed in Chapter 9.

Combining myki and V/Line tickets

Customers with a myki Pass, who want to travel beyond their pass zone, but still within a myki zone, can use myki Money for the additional zones.

If customers travel beyond the myki zones boundary and have a myki Pass, a V/Line ticket will need to be purchased to cover the journey between the last station in a zone for which the myki Pass is valid and their destination.

The combination of myki Money and a V/Line ticket cannot be used as there is no facility to touch on or touch off in the non-myki area.

Non-myki – regional town bus

Some regional town buses do not accept myki. Paper tickets must be purchased from the driver to have a valid ticket for travel on these services.

Fares

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

If a customer uses myki Money to pay the fare for the whole or part of a journey or for an entry to a compulsory ticket area, but does not touch off the myki in accordance with the conditions contained in Chapter 8, and a default fare referred to in Chapter 8 is charged, the default fare is deemed to be the correct fare for the journey or part or for the entry, subject to any applicable concession entitlements or daily caps.

Compulsory ticket areas

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

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

Validity of tickets

myki

A myki is valid for a journey in a passenger vehicle or an 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 8; 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, or 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 8; 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.

Despite subparagraph (a) of the immediately preceding paragraph, if a myki has been touched on but has not yet been touched off, and if the myki otherwise complies with the requirements 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.

Despite the immediately preceding two paragraphs, a myki is not invalid for a journey in a passenger vehicle or an entry to a compulsory ticket area solely because the myki was not touched off in accordance with the conditions contained in Chapter 8 if:

(a) the myki was touched on for that journey or entry in accordance with those 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

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

(a) the Travel Pass has been hole punched in accordance with the conditions contained in Chapter 12 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;

(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.

Other tickets

A ticket (other than a myki or a Travel Pass) is valid for a journey in a passenger vehicle or an entry to a compulsory ticket area if:

(a) any 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.

Use of tickets

The conditions in the paragraphs under this heading set out who, subject to compliance with all other applicable conditions in this manual, is entitled to use a ticket for a journey or an entry to a compulsory ticket area. A ticket that is used for a journey or an entry to a compulsory ticket area in contravention of those conditions is invalid for that journey or entry.

myki

If a myki has been issued with a free travel pass loaded on it, only the person in respect of whom the myki was issued is entitled to use it for a journey or an entry to a compulsory ticket area.

If a registered myki (other than a myki issued with a free pass loaded on it) does not have a myki Pass loaded on it, only —

(a) the person who is registered as the cardholder in respect of the myki; and

(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 an entry to a compulsory ticket area.

If a registered myki (other than a myki issued with a free pass loaded on it) does have a myki Pass loaded on it, only whichever of —

(a) the person who is registered as the cardholder 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 an 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.

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 an 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.

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.

A myki 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.

Travel Passes

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

Other tickets

Unless otherwise specified in another chapter in this manual, 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.

Damaged tickets and concessions

A ticket is invalid if:

(a) it has been altered, defaced or mutilated in any material particular; or

(b) it becomes, or has been made, illegible in any material particular; or

(c) information stored in or on the ticket in an electronic chip has been altered or destroyed or made inaccessible in any material particular.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence (other than a ticket):

(a) has been altered, defaced or mutilated in any material particular; or

(b) becomes, or has been made, illegible in any material particular.

V/Line pick up and set down restrictions

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.

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.

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.

In the three immediately preceding paragraphs, **'metropolitan railway station'** means a railway station shown on the Melbourne Train Network Map in Chapter 9 (other than Ardeer, Caroline Springs, Deer Park, Rockbank, Melton, Sunbury and Pakenham railway stations).

For more information, please see V/Line time tables at vline.com.au

Unaccompanied children

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

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

Children aged 10 to 15 years 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.

Ownership of tickets

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

Delayed/disrupted/replaced services

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

Overland services

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

Contract between passengers and operators

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

References on tickets

A reference on a ticket to "Ticketing Conditions" is a reference to the conditions in this manual.

Liability of operators

An operator whose passenger services are entitled to be used by a customer 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.

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.

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.

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 any passenger vehicle.

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

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

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

New conditions for, and abolition of, ticket types

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

(a) has been issued but not used; or

(b) has been used and is still able to be validly used —

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

If a type of ticket specified in the conditions contained in this manual is not included in a class of tickets specified in replacement conditions, any ticket of that type ceases to be valid in any way for travel or entry to a compulsory ticket area when the replacement conditions take effect.

Any refund in relation to any unused travel to which the customer of that type would otherwise be entitled must be applied for in writing to the relevant operator, enclosing the relevant ticket, no later than three months after the replacement conditions take effect or such longer period as Public Transport Victoria may specify in a notice published in the Government Gazette in relation to that type of ticket.

Privacy and the myki ticketing system

Public Transport Victoria (PTV) understands and respects customers' right to privacy and is committed to privacy protection. The *Privacy and Data Protection Act 2014* and PTV's Privacy Policy regulate how we collect and handle personal information. For more information on terms and conditions and privacy, visit **ptv.vic.gov.au** or call **1800 800 007**.

Route To
21 Buninyong
22 Federation Uni
23 Mount Pleasant
24 Sebastopol
25 Delacombe
26 Alfredton
30 Creswick
PUBLIC TRANSPORT VICTORIA PT
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Creswick Station
Ballarat Station
For more public transport information visit ptv.vic.gov.au or call 1800 800 007
FOREST St 12

Chapter 3:

Concessions and free travel

Concession fares

Concession fares apply throughout Victoria on all public transport services.

Only a customer who is eligible for concession may use a concession ticket.

Children under 5 travel free on all public transport services in Victoria, but they must be accompanied by a responsible person.

The following customers are eligible to travel using a concession ticket:

- asylum seekers;
- Pensioner Concession Card holders with any Australian address;
- children 18 years and under;
- eligible primary, secondary and tertiary students;
- Health Care Card holders with a Victorian address;
- Victorian and interstate Seniors Card holders;
- war veterans/war widow/ers.

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 which is approved and provided by Centrelink (for example, a representation accessed via the Centrelink smartphone 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, it will be accepted as appropriate proof of concession entitlement if the customer accesses and displays that electronic representation on a mobile device.

Customers aged 17 years and over using a concession ticket must carry appropriate proof of concession entitlement.

The table on the following pages lists the concession categories, the benefits and the documentation required to be eligible for a concession fare. Forms are available online at **ptv.vic.gov.au**.

Concession myki

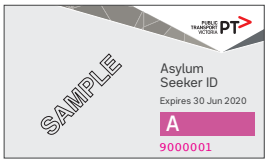
Only a customer who is eligible for concession may use a Concession myki which must be encoded with a customer category that reflects the customer's eligibility. A Concession myki automatically calculates fares at the concession rate when customers touch on and off.

If a customer changes concession category, such as from Asylum Seeker to Health Care Card with a Victorian address or to full fare, then the customer must purchase the correct myki.

If a customer's entitlement to concession expires they will no longer be allowed to travel using a Concession myki and must obtain a Full Fare myki to travel. For this reason it is recommended that customers do not purchase a myki Pass with an expiry date beyond the expiry date of their concession entitlement.

Where a change in a customer's circumstance results in a requirement to carry a different myki card 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 myki. A refund of any remaining balance on the old myki is available at no charge (see Chapter 13).

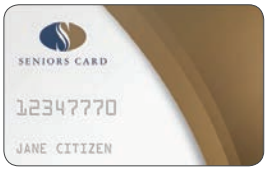
Concession categories and codes

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Asylum Seeker (Code A) 	50 per cent of full fare	Customer must: – hold a PTV ID printed with Code A; – be aged 17 or over; – hold or be applying for a bridging visa under the *Migration Act 1958* (Cth); – be receiving aid from a PTV recognised asylum seeker assistance provider; – hold no other form of valid public transport concession entitlement.
Pensioner Concession Card holder (Code PC)	50 per cent of full fare One Pensioner Free Travel Voucher annually to Victorian residents First myki card free on application via the Free Weekend Travel form.	Customer must hold a Pensioner Concession Card issued by Centrelink or the Department of Veterans Affairs. Cards with interstate addresses are accepted. This concession applies only to the concession cardholder and does not extend to any dependents named on the card.
Child (Code CH)	50 per cent of full fare	Interstate and international customers are eligible. Children under 17 do not need proof of concession entitlement. Customers must be aged 5 – 18 years inclusive. Customers aged 17 or 18 must carry proof of concession entitlement such as: – Driver Licence, – Learner Permit, – Proof of Age card, – Passport, – Key Pass (issued by Australia Post), – Health Care Card (with Victorian address), – PTV School Student ID or, – PTV Approved School Student ID. Student identification cards issued by schools must be approved by PTV to be accepted as proof of entitlement to concession fares. Children who wish to purchase a Victorian Student Pass must also carry a PTV School Student ID or PTV Approved School Student ID.

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Disability Support Pension Carer Payment recipient (Code DSP or CAR)	50 per cent of full fare Free weekend travel in one or two consecutive zones Two Victorian Free Off-peak Travel Vouchers per year. Apply via the Free Weekend Travel form.	Customer must: – hold a Pensioner Concession Card printed with Code DSP or CAR; – be aged less than 60 years; – be a permanent Victorian resident. This concession applies only to the concession cardholder and does not extend to any dependents named on the card. **Holders of Disability Support Pensioner (Blind) Concession Cards should apply for a Vision Impaired (VI) free travel pass from PTV.**
Carer (Code CFS)	50 per cent of full fare Free weekend travel in one or two consecutive zones Two Victorian Free Off-peak Travel Vouchers per year.	Customer must hold a Victorian Carer Card plus one of: – Victorian Seniors Card – PTV ID – Health Care Card (with a Victorian address) – Pensioner Concession Card (with a Victorian address).
Carer (Code FFS)	Free weekend travel in one or two consecutive zones Two Victorian Free Off-peak Travel Vouchers per year.	Customer must hold a Victorian Carer Card
Health Care Card holder (Code HC)	50 per cent of full fare	Customer must hold a Centerlink Health Care Card with a Victorian address. The concession applies only to the concession cardholder and does not extend to any dependents named on the card. Confirmation of Concession Card Entitlement Vouchers can be used while a Health Care Card application is being processed.

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Primary or Secondary School Student (Code S)	50 per cent of full fare	Children under 17 do not need proof of concession entitlement. Customers aged 17 or 18 must carry proof of concession entitlement such as: – Driver Licence – Learner Permit – Proof of Age Card – Passport – Key Pass (issued by Australia post) – Health Care Card (with a Victorian address) – PTV School Student ID; or – PTV Approved School Student ID. To be eligible for a PTV School Student ID the 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 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 – be undertaking an approved full-time course (secondary students). Student identification cards issued by schools must be approved by PTV to be accepted as proof of entitlement to concession fares.

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Tertiary Student (Code T)	50 per cent of full fare First myki card free	Customer must hold a PTV Tertiary Student ID printed with Code T or T½. To be eligible for a PTV Tertiary ID (Code T or T½) the customer must: – be full-time Victorian tertiary student who attends a college, TAFE or university listed in the Register of Approved Courses in Tertiary Institutions on the PTV website; – be undertaking an approved full time course that is delivered on campus; – be an Australian Citizen or a permanent resident of Australia or be an overseas exchange student, student with refugee status or student in receipt of an Australian Awards Scholarship. Except as described above, international students (including Special Category Visa holders) are not eligible for student concessions, however, may be eligible to purchase a discounted annual myki Pass from their tertiary institution – see Chapter 6. Student identification cards issued by tertiary institutions are **not** accepted as entitlement to concession travel on public transport. Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card (PTV Tertiary Student ID Code T½). PTV Tertiary ID cards are *not* issued for courses of less than 10 weeks duration.
Interstate Seniors (Code AS or GC)	50 per cent of full fare	Customer must hold an interstate Seniors Card. – international seniors are *not* eligible for concession. – holders of Commonwealth Seniors Health Care Cards are *not* eligible for concession.

Customer category (electronic myki code)	Benefits	Eligibility criteria summary
Victorian Seniors (Code VS)	50 per cent of full fare Free weekend travel in one or two consecutive zones Two or four Victorian Free Off-peak Travel Vouchers annually First myki free when applying for Seniors Card.	Customers must hold a Victorian Seniors Card.  Seniors Business Cards do *not* entitle the holder to a Victorian Seniors myki card or to travel on concession fares.
War Veterans/ War Widow/ers (Code V) 	50 per cent of full fare One Free Travel Voucher provided annually Free myki card	Customer must make an application and: – hold a DVA Gold or White Card or previously be entitled to a DVA Victorian War Widow/er Transport Concession Card; – have documentary evidence of their or their partner/spouse's overseas war/peacemaking service; – not be entitled to any other type of concession card; – be a permanent Victorian resident.

Public Transport Victoria ID

School students (Code S and CH)

To be eligible for a PTV School Student ID the 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 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
- be undertaking an approved full-time course (secondary students).

All school students travelling with a Student Pass (see Chapter 6 and 11) must also carry a PTV School Student ID or PTV Approved School Student ID card.

School students under 17 do not need evidence of entitlement to use a concession ticket but may apply for a PTV School Student ID if desired.

Customers aged 17 or 18 (including interstate and international customers) are eligible for concession fares and must carry proof of concession entitlement such as a:

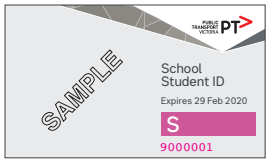
- Driver Licence,
- Learner Permit,
- Proof of Age card,
- Passport,
- Key Pass (issued by Australia Post),
- Health Card Card (with a Victorian address),
- PTV School Student ID; or
- PTV Approved School Student ID.

Application forms for PTV School Student ID cards and Student Passes are available online at **ptv.vic.gov.au**, at PTV Hubs listed at the back of this manual or by calling the PTV call centre on **1800 800 007**.

Forms can be processed and Student Pass or PTV ID cards issued at most staffed railway stations, PTV Hubs or at regional bus operator offices where Student Passes are sold. A $9 processing fee applies.

PTV Approved School Student ID cards contain the PTV logo. Schools wishing to have their ID cards approved by PTV, please contact **ticketingservices@ptv.vic.gov.au**

PTV School Student ID



Tertiary students (Codes T and T1/2)

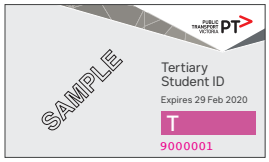
Eligible full-time Victorian undergraduate tertiary students may access concession fares using a concession myki and must carry a PTV Tertiary ID card or Health Care Card.

When applying for a PTV Tertiary ID card, a $9 processing fee applies and the fee for the student's first concession myki card is waived. If this myki card is lost or stolen, a replacement myki card must be purchased, unless the lost or stolen myki card was registered – in which case a free replacement myki card will be provided.

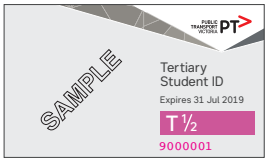
Application forms are available online at **ptv.vic.gov.au**, at PTV Hubs or by calling the PTV call centre on **1800 800 007**.

Forms for PTV Tertiary Student ID card/s can be processed at most staffed railway stations and at PTV Hubs.

PTV Tertiary Student ID Full Year



PTV Tertiary Student ID Half Year



Asylum seekers (Code A)

Eligible asylum seekers may access concession fares using a concession myki and must carry a PTV Asylum Seeker ID.

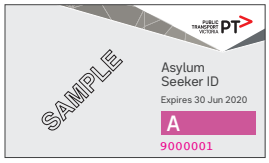
Asylum seekers under 17 years old can use a child myki and no additional proof of concession entitlement is required.

Asylum seekers aged 17 and 18 can use a child myki and must carry proof of concession entitlement identification as listed under 'School students' in this Chapter.

Application forms are available online at **ptv.vic.gov.au**, by calling the PTV call centre on **1800 800 007** and at PTV Hubs listed on the last page of this manual and may be available from asylum seeker assistance providers.

Application forms may be submitted by post to PO Box 4724, Melbourne 3001 or in person at the PTV Hub, 750 Collins Street, Docklands

PTV Asylum Seeker ID



PTV Approved School Student ID

A PTV Approved School Student ID card is an ID card issued by a Victorian primary or secondary school that meets certain criteria set by PTV and is approved by PTV to be printed with the PTV logo.

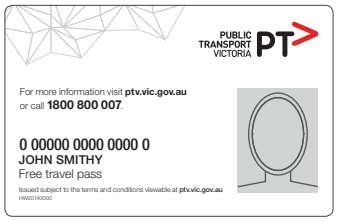
Schools may contact PTV at **ticketingservices@ptv.vic.gov.au** to enquire about seeking PTV approval of their ID cards.

Student ID cards issued by schools must be approved by PTV to be accepted as proof of entitlement to concession travel.

Free Travel Passes

The Victorian Government provides Free Travel Passes to specific categories of public transport customers. These are described in the table below.

Unless otherwise indicated free travel passes are loaded onto a myki with a Full Fare card design and personalised with the customer's name and photograph. A personalised myki 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.



On V/Line reserved services, seats for free travel pass holders and infants may be reserved free of charge.

Free travel categories (CODE)	Eligibility
Bus Driver Travel Pass (AB)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Redeployee Travel Pass (AE)	No new applications being accepted.
Access Travel Pass (ATP) 	The customer must: – be able to travel independently on Victoria's public transport network; and – be unable to use the ticketing system due to a permanent physical or cognitive disability; and – have their application certified by an appropriate medical professional; and – be a permanent Victorian resident. Customers using an Access Travel Pass are not required to touch on and touch off but are encouraged to if able.
Charitable Organisations Travel Pass (CO)	No new applications being accepted.
Employee Travel Pass (AE)	For eligibility criteria, contact PTV on **(03) 9027 4930**. The Employee Travel Pass may be issued on a myki with a grey card design.
First Class Pass (FC)	For eligibility criteria, contact PTV on **(03) 9027 4930**. Issued on a paper ticket.
Federal Parliamentarian Travel Pass (FP)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Governor's Travel Pass (GM)	For eligibility criteria, contact PTV on **(03) 9027 4930**.

Free travel categories (CODE)	Eligibility
Gold Pass Elite (GP)	No new applications being accepted.
Gold Pass Travel Card (GT)	No new applications being accepted.
Federal Police Travel Pass (RA)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Judge's Travel Pass (GE)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Red Book Travel Pass (RB)	No new applications being accepted.
Retired Employee Dependent Travel Pass (RD)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Retired Employee Travel Pass (RE)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
State Parliamentarian Travel Pass (SP)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Scooter/Wheelchair Travel Pass (SW)	The customer must: – have a permanent and severe disability; and – depend on a scooter or wheelchair for mobility outside the home; and – have their disability certified by an appropriate medical professional; and – be a permanent Victorian resident. Customers using a Scooter/wheelchair Travel Pass are not required to touch on and touch off but are encouraged to if able.
Transit Police Travel Pass (TP)	For eligibility criteria, contact PTV on **(03) 9027 4930**.
Travel Trainer Pass (TT)	The Travel Trainer Pass is issued to an organisation and is transferrable between employees or agents of that organisation. It is only valid for travel on a journey during which the employee or agent of the organisation is engaged in training a client of the organisation to use public transport. The Travel Trainer Pass is issued on a myki which includes the organisation's name. The organisation must: – be a registered not-for-profit organisation; and – have a primary focus of providing rehabilitation, education or employment programs for people with a disability; and – provide and deliver travel training to persons with a disability; and – service multiple clients.
EDA/TPI Ex-service Personnel Travel Pass (TV)	The customer must: – hold a Department of Veterans' Affairs Gold Card embossed with "EDA" or "TPI", and – be a permanent Victorian resident.
Victorian Black Book Travel Pass (BB)	For eligibility criteria, contact PTV on **(03) 9027 4930**.

Free travel categories (CODE)	Eligibility
Victoria Police Travel Authority	There is no myki for this free travel. Officers show their current Victoria Police Identification Authority to access free travel. This is also available to Protective Service Officers. Note, a green coloured Victorian Police identification is not valid for free travel.
Vision Impaired Travel Pass (VI) 	The customer must: – be assessed as permanently and legally blind by an ophthalmologist or optometrist; and – be a permanent Victorian resident. The Vision Impaired Travel Pass is issued on a myki with a separate card design. 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. – Other states' and territories travel passes are accepted.
War Veteran's Travel Pass (WV)	The customer must: – have undertaken war/peacemaking/peacekeeping service overseas, and – provide a copy of one of the following: o Department of Veterans' Affairs (DVA) Gold or White card, or o evidence of ongoing compensation from DVA for an injury/illness related to this service or o lump sum compensation from DVA for an injury/illness related to this service, and – have their treating doctor sign the application form confirming the illness/injury is due to service and that mobility is significantly limited – be a permanent Victorian resident.
Widow of WWI Veteran	The customer must have a DVA Gold Card embossed with 'War Widow' and: – have documentary evidence of their partner/spouse's overseas war service; – be a permanent Victorian resident.

Benefits

The free travel passes are issued in respect of, and may be used on:

- metropolitan services;
- V/Line services;
- regional town bus services; and
- regional services that have a contract or service agreement with Public Transport Victoria.

Customers should check if their free travel pass is accepted before travelling with an interstate or private operator. These include NSW TrainLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses.

In order to travel on a V/Line service for which a reservation is required, the free travel pass customer should phone **1800 800 007** to reserve a seat before travel.

Application process

Customers who do not currently have a free travel pass and who may be eligible should contact the PTV Hub on **(03) 9027 4930**.

A summary of the eligibility criteria and documentation/verification required for some common free travel passes is shown in the table earlier in this chapter.

A customer who is eligible for a free travel pass will have their first pass provided on a free myki.

How to use a Free Travel Pass

A customer using a myki with a Free Travel Pass must touch on and touch off to travel in the usual way (except for Vision Impaired Travel Pass, Scooter/Wheelchair and Access Travel Pass, which may be used as a flash pass to receive free travel and do not need to be touched on and off).

If a myki loaded with a Free Travel Pass stops working or is lost or stolen, the customer should contact the PTV Hub on **(03) 9027 4930** immediately to report this and to obtain a replacement myki.

Free Travel Pass expiry

If entitlement to a Free Travel Pass expires, the myki will be blocked and is no longer valid for travel.

In many cases, free travel entitlement does not expire. However, customers will still be required to obtain a new myki when the card expires. PTV will contact pass holders before the expiry date to advise of the free travel pass renewal process.

Free Tram Zone

Travel on metropolitan trams wholly within the free tram zone is free. For journeys on a tram that are wholly within the free tram zone, a ticket is not required. Customers using a myki whose journeys commence in and extend beyond the free tram zone must touch on their myki before the tram leaves the free tram zone (see Chapter 8).

Companion Card

The Companion Card is issued by the Department of Health and Human Services to people who require the assistance of a companion.

It provides **free travel for the carer/companion** of the card holder on all public transport services.

A Companion Card does not entitle the card holder to concession fares or free travel – the card holder must have a valid ticket or free travel pass.

The carer/companion and the Companion Card holder must travel together and the card holder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

The carer/companion to the Companion Card holder must be able to provide all necessary assistance to the card holder (including personal hygiene tasks). Companions who are not capable of assisting the card holder must pay the appropriate fare for the journey.

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

Companion Cards issued in other states are accepted in Victoria.

For more information, contact the Victorian Companion Card Information Line on **1800 650 611**.

Companion card

Carer Cards

Customers with a Victorian Carer Card issued by the Department of Health and Human Services will receive:

- two Victorian Free Off-peak Travel Vouchers annually for Victorian residents; and
- free travel on weekends in one or two consecutive zones.

Full fare

Customers who don't hold a form of eligibility for concession fares, can purchase a Full Fare myki (electronically coded FFS) which allows access to the above benefits.

For more information on the Carer Card, contact the Carer Card Information Line on **1800 901 958**.

Concession fare

Customers who also hold either:

- a Victorian Seniors Card;
- PTV ID;
- a Pensioner Concession Card, or
- a Health Care Card with a Victorian address

can purchase a Concession myki (electronically coded CFS) which allows access to the above benefits.

Free travel vouchers

The Victorian Government provides free travel vouchers each year as listed in the table below.

Concession category	Annual free travel vouchers
Victorian Pensioners	1 x Victorian Pensioner Free Peak Travel Voucher
Victorian Seniors Card – Melbourne metropolitan area – Regional Victoria.	2 x Victorian Free Off-peak Travel Vouchers 4 x Victorian Free Off-peak Travel Vouchers
Victorian Carer Card	2 x Victorian Free Off-peak Travel Vouchers
Disability Support Pension and Carer Payment recipients (if the Concession myki is registered in the name of the recipient).	2 x Victorian Free Off-peak Travel Vouchers
War Veterans/Widow/ers	1 x Victorian War Widow/er Free Peak Travel Voucher

Free travel voucher redemption

The Free Travel Vouchers can be exchanged for the following types of tickets:

– a 1 Day Travel Pass; or

– an Economy class V/Line daily ticket (see below for conditions); or

– two Economy class V/Line single tickets (to return on a different day) (see below for conditions).

Free Travel Vouchers can be exchanged for a 1 Day Travel Pass at metropolitan Premium Stations and the PTV Hub at 750 Collins Street, Docklands. For more information on 1 Day Travel Passes, see Chapter 12. The customer must present the voucher when redeeming or booking their ticket.

Customers must present the voucher when booking their ticket at a V/Line station or agent.

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

Another person may redeem a ticket on behalf of the customer as long as the Free Travel Voucher is signed by the recipient and the signed entitlement card is presented at the time of ticket collection.

Free Travel Vouchers must be redeemed and used for travel on or before the expiry date on the voucher.

The Family Traveller ticket is not available if an adult is using a free travel voucher.

Victorian Pensioner and War Widow/er Peak Free Travel Vouchers

Victorian pensioners and war widow/ers can use their vouchers for interstate travel wholly on NSW TrainLink (CountryLink) or Great Southern Railway (the Overlander) services by paying the appropriate fare from the Victorian border to their interstate destination as well as for any change of class.

If lost, stolen or expired, vouchers will not be replaced or re-issued.

Victorian Free Off-Peak Travel Vouchers

Vouchers can be redeemed for Off-peak Economy class V/Line tickets and may be upgraded to First class by paying the appropriate fee. Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey. Vouchers cannot be exchanged for NSW TrainLink or GSR tickets.

Holders of Off-peak tickets may not travel on weekday services scheduled to arrive in Melbourne (Southern Cross, Flinders Street, Richmond or Footscray) before 8.59am, or depart Melbourne between 4pm and 6pm.

These vouchers cannot be upgraded to peak travel. Standard ticket conditions apply.

Lost, stolen or expired free travel vouchers will not be replaced or re-issued.

Free weekend travel

Victorian Seniors Card holders, Disability Support Pensioners, Carer Payment recipients (DSP/CAR) and Victorian Carer Card holders are eligible for a free myki which contains a free weekend travel entitlement.

Customers must carry both a myki and a valid Victorian Seniors Card or DSP/CAR Pensioner Concession Card or Victorian Carer Card in order to travel free on weekends.

Please note: 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.

For eligible services see below.

Metropolitan	Available on all metropolitan services (train, tram and bus) within two consecutive zones.
V/Line	Available on V/Line rail services within two consecutive myki zones. For journeys crossing more than two zones, the fare for the entire journey is charged. Not available on V/Line rail services outside the myki zones. Not available on V/Line Coach services.
Regional Town Bus (myki enabled)	Available within two consecutive myki zones. Locations listed in Chapter 9, under the heading 'myki on the regional town bus network'.
Regional Town Bus (non-myki)	Available on regional town bus services listed in Chapter 11, under the heading 'Regional Town Bus Fares', Category A and B, by using a valid Victorian Seniors Card or DSP/CAR, Pensioner Concession Card or Victorian Carer Card as a flash pass. Not available on any other regional town bus service not listed in Chapter 11, under the heading 'Regional Town Bus Fares', Category A and B.
Ferry	Available on the Western Point Ferry service by using a valid Victorian Seniors Card, as a flash pass. Not available on the Westgate Punt ferry service.

Free Travel Days

Christmas Day and New Year's Eve

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

- Metropolitan trains, trams and buses
- V/Line Regional trains (economy class only) and coaches
- Regional town and intertown buses (both myki and non-myki)

Christmas Day on 25 December 2019 from the first to the last service.

New Year's Eve from 6 pm on 31 December 2019 to 6 am on 1 January 2020

Free travel entitlements apply to travel within Victoria only.

On the above listed days —

- customers using a myki card are not required to touch on and off and will not be charged if they do touch on and off;
- customers travelling on non-myki V/Line services must obtain a free ticket for the service prior to travelling. Reservations are required on some non-myki V/Line train and coach services;
- no ticket is required for regional town and intertown bus services.

myki Pass holders are not eligible for reimbursement for the above free travel days.

Extended Free Tram Zone - AFL Grand Final

On **25 September to 28 September 2019** (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.

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Chapter 4:
myki ticketing

What is myki?

Myki is a reusable travel smartcard used to pay for travel on metropolitan trains, trams and buses, V/Line commuter trains and myki enabled regional buses.

The myki smartcard technology enables a money value and/or a travel pass to be stored on the card.

myki Money (see Chapter 5) is suitable for daily or occasional travellers. Customers simply need to top up their myki with money before travelling and then touch on and off for each trip so that myki can automatically calculate the correct fare (for exceptions relating to use of myki on trams see Chapter 8 'Touch on/Touch off'). The fare will then be deducted from the card balance at the end of each trip.

A myki Pass (see Chapter 6) can be purchased for 7 or between 28 and 365 consecutive days to make travel easier and cheaper for regular travellers. Customers still need to touch on and off for each trip (for exceptions relating to use of myki on trams see Chapter 8 'Touch on/Touch off').

A myki card can store both myki Money and myki Passes. The myki Pass covers travel in the zone(s) for which it is valid, and myki Money is charged to pay for any travel outside of the myki Pass zone(s).

Where is myki valid?

myki is issued in respect of the public transport services specified in the next succeeding paragraph and may be used on those services subject to all other relevant conditions in this manual.

The public transport services on which a myki can be used are:

- the train services provided by Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) operating on the railway lines shown as being in Metropolitan fare zones 1 and 2 on the Melbourne train network map in Chapter 9.
- 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 2 on the Melbourne tram network map in Chapter 9.
- the bus services operating on the bus routes specified in the paragraphs and tables under the headings 'Melbourne bus zones' , 'Metropolitan bus routes extending outside the Melbourne metropolitan area', 'Other bus routes' and 'Night Bus network routes' in Chapter 9.
- the V/Line commuter train services operating on the railway lines depicted as myki zones on the Regional train myki zones map in Chapter 9.
- V/Line parallel coach services operating between railway stations on the railway lines depicted as myki zones on the Regional train myki zones map in Chapter 9.
- Night Coach network services operating between railway stations on the railway lines depicted as myki zones on the Regional train myki zones map in Chapter 9.
- bus services operating on the bus routes depicted on a map under the heading 'myki on the regional town bus network' in Chapter 9, including:
  - Bacchus Marsh
  - Ballarat
  - Bellarine
  - Bendigo
  - Churchill
  - Geelong
  - Kilmore
  - Moe
  - Mornington Peninsula
  - Morwell
  - Seymour
  - Traralgon
  - Wallan
  - Warragul.

How to use a myki

Once a myki is purchased and topped up with myki Money or a myki Pass, to use the myki, customers need to touch on to a myki reader at a railway station or on a bus or a tram and touch off as required.

A successful touch on or touch off is indicated by the myki reader showing a green light.

A myki must be touched on in order for it to be valid for a journey or entry to a compulsory ticket area. A myki must be touched off in accordance with the conditions in Chapter 8.

Also, using myki Money, failure to touch off will result in a default fare being applied, which may be higher than the fare that would have been paid had touch off occurred. More information on default fares can be found in Chapter 8.

For travel in three zones or more, customers who are using myki Money, either on its own or in conjunction with a valid myki Pass, must ensure that they have sufficient myki Money to pay the fare for all of the journey that is to be covered by myki Money.

Where to buy a myki

Full Fare and Concession myki cards are available from the following locations:

- staffed metropolitan railway stations;
- myki enabled staffed V/Line railway stations;
- 7-Eleven and other myki retailers;
- V/Line myki agents;
- myki machines (Full Fare myki cards only) at myki enabled railway stations, selected tram stops and bus interchanges, and the PTV Hubs listed on the last page of this Manual;
- online from **ptv.vic.gov.au**;
- by calling **1800 800 007**;
- on board myki enabled buses*; and
- PTV Hubs.

* except for Doncaster Park and Ride and on bus Routes 401 and 601.

When obtaining a myki, customers can generally choose to have their myki registered or leave it unregistered.

A myki card must be topped up with at least $1 or a myki Pass at purchase (except when purchased online).

Customers who are purchasing a myki on a bus must pay in denominations of $20 or less. $50 notes and $100 notes will not be accepted.

Even when purchased, myki cards remain the property of PTV (see Chapters 2 and 17).

Customers are strongly advised to purchase a myki only as set out in this chapter to ensure the purchase is authorised and to avoid risk of fraud.

myki Explorer

A myki Explorer is primarily designed to suit tourists and visitors to Melbourne and Victoria. The pack comprises a myki card, an amount of pre-loaded myki Money (providing one day's travel in Zone 1 + 2), instructions on how to use and manage the myki, an inner Melbourne map, a protective wallet, and discount vouchers for popular visitor attractions. It is available from selected hotels and visitor accommodation, and the PTV Hubs at Southern Cross Station and 750 Collins Street, Docklands.

myki Starter Pack

myki Starter Packs are available from Australia Post outlets in selected regional towns in which myki is valid on local town buses.

A Starter Pack includes a myki card with an amount of pre-loaded myki Money.

myki purchase price

The price of a myki is shown below.

	Price
Full Fare myki	$6.00
Concession myki (Child, Senior, General Concession)	$3.00

myki Explorer

	Card	Pre-loaded myki Money	Total price
Full Fare myki	$6.00	$9.00	$15.00
Concession myki (Child, General Concession)	$3.00	$4.50	$7.50

myki Starter Pack

	Card	Pre-loaded myki Money	Total price
Full Fare myki	$6.00	$5.00	$11.00
Concession myki (Child, Senior and General Concession)	$3.00	$3.00	$6.00

V/Line pre-loaded myki cards

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

The cost of a Full Fare pre-loaded myki is $30 ($6 for the cost of the card and $24 myki Money). The cost of a Concession pre-loaded myki is $15 ($3 for the cost of the card and $12 myki Money).

When purchased, the myki will be touched on by the conductor for that journey.

Where to top up a myki

For maximum convenience, customers are encouraged to use Auto Top Up for myki Money.

myki can also be topped up:

- at staffed metropolitan railway stations;
- at staffed myki-enabled V/Line railway stations;
- at 7-Eleven stores, other myki retailers and V/Line myki agents;
- at myki machines at railway stations, selected tram and bus stops and the PTV Hubs listed on the last page of this manual;
- by calling **1800 800 007**;
- on board myki-enabled buses*^; and
- at PTV Hubs.

*** except for Doncaster Park and Ride and on bus routes 401 and 601.**
^ $50 notes and $100 notes not accepted.

Auto Top Up

Registered account holders can choose to set an automatic top up of any amount between $10 and $250 onto their myki from a nominated bank account or credit card when the myki Money balance falls to or below a minimum threshold.

The minimum threshold is selectable, and can be any amount from $10 to $250. Auto Top Up cannot be used to top up a myki Pass.

Auto Top Up is only available for registered myki cards and must be set up online at **ptv.vic.gov.au** or through the PTV call centre on **1800 800 007**.

When an Auto Top Up is initially 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 and is generally deducted from the customer's bank account or credit card overnight.

If sufficient funds are not available in the bank account or credit card to cover the Auto Top Up, the amount credited to the myki Money balance will be deducted from the balance and the Auto Top Up cancelled.

Customers are advised to update their Auto Top Up settings in the event their bank account or credit card details change.

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 (see Chapter 8), the myki is not valid for travel or entry to a compulsory ticket area until the balance has been topped up to at least that level.

Note that customers using Auto Top Up and travelling in more than two zones (for example, on V/Line commuter train services) need to ensure they have enough myki Money to pay for the fare for their trip before travelling in order to have a valid ticket. Customers may choose to set the Auto Top Up threshold at an amount at least equal to the fare for the most expensive trip they take in order to ensure they always have a valid ticket.

Time taken to credit myki balance

Instant top up

When customers top up myki Money or load a myki Pass at a myki machine, staffed railway station, PTV Hubs, 7-Eleven or other myki retailer, V/Line myki agent or on board a bus, the value or pass is recorded on the myki immediately.

Website and call centre

When customers top up myki Money or load a myki Pass via the myki website or by calling the PTV call centre, the amount to be topped up or pass to be loaded is downloaded to myki equipment so it can be recorded on the customer's myki when it is next presented to a myki machine or myki reader.

Customers are advised it may take up to 24 hours for online and call centre top ups to process and be downloaded to equipment. The value will be added to the customer's myki when they next touch on or use a myki machine.

If a myki is not used within 90 days, the funds will be sent to archive. To retrieve funds from archive, a myki must be touched on or topped up at a myki machine, retailer or myki enabled railway station. Archived funds will take 24 hours to be reallocated to the myki.

BPay

Top ups via BPay must first be processed by the customer's bank and may take up to five days for the value to be able to be recorded on the myki.

Auto Top Up

An Auto Top Up amount is credited to a customer's myki immediately the first time a customer touches on or uses a myki machine after the myki Money balance falls to or below the specified threshold level.

myki balance

Unless the value of a top up is recorded on the myki, it does not form part of the card's myki Money balance. Unless a myki Pass is recorded on the myki, the pass cannot be used for travel.

If a customer finds there is an insufficient myki Money balance to travel, or that a myki Pass has not been recorded, they must top up at a myki machine, staffed railway station, retail agent or on board a bus.

Registered myki

Customers may apply to register their myki at **ptv.vic.gov.au** or by calling the PTV call centre on **1800 800 007**.

Registering allows customers to:

- protect their myki Money or myki Pass balance if their card is reported as lost or stolen
- top up their myki and set up Auto Top Up via an online account.

A lost or stolen myki should be reported to the PTV call centre on **1800 800 007** as soon as possible.

Registering is free and customers are required to supply some personal details during the registration process.

Registration is recommended for all myki customers, particularly customers who use myki Pass, so that the value on the myki is protected if it is lost or stolen.

Personalisation with name

When applying for a registered myki via the website or PTV call centre, a customer may choose to have their name printed on their myki. This option is free and is only available at the time of purchase.

Unregistered myki

Customers do not need to supply any details to obtain and use an unregistered myki except to allow the card to be posted if purchased via the website or call centre – personal details will then be removed.

An unregistered myki is not covered for myki Money balance or myki Pass protection if lost or stolen. An unregistered myki can be registered at any time.

Managing a myki for someone else

A person may manage a myki on behalf of someone else – for example, a parent/guardian may manage a child's account. This should be set up at the time of applying for a myki.

The account holder can manage up to eight active myki cards (including their own) online and through the PTV call centre on **1800 800 007**.

myki card designs and customer categories

Most myki cards are one of six card designs.

All myki cards are electronically encoded with a customer category which reflects eligibility for Full Fare, Concession fare or free travel and any other applicable benefits. Only one category can be stored on the myki at any one time and this is used by the system to calculate the correct fare.

myki card designs are shown below. Customer categories which can be loaded are detailed in Chapter 3. (Note that all card designs may be either blue, green or charcoal themed).

A panel is provided on the charcoal myki to allow the cardholder to write identifying information (e.g. the concession type or the name of the cardholder).

Full Fare, Concession and most free travel passes

For all customer categories.

Previous myki card designs still valid for use

Full Fare

For customer categories CC, F, FFS and most free travel pass categories.

Child

For customer category CH.

Seniors

For customer category VS.

General Concession

For customer categories A, AS, CAR, CFS, DSP, GC, HC, PC, S and T.

Night Network

Night Network is all night public transport on weekends in the metropolitan area and includes all night trains and trams, late night buses, and a 2.00am coach service to major regional centres.

Services will operate every Friday and Saturday night (ie, early Saturday and Sunday morning) regardless of public holidays. Night Network services will not operate on other nights, even when a Saturday timetable is in operation on a public holiday.

Trains run on all lines (except Stony Point and Flemington Racecourse) direct to and from Flinders Street. Southern Cross and City Loop stations are not open all night.

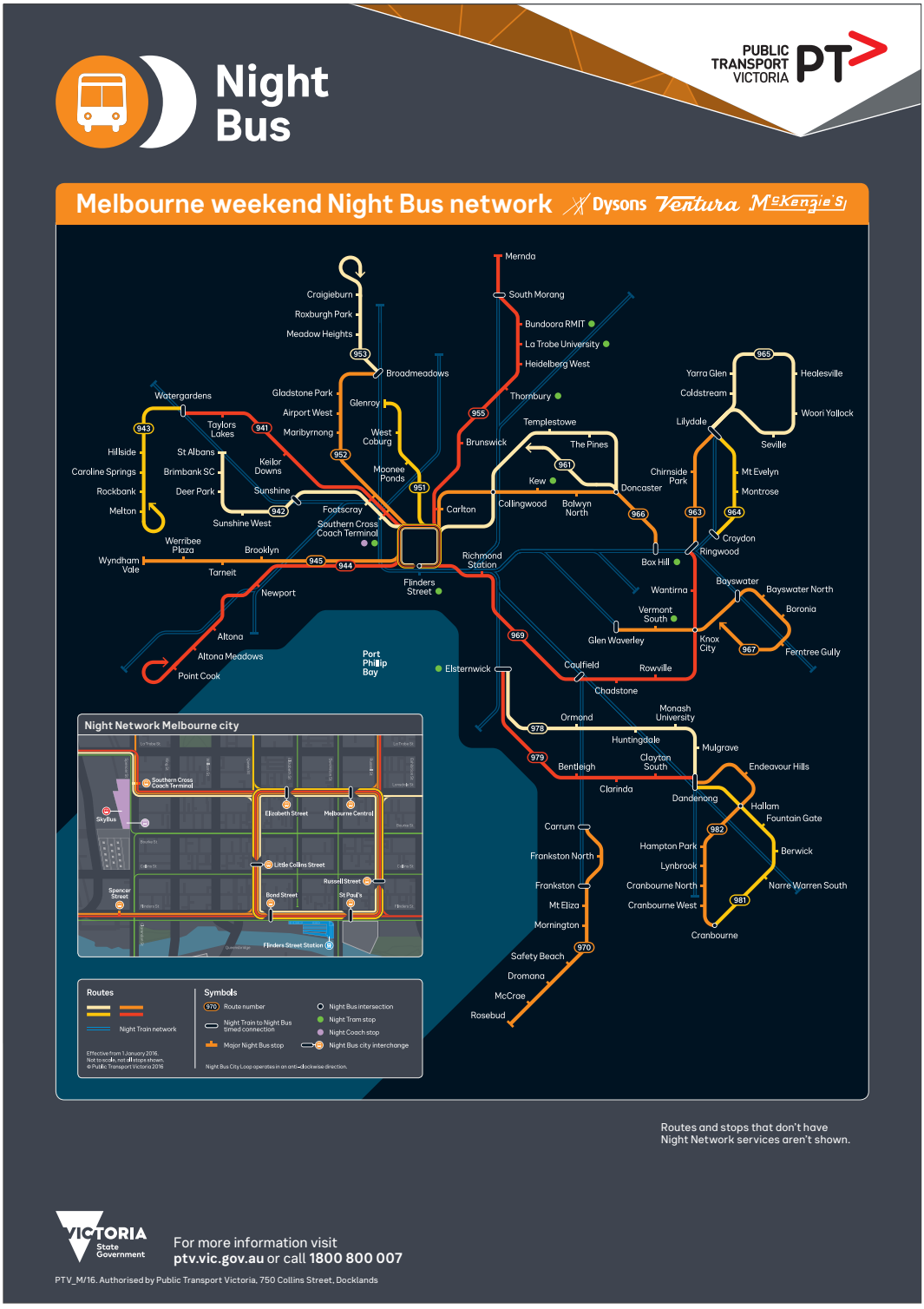
Trams run on routes 19, 67, 75, 86, 96 and 109.

Dedicated Night Bus routes operate and have replaced the previous NightRider routes.

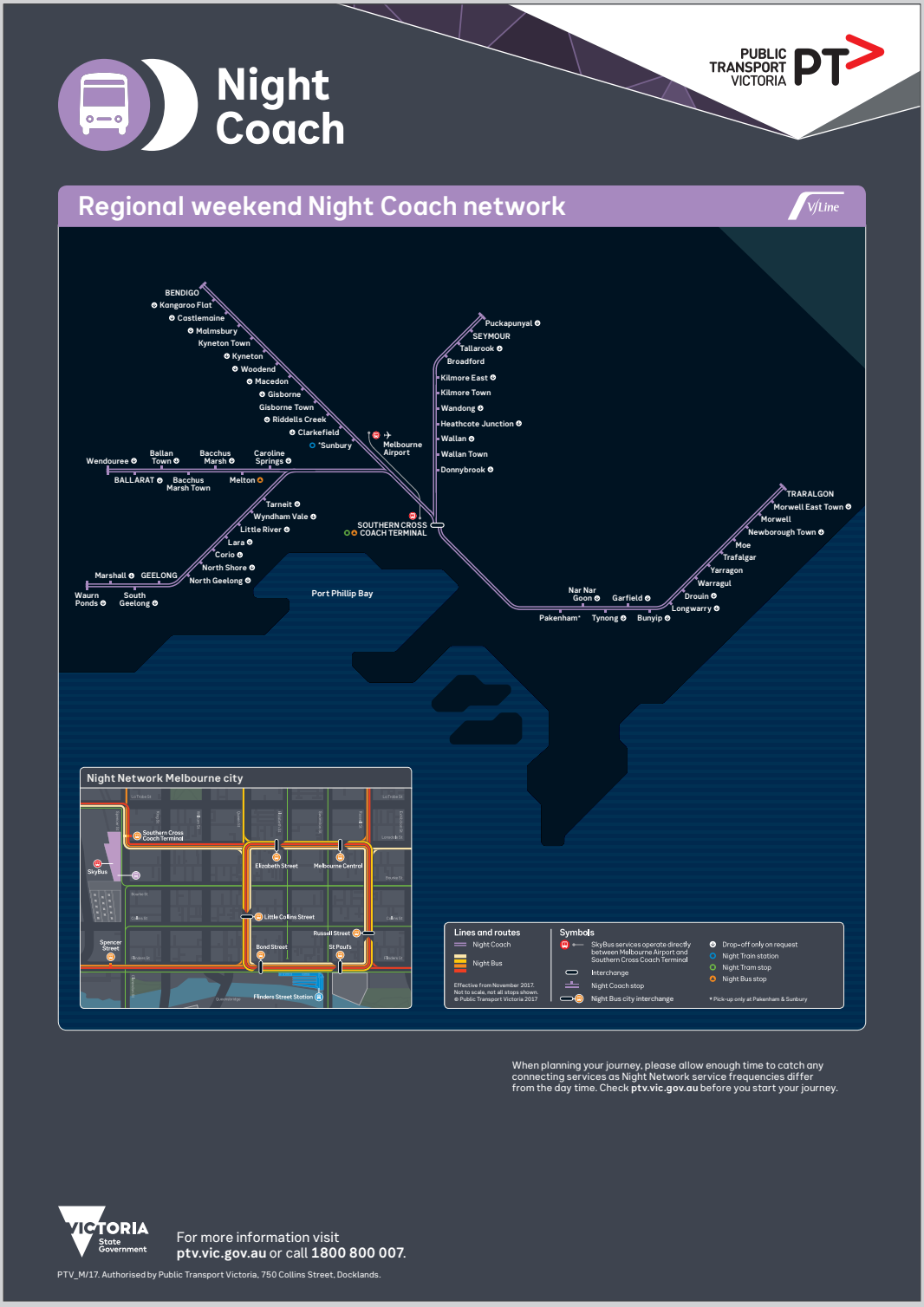
V/Line coaches operate from Southern Cross Station coach terminal to Geelong (Waurn Ponds), Bendigo, Ballarat (Wendouree), Seymour and Traralgon.

Although services are provided all night, this does not change the definition of a public transport day as a period commencing at 3am and ending at the following 3am. Fares for the services will continue to be calculated on that basis.

Melbourne weekend Night Bus network map



Regional weekend Night Coach network map



Chapter 5:
myki Money

What is myki Money?

myki Money is the dollar amount paid to PTV and recorded as value on a myki.

In this manual, the process of paying money to PTV and having the amount paid recorded as a value on the myki card is referred to as “topping up” or “loading” myki Money.

The value recorded on the myki at any given time forms the myki Money balance and can be used to pay for travel on public transport services.

With myki Money, the correct fare for any journey is automatically calculated after the customer has touched on and touched off public transport.

Fares are calculated according to where and when the customer travels, and are automatically deducted from the myki Money balance when the customer touches off. In addition, daily caps apply for travel.

In order to guarantee the automatic calculation of the lowest fare for a trip, the customer must touch on and touch off their myki as in accordance with the conditions in Chapter 8. Otherwise, a default fare may be charged.

The myki Money balance can be checked at any time at any 7-Eleven and other myki retailers, myki machines, myki checks, the PTV Hubs and staffed railway stations. The remaining balance may be displayed whenever a customer touches on or off.

Customers can also check balances by calling the PTV call centre on **1800 800 007** or, if the myki is registered, at **ptv.vic.gov.au**.

It is the customer’s responsibility to maintain sufficient balance to cover all travel made.

Topping up myki Money

myki Money can be topped up at the locations in the following table, using the payment methods shown. The nearest myki outlet can be found by accessing the myki location finder available from **ptv.vic.gov.au**.

	Payment methods						
Location	**Minimum top up amount**	**Maximum top up amount**	**Notes**	**Coins**	**EFTPOS**	**Credit Card**	**Auto Top Up**
Staffed metropolitan and V/Line myki enabled railway stations	$1	$250	Yes	Yes	Yes	Yes◊	No
myki machines at: railway stations, selected tram stops and bus interchanges, and the PTV Hubs (Docklands and Southern Cross Station)	$1	$250	Yes§	Yes§	Yes	Yes◊	No
7-Eleven and other myki retailers and V/Line myki agents	$1	$250	Yes	Yes	Yes*	Yes*	No
Online at **ptv.vic.gov.au**^	$10	$250	No	No	No	Yes◊	Yes
By telephone – PTV call centre on **1800 800 007**^	$10	$250	No	No	No	Yes◊	Yes
On board myki enabled buses**	$1	$20	Yes~	Yes	No	No	No
PTV Hubs	$1	$250	Yes	Yes	Yes	Yes◊	Yes

§ No change provided when topping up myki Money at a myki machine. 5 cent coins not accepted.
* Where facilities available.
◊ Visa, Mastercard and American Express.
^ myki Money will not be credited to the card immediately. See Chapter 4.
** except Doncaster Park and Ride and on bus routes 401 and 601.
~ $50 and $100 notes are not accepted.

To avoid delaying buses, customers are encouraged to top up before boarding at a 7-Eleven or other myki retailer, railway station, or bus interchange where top up facilities are available.

Customers who are topping up a myki on a bus must pay in denominations of $20 or less. $50 notes and $100 notes will not be accepted.

Customers who board a bus at the Doncaster Park and Ride are not permitted to purchase or top up a myki on board the bus. myki cards are not available for purchase, and are not permitted to be topped up, on metropolitan bus route number 401 or 601.

Customers travelling on V/Line commuter train services must top up before boarding as there will be no top up facilities offered by the conductor.

The maximum myki Money balance a customer is permitted to have on their myki is $999.99.

BPay is available through the customer's bank account.

Auto Top Up is available for registered myki cards only, providing extra convenience and security.

Calculating myki Money fares

myki Money fares are calculated automatically when the customer touches on and touches off their myki for each trip. However, should a customer wish to calculate the price to be paid when using myki Money for a single trip, the following steps apply:

- determine the zones required for travel (see Chapter 9);
- determine the full or concession fare based on the 2 hour fare for the zone(s) within which the travel takes place (see Chapters 3 and 7);
- apply any off-peak discounts (in this chapter) (note: if the travel does not include Zone 1 and is in three or more zones, the 2 hour fares shown in the relevant table in Chapter 7 include the off-peak discount);
- modify the fare for any existing products (in this chapter).

Daily travel is capped at a fixed daily price. 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 fare.

For some customers, or on certain days, additional caps may exist which will cap the fare at a lower daily rate than the standard daily cap (in this chapter).

Note that a reference to a day means the period commencing at 3am and ending at the following 3am, and a reference to a particular day (e.g. Sunday) means the period commencing at 3am on that day and ending at 3am on the following day.

Automatic fare calculation

Fares are calculated automatically as a customer travels, and the appropriate deductions from the myki Money balance take place each time a customer touches off.

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.

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.

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).

Single trip

The maximum fare for a single trip (other than a default fare) is the 2 hour fare for the zone(s) travelled in. When a myki is touched off, a 2 hour "product" is created on the myki. 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 6pm and 12.59am, in which case the product expires at the end of the day.

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, the fare charged and product created will be for the lower numbered zone.

To ensure customers are able to complete long journeys on V/Line services and on bus route number 684, where 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. In these cases, references in this manual to '2 hour products' or '2 hour fares' mean products or fares for 2.5, 3, 3.5 or 4 hours (whichever is applicable).

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

Within the zone(s) covered by it, the 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 Chapter 8 relating to touching on and touching off a myki.

Daily capping

This is the maximum fare charged for unlimited travel in the zone(s) in which travel takes place on a single day. The daily cap for Concession is 50 per cent of the full fare daily cap.

myki keeps track of fares paid, and zones travelled in, during a day. When the total 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.

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.

Within the zone(s) covered by it, the 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 Chapter 8 relating to touching on and touching off a myki.

Weekend and Public holiday daily cap

In addition to the normal daily cap, the following caps apply when using myki Money for certain customers or certain days of the week. Where more than one type of cap is applicable on a day, the lowest cap will apply.

Customers using myki to travel entirely within Zones 1 and 2 on a Saturday, Sunday or public holiday will pay no more than $6.30 full fare or $3.15 concession per day.

Off-peak discounts

Fares for all journeys in three or more zones receive an off-peak discount, except where touch off occurs within Zone 1 before 8.59am on a business day or touch on occurs within Zone 1 between 4pm and 6pm on a business day.

The discount for off-peak travel is 30 per cent (this is applied after any concession discount). Customers must touch on and touch off in accordance with the conditions in Chapter 8 to receive the applicable off-peak discount. Customers who do not touch on and off in accordance with those conditions will be charged a default fare that is a peak fare.

For customers travelling off-peak, the equivalent peak fare contributes toward the daily cap, 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 fare will be counted towards the daily cap even though only 70 per cent of the standard fare has been paid.

Free travel

The free travel listed below is applied automatically when a customer touches on and touches off:

– **Early Bird travel** – all myki cards provide free travel for journeys on Melbourne train services between railway stations at which electrified trains stop when touch on and touch off both occur within 2 hours and before 7.15am on a weekday. No product is created on the myki as a result of this travel. The policy intent is to provide free travel for those who touch off before 7.00am. However, as trains scheduled to arrive close to 7.00am may be delayed, an additional 15 minutes is allowed for customers to touch off. Where touch off occurs after 7.15am, a normal fare will be charged.

To allow sufficient time to disembark and reach a myki reader to touch off, it is recommended that customers treat a 7.00 am arrival time as the cut off time for early bird;

– **Free weekend travel** – customers travelling using a myki coded VS (Victorian Seniors Card holders), DSP or CAR (Disability Support Pensioners and Carer Payment recipients) or CFS or FFS (Victorian Carer Card holders) receive free travel on Saturdays and Sundays for journeys in only one or two consecutive zones. For travel in more than two zones the fare for the entire journey will be charged;

For information regarding free off peak travel for primary school groups, see Chapter 12.

Existing products

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).

Customers who believe their fare has been incorrectly calculated should contact the PTV call centre on **1800 800 007**.

Default fares

If a customer fails to touch on and touch off in accordance with the conditions in Chapter 8, a default fare may be charged the next time they touch on. This fare assumes the customer took the longest possible trip on the service they used and is 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 those conditions.

The default fare may be higher than the customer would have otherwise paid if they had touched on and touched off their myki in accordance with those conditions.
For more information on default fares, see Chapter 8.

Telebus surcharge

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

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

To book a home pickup or make a permanent booking, phone the Telebus dispatcher on **(03) 9735 3133**. Bus drivers cannot accept bookings. Pickups at bus stops will be within 5 minutes of the time shown on the timetable (to allow for home pickups).

	Full fare	Concession
Telebus surcharge	$1.00	$0.50

JANE SMI
Registered Nurse

Chapter 6:
myki Pass

What is a myki Pass?

A myki Pass is an authority to travel within a zone or range of zones for a specified number of consecutive days. A myki Pass for 7 or between 28 to 365 consecutive days can be purchased.

In this manual the process of paying money to PTV and having the product purchased recorded on the myki card is referred to as "topping up" or "loading" a myki Pass.

A myki Pass can only be used if the myki Money balance is $0.00 or greater.

Once purchased, a myki Pass will be activated the first time the customer touches the relevant myki on and off to travel, or to enter and exit a compulsory ticket area, or to enter a compulsory ticket area, within a zone for which the 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. The myki Pass will be valid for the number of consecutive days authorised by it, commencing the day of activation.

Note that a public transport day begins at 3am and ends at 3am the following day. For example, a 28 day myki Pass that is activated on 1 May will expire at 3am on 29 May. A myki with a myki Pass loaded on it must be touched on and off in the usual way to travel.

A myki Pass must be activated within 12 months of purchase, or the pass will cease to be able to be activated and will expire. However, if it is activated within that period, the pass remains valid as set out in the preceding paragraphs.

Only one 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 pass can be purchased before the expiry of an existing pass, and will be activated when the customer touches on and off (in a zone for which the pass is valid) after the expiry of the existing pass.

Important Note: No refunds will be given if an unregistered myki is lost or stolen, even if the myki was paid for by credit card or EFTPOS.

Customers using myki passes are encouraged to register their myki to protect against loss. Registering a myki is free and can be done by visiting ptv.vic.gov.au or calling the PTV call centre on 1800 800 007.

Purchasing a myki Pass

A myki Pass can be loaded at the following locations using the payment methods shown:

	Payment methods			
Location	**Notes**	**Coins**	**EFTPOS**	**Credit card**
Staffed metropolitan and myki enabled V/Line railway stations	Yes	Yes	Yes	Yes†
myki machines at railway stations, selected tram stops and bus interchanges, and the PTV Hubs (Docklands and Southern Cross Station)	Yes§	Yes§	Yes	Yes†
7-Eleven and other myki retailers and V/Line myki agents	Yes	Yes	Yes*	Yes*
Online at **ptv.vic.gov.au**^	No	No	No	Yes†
By telephone – PTV call centre on **1800 800 007**^	No	No	No	Yes†
PTV Hubs	Yes	Yes	Yes	Yes†

§ 5 cent coins not accepted. Maximum change provided is $10.
† Visa, Mastercard and American Express.
* Where facilities available.
^ myki Pass will not be loaded onto the card immediately.

Rounding

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

The 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. For example, if a pass is first activated on a Tuesday, it expires at the end of the following Monday (3am Tuesday).

Concession myki Pass fares are 50 per cent of the full fare.

28 – 365 day myki Pass

The fare for a 28 – 365 day myki Pass can be calculated by multiplying the number of days required by the myki Pass daily rate.

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).

Concession myki Pass fares are 50 per cent of the full fare.

Commuter Club

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/volunteers at a discount rate of 10 per cent. 365 day myki Passes (electronic myki code CC) purchased through the Commuter Club are valid for use on metropolitan trains, trams and buses.

It is up to the organisation how they choose to offer employees a Commuter Club myki, for example, salary package, one-off payment etc. It is also at the discretion of the organisation whether they pass on all or part of the discount to their employees; for example, some organisations may choose to deduct a handling fee.

The myki Commuter Club is only available to organisations and is not open to individuals. An organisation requires a minimum of 10 people to register.

To report a lost or stolen Commuter Club myki, contact the PTV call centre on **1800 800 007**.

For more information on how the myki Commuter Club works or to register an organisation, email **commuterclub@ptv.vic.gov.au**.

Travel beyond myki Pass zone(s)

If a myki Pass holder wishes to travel outside the zone(s) for which the pass is valid, they should have sufficient myki Money on their myki, before travel, to pay for the additional travel.

The cost of the trip is the 2 hour fare for all zones for which the pass is valid combined with the additional zone(s), minus the 2 hour fare for all zones for which the pass is valid.

Daily capping will continue to apply for travel outside the zone(s) for which a myki Pass is valid in the usual way.

Customers travelling on a V/Line commuter train service whose journeys are entirely within the myki zones shown on the Regional train myki zone map in Chapter 9, must use a myki for the entire journey.

Customers travelling on a V/Line commuter train service whose journeys include travel within the myki zones shown on the Regional train myki zone map in Chapter 9, but commence or end beyond those zones, must either:

(a) have a single 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. (Note: myki Money cannot be used for any part of such a journey.)

However, customers using Date-to-Date or Weekly V/Line tickets may extend their journey by purchasing a Single or Daily V/Line ticket for the additional travel to the new location. A myki cannot be used to extend travel on these tickets.

Please note: 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.

Student Passes – myki

Eligible full-time school students may purchase a Student Pass which is only valid when used in conjunction with a valid PTV School Student ID or PTV Approved School Student ID card.

A Student Pass is valid on weekdays and weekends (including school holidays and public holidays) for unlimited travel on all train, tram and bus services within the zone(s) of validity until the expiry of the pass. The pass is valid for economy class travel only on V/Line train and coach services.

Prices and travel entitlements vary depending on the type of pass purchased as shown in the table below.

A Student Pass and PTV School Student ID can be applied for together. Application forms are available online at **ptv.vic.gov.au**, PTV Hubs or by calling the PTV call centre on **1800 800 007** .

When purchased, the Student Pass is loaded onto a myki card (code S) and the fee for the myki card is waived. A $9 processing fee applies for the PTV School Student ID.

Student Passes available are:

– First half year pass which expires on 31 July.

– Second half year pass which starts on 1 July and expires 28 February the following year.

– Year pass which expires on 28 February the following year.

When travelling on a service with myki equipment, the customer must touch on and touch off the Student Pass in the usual way. When travelling on a service without myki equipment, both the Student Pass and the associated PTV School Student ID or PTV Approved School Student ID card must be carried by the customer and shown on request to an authorised person.

Metro and Regional city transit student passes	Half-year	Year
Victorian Student Pass	317.00	607.00
Ballarat Student Pass (Zones 8/9)	167.00	333.00
Bendigo Student Pass (Zone 13)	118.00	235.00
Geelong Student Pass (Zones 4/5)	167.00	333.00

For other regional (non-myki) Student Pass prices see Chapter 11.

International Undergraduate Student Education Pass

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

To be eligible, a student must be enrolled in and studying either a full-time undergraduate course (Bachelor Degree or Associate Degree) or a higher VET course (Advanced Diploma or Diploma), and at a participating institution. The iUSEpass will only be valid for use in specified myki zones which will be determined by reference to the location of the relevant participating institution.

International students who are not studying one of the Australian qualifications above are not eligible for the iUSEpass, except where International students have a Certificate of Enrolment in one of the above qualifications and are concurrently enrolled or studying one of the following Australian qualifications; Certificate I, Certificate II, Certificate III or Certificate IV.

Students eligible for one of the above courses and who first commence English language study may purchase and use an iUSEpass for up to 12 weeks before commencing their eligible qualification.

The pass is loaded onto a personalised Full Fare myki which includes the cardholder's photograph.

Tertiary education institutions are able to opt-in to the scheme through PTV and should contact **iuse.pass@ptv.vic.gov.au** for more details.

International students should contact their tertiary institution to check their eligibility and obtain more details on how to purchase an iUSE pass.

Chapter 7:
myki fares

Metropolitan fares

myki Money

	2 hours		Daily	
	Full	Conc	Full	Conc
Zone 1	4.40	2.20	8.80	4.40
Zone 2	3.00	1.50	6.00	3.00
Zone 1 + 2	4.40	2.20	8.80	4.40

myki Pass

	7 Day Travel Pass		28 – 365 day Pass (daily rate)	
	Full	Conc	Full	Conc
Zone 1	–	–	–	–
Zone 2	30.00	15.00	3.60	1.80
Zone 1+2	44.00	22.00	5.30	2.65

Note: Customers who wish to travel in Zone 1 should purchase a Zone 1 + 2 pass.

Other daily caps

	Weekend/Public holiday cap	
	Full	Conc
Zone 1+2	6.40	3.20

Fares for travel to/from Zone 1 on V/Line services and bus Route 684

myki Money

Travel between	2 hours				Daily			
	Peak		Off-peak		Peak		Off-peak	
	Full	Conc	Full	Conc	Full	Conc	Full	Conc
Zone 1 – 2	4.40	2.20	–	–	8.80	4.40	–	–
Zone 1 – 3	12.00	6.00	8.40	4.20	24.00	12.00	16.80	8.40
Zone 1– 4	13.40	6.70	9.38	4.69	26.80	13.40	18.76	9.38
Zone 1 – 5	15.60	7.80	10.92	5.46	31.20	15.60	21.84	10.92
Zone 1 – 6	17.80	8.90	12.46	6.23	35.60	17.80	24.92	12.46
Zone 1 – 7	19.60	9.80	13.72	6.86	39.20	19.60	27.44	13.72
Zone 1 – 8	22.20	11.10	15.54	7.77	44.40	22.20	31.08	15.54
Zone 1 – 9	24.40	12.20	17.08	8.54	48.80	24.40	34.16	17.08
Zone 1 – 10	26.40	13.20	18.48	9.24	52.80	26.40	36.96	18.48
Zone 1 – 11	29.00	14.50	20.30	10.15	58.00	29.00	40.60	20.30
Zone 1 – 12	31.20	15.60	21.84	10.92	62.40	31.20	43.68	21.84
Zone 1 – 13	33.40	16.70	23.38	11.69	66.80	33.40	46.76	23.38

myki Pass

Travel between	7 day Pass		28 – 365 day Pass (daily rate)	
	Full	Conc	Full	Conc
Zone 1 – 2	44.00	22.00	5.30	2.65
Zone 1 – 3	80.00	40.00	9.46	4.73
Zone 1– 4	89.40	44.70	10.52	5.26
Zone 1 – 5	96.20	48.10	10.86	5.43
Zone 1 – 6	104.40	52.20	11.44	5.72
Zone 1 – 7	112.60	56.30	11.88	5.94
Zone 1 – 8	122.40	61.20	12.44	6.22
Zone 1 – 9	132.20	66.10	12.64	6.32
Zone 1 – 10	141.00	70.50	13.18	6.59
Zone 1 – 11	150.40	75.20	13.66	6.83
Zone 1 – 12	158.60	79.30	14.00	7.00
Zone 1 – 13	167.20	83.60	14.38	7.19

See Chapter 6 for more information on myki Passes, and Chapter 3 for more information on concessions.

Fares for all other travel on V/Line services and regional town buses

myki Money

	2 hours		Daily	
Number of zones travelled	Full	Conc	Full	Conc
1*	2.40	1.20	4.80	2.40
2	3.40	1.70	6.80	3.40
3	3.64	1.82	7.28	3.64
4	4.76	2.38	9.52	4.76
5	5.46	2.73	10.92	5.46
6	6.86	3.43	13.72	6.86
7	8.40	4.20	16.80	8.40
8	9.38	4.69	18.76	9.38
9	10.92	5.46	21.84	10.92
10	12.46	6.23	24.92	12.46
11	13.72	6.86	27.44	13.72
12	15.54	7.77	31.08	15.54

* Does not apply to travel in Zone 1 or 2

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 8).

myki Pass

	7 day Pass		28 – 365 day Pass (daily rate)	
Number of zones travelled	Full	Conc	Full	Conc
1	22.40	11.20	3.12	1.56
2	34.00	17.00	4.70	2.35
3	36.40	18.20	5.10	2.55
4	47.60	23.80	6.66	3.33
5	54.60	27.30	7.10	3.55
6	68.60	34.30	8.64	4.32
7	80.00	40.00	9.46	4.73
8	89.40	44.70	10.52	5.26
9	96.20	48.10	10.86	5.43
10	104.40	52.20	11.44	5.72
11	112.60	56.30	11.88	5.94
12	122.40	61.20	12.44	6.22

Chapter 8:

myki general conditions

Touch on/touch off

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 the conditions specified in the following paragraphs.

However, if a customer is not able to touch on or touch off the myki as required in those paragraphs because an operational myki reader is not available, the requirements set out in those paragraphs do not apply.

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.

The conditions specified in the paragraphs under the headings 'Touch on/touch off – train', 'Touch on/touch off – bus' and 'Touch on/touch off – tram' must be read subject to the conditions specified in the paragraphs under the heading 'Touch on period'.

Touch on/touch off – train

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.

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.

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.

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.

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.

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 commuter train service and 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 – bus

For a journey on a bus (other than a bus used for a Night Coach network service):

(a) unless subparagraph (b) applies, a customer must touch on the myki immediately upon boarding the bus;

(b) if it is necessary for a myki to be purchased or for value to be loaded on a myki on board the bus in order for the myki to be able to be touched on, the customer must touch on the myki as soon as possible after the myki has been purchased or value has been loaded;

(c) 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.

Touch on/touch off – tram

For a journey on a tram:

(a) unless subparagraph (b) applies, a customer must touch on the myki immediately upon boarding the tram;

(b) 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;

(c) 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.

For a journey entirely within the Zone 1/2 overlap, if the customer does not touch off, the default fare they may subsequently pay may be higher than the fare they would have paid if they had touched off.

Touch on period

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 – train', 'Touch on/touch off – bus' and 'Touch on/touch off – tram'.

If a customer using myki Money does not touch off the myki within the product duration (refer to the table under Chapter 5 – Automatic Fare Calculation),* a default fare may be charged when the myki is next touched to a myki reader. 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.

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:

(a) in the case of a journey on a tram or a bus, immediately after the myki was touched off; or

(b) in the case of a journey on a train, before resuming the journey.

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.

If a myki is touched off, but is not touched on, in accordance with the fourth paragraph under this heading, the myki is no longer valid for the journey and any related entries to a compulsory ticket area.

If a myki is touched off and touched on in accordance with the fourth paragraph under this heading, the myki must then be touched off in accordance with the conditions specified in the paragraphs under the heading 'Touch on/touch off – train', 'Touch on/touch off – bus' or 'Touch on/touch off – tram' (whichever is applicable).

* Special arrangements have been made to allow for the length of time it may take to complete a journey on bus route number 684.

Touch on/touch off – Night Coach network services

For a journey on a bus being used for a Night Coach network service, a customer must touch on the myki:

(a) 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

(b) in all other cases, before boarding the bus, using the myki readers at the railway station from which the bus is departing.

However, the immediately preceding paragraph 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.

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 onboard the bus.

Minimum requirements for travel

Travel in one or two zones

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.

Travel in three or more zones

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

- a myki Pass for their entire journey and a myki Money balance of at least $0.00; or
- a sufficient myki Money balance to pay for the entire journey; or
- a myki Pass for part of the journey and a sufficient myki Money balance to pay for the remainder of the journey.

The requirements set out in the immediately preceding paragraph do not apply in respect of the initial journey authorised by a myki purchased from a V/Line train conductor in accordance with the conditions under the heading 'V/Line pre-loaded myki cards' in Chapter 4.

Negative myki Money balances

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

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

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.

myki reader indicators

When a customer touches on at a myki reader, lights on the reader and an audible tone will alert them to the status of the touch as set out in the table below.

When a myki is presented to a myki reader and no light or tone occurs, the ticket has not been read and is not valid for travel.

Touch on

For a successful touch on (at any type of myki reader), a myki must have a myki Money balance of at least $0.00 (including if customers are using a myki Pass).

Single beep – full fare and free travel myki.

Two beeps – Concession myki and Commuter Club.

Light(s)	Tone	Outcome	Reason
Green	Positive	Successful touch on	
Green and orange together	Positive	Successful touch on	low balance – myki Pass has 3 or fewer days remaining; or myki Money balance below $10; and/or action processed against the card since last touch on (eg Auto Top Up).
Green and red together	Positive	Successful touch on	default fare applied for previous trip (this will occur where a customer failed to touch off at the end of their last trip).
Red	Three negative beeps	Failed touch on	no valid pass for current zone; or blocked myki; or defective myki; or another reason (see “myki reader messages” below).

Newer gates

Light(s)	Tone	Symbol	Outcome
Green	Positive	Tick	Successful touch on
Red	Negative	Cross	Failed touch on

Touch off

A successful touch off is indicated by a green light and one or two positive beeps.

A red light and three negative beeps indicates the touch off failed, and a message on the screen will indicate the reason (see “myki reader messages”).

myki reader messages

Where a touch is unsuccessful, the following messages may be displayed by the myki reader:

Message	Description	Customer action
Already touched on Already touched off	The myki has been touched on/off already within the passback period.	No action necessary.
Declined – contact myki (or PTV) call centre	The myki has been blocked from use or has a fault.	Use another myki. Contact the PTV call centre on 1800 800 007.
Multiple cards detected – try again	Multiple cards have been presented to the reader at the same time. Readers can only read a single card at a time.	Present a single myki to the reader.
Please touch again	The myki has been removed from the reader too quickly and has not been read.	Re-present the myki to the reader.
Expired – time to get another myki	The myki has reached the end of its life span and must be replaced.	Use another myki. Have your myki replaced on-the-spot at a staffed station.
Please top up your myki	myki has a negative balance.	Top up myki to access travel.
Missing touch-on	myki was not touched-on.	Seek assistance to pass through the gates at gated stations.

Failure to touch on and touch off correctly

Default fares – myki Money

In order for the myki ticketing system to calculate the lowest fare, customers must touch on and touch off in accordance with the conditions earlier in this chapter relating to touching on and touching off a myki. If a customer using myki Money does not touch off in accordance with those conditions, then a default fare may be charged to protect against fare evasion. 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.

On V/Line 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.

However, for a rail replacement coach service for any of these services 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 (Zone 1 – 13).

Customers who fail to touch off will not receive the benefit of any off-peak discounts that would otherwise have been applicable.

The system will recognise a failure to touch off by the next touch immediately following a touch on being:

- on a different mode of transport from the touch on;
- on a different vehicle (tram or bus) from the touch on;
- after the expiry of the touch on period referred to earlier in this chapter.

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.

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.

The amount of any default fare deducted will count towards a daily cap for the day on which the touch on took place.

Notwithstanding anything in the above paragraphs under this heading, 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 Chapter 5); 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.

In the event that no operational myki reader is available for a customer to touch off, the customer should contact the PTV call centre on **1800 800 007** for a reimbursement of any amount charged in excess of the correct myki Money fare.

Metropolitan services default fares

Service	Full fare	Concession	2 hour product created on myki
TRAIN			
Railway stations in Zones 1 or 2	4.40	2.20	Zone 1 + 2
TRAM			
All trams	4.40	2.20	Zone 1
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.

V/Line train services default fares

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.

To ensure the customer is charged the lowest fare, they must touch off in accordance with the conditions earlier in this chapter relating to touching off a myki. If the customer does not touch off, the default fare will be applied.

V/Line train service*	Maximum default fare	
	Full fare	Concession
Ballarat line	22.20	11.10
Bendigo line	33.40	16.70
Geelong line	13.40	6.70
Seymour line	17.80	8.90
Traralgon line	31.20	15.60

* 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 $32.60 (full fare) or $16.30 (concession).

Regional bus default fares

Regional bus	Maximum default fare	
	Full fare	Concession
One zone bus route	2.40	1.20
Two zone bus route	3.40	1.70
Three zone bus route	5.20	2.60
Four zone bus route	6.80	3.40
Five zone bus route	7.80	3.90
Six zone bus route	9.80	4.90
Seven zone bus route	12.00	6.00
Eight zone bus route	13.40	6.70
Nine zone bus route	15.60	7.80
Ten zone bus route	17.80	8.90
Eleven zone bus route	19.60	9.80
Twelve zone bus route	22.20	11.10

Default fares – myki Pass

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 pass is valid.

Normal myki Money rules apply for travel outside the zone(s) covered by the pass (including default fares).

If the customer wants to travel beyond the zone(s) covered by the myki Pass, they should ensure there is a sufficient myki Money balance recorded on their card to cover the additional travel.

Failure to touch on

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 will be processed by the system as a touch on. In this case a default fare may subsequently be charged.

If a default fare is charged, the customer will not receive the benefit of any off-peak discount that would otherwise have been applicable.

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. 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.

Note: that if a myki is not touched on it is not valid for travel and the customer may be fined.

Passback and change of mind

Passback is a time period following touch on or touch off, during which time a myki presented at a myki reader will be rejected. This will prevent a customer inadvertently touching off (or on) again immediately.

- On board trams passback is 5 seconds.
- On board buses passback is 30 seconds.
- At railway stations without ticket barriers passback is 30 seconds.
- At railway stations with ticket barriers passback is 5 seconds.

At a railway station with ticket barriers, a ticket may only be touched off at the paid area side of the barrier. 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 is a second time period beginning immediately after the end of the passback period (after touch on only). This allows customers using a myki at a railway station to change their mind and touch off within the change of mind period without paying a myki Money fare if they have not actually used a service.

At all railway stations change of mind ends 15 minutes after touch on.

There is no change of mind period on buses and trams.

Chapter 9:
myki zones

Zones

For the purposes of the conditions contained in this manual, the routes of public transport services on which myki can be used are divided into zones, and fares are based on the zones in which travel occurs.

The zones for Melbourne trains are defined by the Melbourne train network map. The zones for trams are indicated by the Melbourne tram network map. These maps are shown in this chapter.

The zones for Melbourne buses are defined in this chapter under the heading "Melbourne bus zones".

The zones in regional areas are based on —

(a) the tables under the headings 'Metropolitan bus routes extending outside the Melbourne metropolitan area' and 'Other bus routes' in this chapter; and

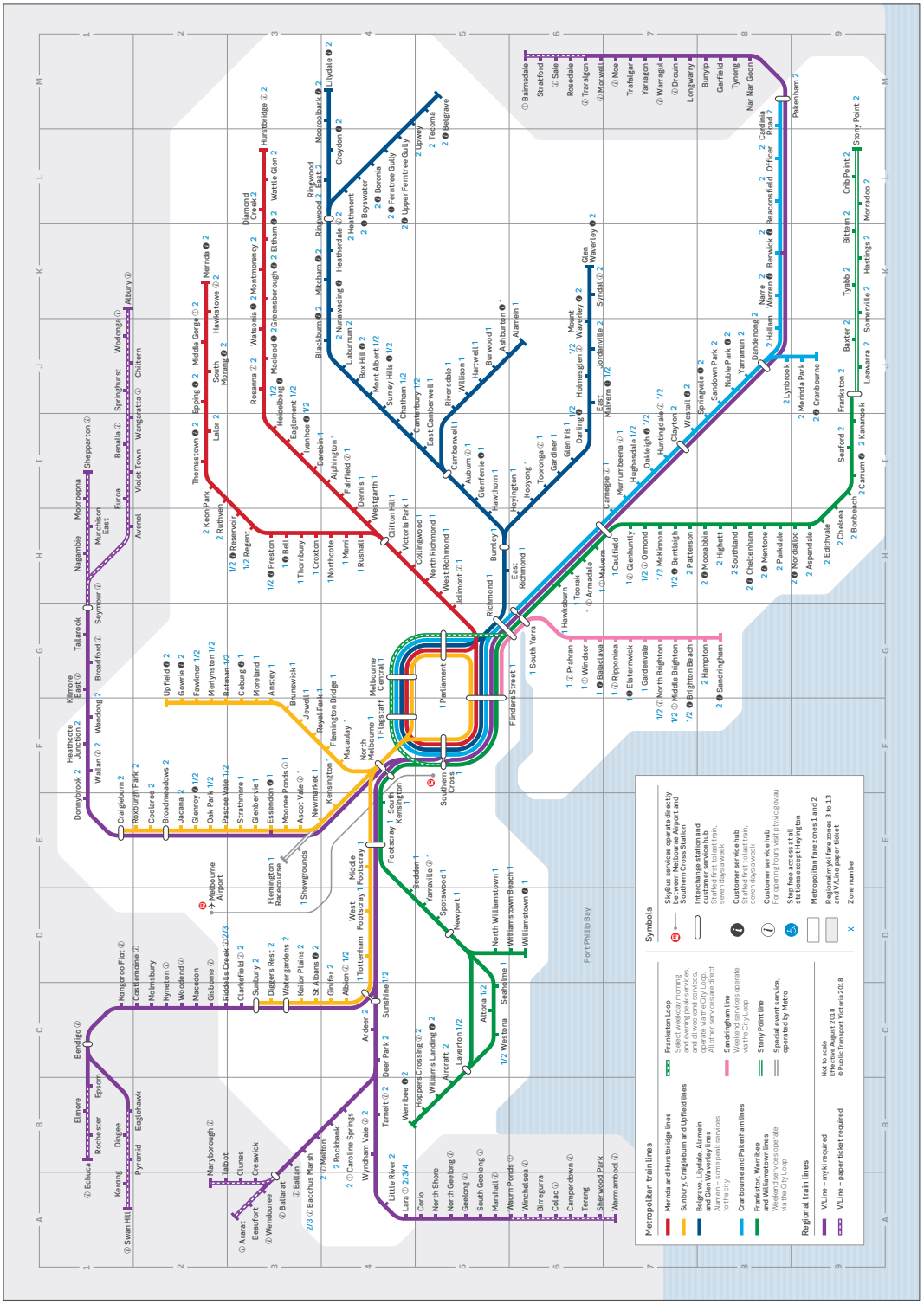
(b) the maps shown in this chapter under the heading 'myki on the regional town bus network'; and

(c) the map shown in this chapter under the heading 'Regional train myki zones map'.

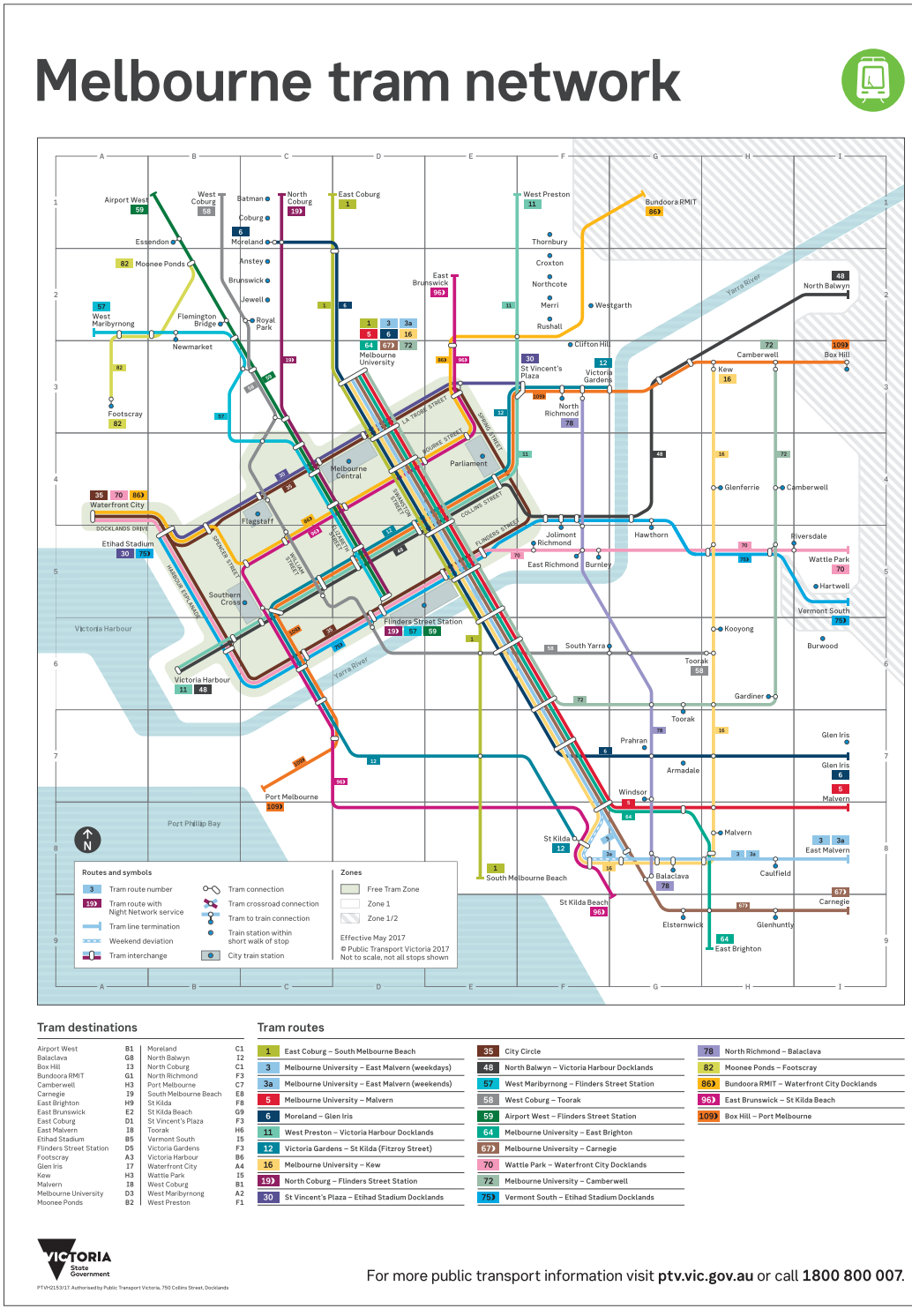
When a customer uses myki Money, zones will automatically be taken into account and the correct fare calculated.

If a customer uses a myki Pass, the pass must be valid for travel in the relevant zone(s).

Melbourne train network map



Melbourne tram network map



Tram destinations

Airport West	B1	Moreland	C1
Balaclava	G8	North Balwyn	I2
Box Hill	I3	North Coburg	C1
Bundoora RMIT	G1	North Richmond	F3
Camberwell	H3	Port Melbourne	C7
Carnegie	I9	South Melbourne Beach	E8
East Brighton	H9	St Kilda	F8
East Brunswick	E2	St Kilda Beach	G9
East Coburg	D1	St Vincent's Plaza	F3
East Malvern	I8	Toorak	H6
Etihad Stadium	B5	Vermont South	I5
Flinders Street Station	D5	Victoria Gardens	F3
Footscray	A3	Victoria Harbour	B6
Glen Iris	I7	Waterfront City	A4
Kew	H3	Wattle Park	I5
Malvern	I8	West Coburg	B1
Melbourne University	D3	West Maribyrnong	A2
Moonee Ponds	B2	West Preston	F1

Tram routes

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

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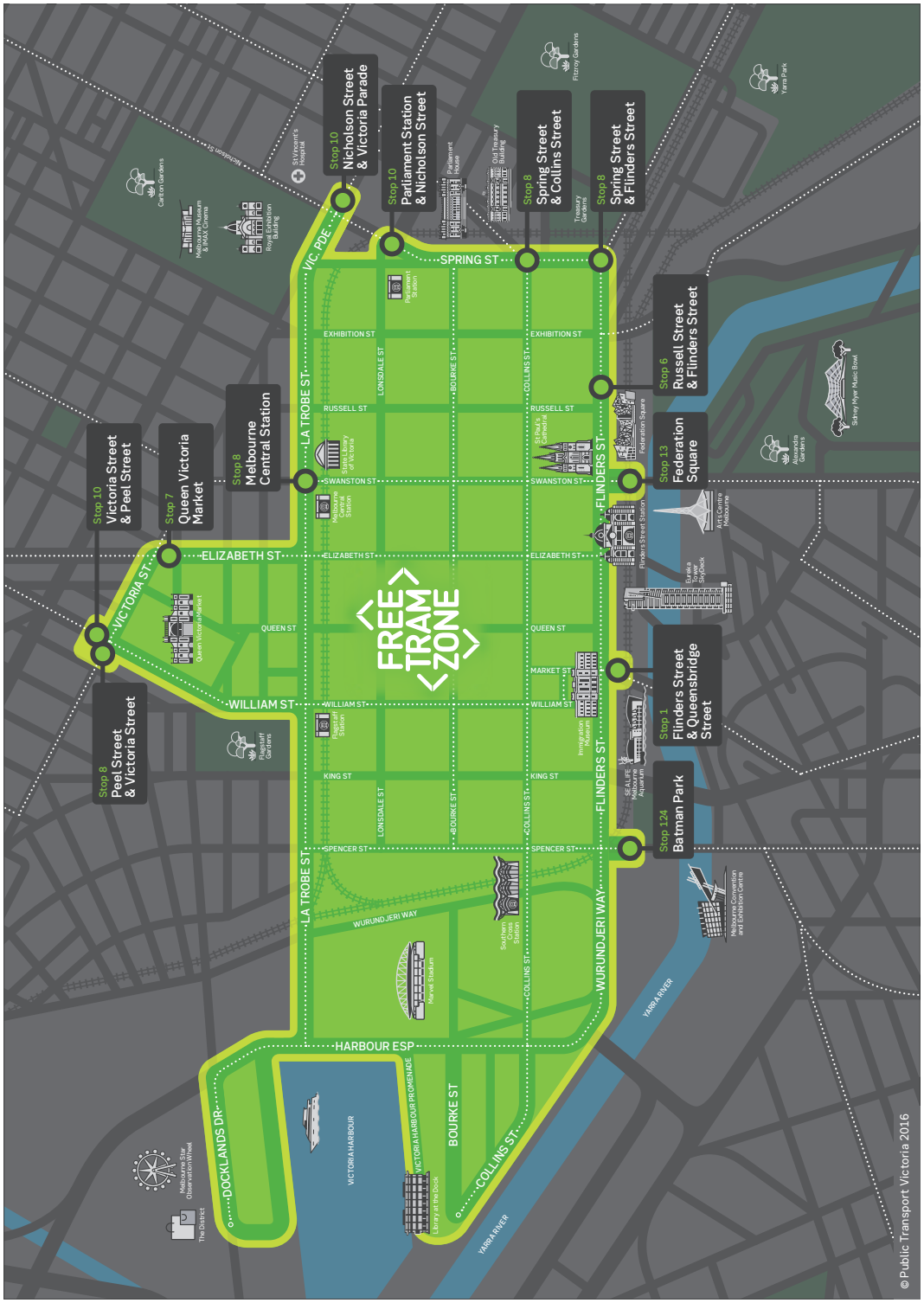
For more public transport information visit **ptv.vic.gov.au** or call **1800 800 007**.

Free Tram Zone map



Free Tram Zone stop table

Free Tram Zone between these tram stops				
Tram route	**Boundary tram stop**		**Boundary 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 & Collins Street	Stop 8	Victoria Harbour	Tram terminus
12	Spring Street & 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 & Nicholson Street	Stop 10	Etihad Stadium	Tram terminus
48	Spring Street & Flinders Street	Stop 8	Victoria Harbour	Tram terminus
55	Victoria Street & Peel Street	Stop 10	Flinders Street & Queens Bridge Street	Stop 1
57	Peel Street & 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 & Flinders Street	Stop 6	Docklands Drive	Tram terminus
72	Melbourne Central Station	Stop 8	Federation Square	Stop 13
75	Spring Street & Flinders Street	Stop 8	Etihad Stadium	Tram terminus
86	Parliament Station & Nicholson Street	Stop 10	Docklands Drive	Tram terminus
96	Parliament Station & Nicholson Street	Stop 10	Batman Park	Stop 124
109	Spring Street & Collins Street	Stop 8	Batman Park	Stop 124

Melbourne bus zones

Maps showing the bus routes specified below are available for inspection at PTV Hubs, on the PTV website **ptv.vic.gov.au** or by calling PTV on **1800 800 007**.

To find the locations of zone boundaries refer to the map or list below.

The following bus routes are entirely within Zone 1:

223, 232, 234, 235, 236, 237, 246, 251, 401, 402, 403, 404, 406, 407, 409, 431, 432, 467, 468, 472, 475, 503, 504, 505, 506, 508, 509, 510, 512, 526, 605, 606, 609.

The following bus routes are entirely within Zone 2:

150, 151, 153, 160, 161, 166, 167, 170, 180, 181, 190, 191, 192, 201, 270, 271, 273, 279, 280, 281, 282, 284, 293, 295, 343, 356, 357, 358, 364, 370, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 417, 418, 419, 421, 423, 424, 425, 426, 439, 441, 443, 453, 455, 457, 458, 459, 460, 461, 462, 481, 484, 485, 486, 487, 488, 489, 494, 495, 496, 497, 498, 511, 518, 528, 529, 532, 533, 537, 538, 540, 541, 543, 544, 554, 557, 559, 564, 569, 570, 577, 578, 579, 580, 582, 631, 663, 664, 670, 671, 672, 673, 675, 676, 677, 679, 680, 681, 682, 685, 686, 687, 688, 689, 690, 691, 693, 694, 695, 695 F, 696, 697, 699, 705, 706, 708, 709, 732, 735, 736, 737, 738, 740, 745, 745 A-D, 753, 754, 755, 757, 758, 765, 768, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 783, 789, 790, 791, 792, 795, 796, 798, 799, 813, 814, 815, 821, 823, 824, 825, 828, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 857, 858, 861, 863, 885, 890, 891, 892, 893, 894, 895, 897, 898, 899, 901, 925, 926, 927, 928, 929, TeleBus 1, 2, 3, 4, 7, 8, 9.

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

301, 490, 550, 551, 553, 601.

The following bus routes are within Zone 1 and include the Zone 1/2 overlap on the portions of the route indicated:

Route	
216	Overlaps with Zone 2 for all stops along the route west of Ashley Street (Sunshine) and east of Bay Street (Brighton).
219	Overlaps with Zone 2 for all stops along the route west of Ashley Street (Sunshine).
220	Overlaps with Zone 2 for all stops along the route west of and including Duke Street (Sunshine).
250	Overlaps with Zone 2 for all stops along the route north-east of and including Bell Street (Heidelberg West).
350	Overlaps with Zone 2 for all stops along the route north of and including Bell Street (Heidelberg West).
410	Overlaps with Zone 2 for all stops along the route west of Caroline Chisholm College and south of Duke Street/Hampshire Road intersection (Braybrook).
411	Overlaps with Zone 2 for all stops along the route west of and including Pier Street (Altona).
412	Overlaps with Zone 2 for all stops along the route west of and including Pier Street (Altona).
414	Overlaps with Zone 2 for all stops along the route west of and including Grieve Parade (Brooklyn).
415	Overlaps with Zone 2 for all stops along the route west of and including Pier Street (Altona).
465	Overlaps with Zone 2 for all stops along the route west of Knighton Avenue (Airport West).
471	Overlaps with Zone 2 for all stops along the route west of and including Duosa Road (Altona North).

Route	
501	Overlaps with Zone 2 for all stops along the route between Airport West Shoppingtown and Niddrie terminus.
527	Overlaps with Zone 2 for all stops along the route north of and including Gaffney Street (Pascoe Vale).
534	Overlaps with Zone 2 for all stops along the route south of Sydney Road (Coburg).
546	Overlaps with Zone 2 for all stops along the route north of Banksia Street (Heidelberg).
548	Overlaps with Zone 2 for all stops along the route north of Bell Street (Heidelberg Heights).
549	Overlaps with Zone 2 for all stops along the route north of Bell Street (Heidelberg West).
567	Overlaps with Zone 2 for all stops along the route north of and including Murray Road (Preston).
625	Overlaps with Zone 2 for all stops along the route east of and including Poath Road (Hughesdale).
626	Overlaps with Zone 2 for all stops along the route south of and including North Road (Ormond).
630	Overlaps with Zone 2 for all stops along the route east of and including Ormond Railway Station.

The following bus routes are within Zone 2 and include the Zone 1/2 overlap on the portion of the route indicated:

Route	
285	Overlaps with Zone 1 for all stops along the route north, west and south of Doncaster Road/ Walnut Road intersection (Balwyn North).
400	Overlaps with Zone 1 for all stops along the route south of Westgate Drive (Laverton North) and east of Kororoit Street (Sunshine) intersection.
420	Overlaps with Zone 1 for all stops along the route east of Anderson Road and Glengala Road (Sunshine) intersection.
422	Overlaps with Zone 1 for all stops along the route east of Sydney Road (Sunshine).
427	Overlaps with Zone 1 for all stops along the route east of the Forrest and Sydney Streets (Sunshine) intersection.
428	Overlaps with Zone 1 for all stops along the route east of the Wright Street and Fairburn Road (Sunshine) intersection.
456	Overlaps with Zone 1 for all stops along the route east of Sydney Street and Ballarat Road intersection (Sunshine).
478	Overlaps with Zone 1 for all stops along the route south of Westfield Drive (Airport West).
479	Overlaps with Zone 1 for all stops along the route south of Westfield Drive (Airport West).
482	Overlaps with Zone 1 for all stops along the route south of Westfield Drive (Airport West).
517	Overlaps with Zone 1 for all stops along the route west of Lower Plenty Road/Waiora Road (Heidelberg Heights).
531	Overlaps with Zone 2 for all stops along the route south of Fawkner Railway Station.

Route	
536	Overlaps with Zone 1 for all stops along the route west of Widford and Melbourne Street intersection (Glenroy).
542	Overlaps with Zone 1 for all stops along the route south of and including Clovelly Avenue (Glenroy).
555	Overlaps with Zone 1 for all stops along the route south of and including The Broadway (Reservoir).
556	Overlaps with Zone 1 for all stops along the route south of Carrol Street (Reservoir).
558	Overlaps with Zone 1 for the stop at Reservoir Railway Station.
566	Overlaps with Zone 1 for all stops along the route south of O'Connell Street (Kingsbury).
701	Overlaps with Zone 1 for all stops along the route north of and including North Road (Hughesdale) and all stops north of and including Jasper Road/Centre Road intersection (Bentleigh).
703	Overlaps with Zone 1 for all stops along the route west of Monash University (Moorabbin).
704	Overlaps with Zone 1 for all stops along the route southwest of Monash University (Clayton North).
733	Overlaps with Zone 1 for all stops along the route north of North Road (Oakleigh).
734	Overlaps with Zone 1 for all stops along the route west of Warrigal Road (Ashwood).
742	Overlaps with Zone 1 for all stops along the route west of Garnett Street/Huntingdale Road intersection (Huntingdale).
766	Overlaps with Zone 1 for all stops along the route west of Mont Albert Railway Station.
767	Overlaps with Zone 1 for all stops along the route between Warrigal Road/Waverley Road intersection (Chadstone) and North Road/Poath Road intersection (Hughesdale).
800	Overlaps with Zone 1 for all stops along the route west of and including Monash University (Clayton).
802	Overlaps with Zone 1 for all stops along the route west of and including Monash University (Clayton).
804	Overlaps with Zone 1 for all stops along the route west of and including Monash University (Clayton).
811	Overlaps with Zone 1 for all stops along the route north of Dendy Street (Brighton).
812	Overlaps with Zone 1 for all stops along the route north of Dendy Street (Brighton).
862	Overlaps with Zone 1 for all stops along the route west of and including Monash University (Clayton).
902	Overlaps with Zone 1 for all stops along the route south of Westfield Drive (Airport West).

Parts of the following bus routes are within Zone 1 and parts are within Zone 2 as indicated. Note that most of the following routes include zone overlaps with Zones 1 and 2:

Route	
200	Zone 1 applies for all stops along the route west of Kampman Street (Bulleen). Zone 2 applies for all stops along the route east of Doncaster and Bulleen Road intersection (Balwyn North).
207	Zone 1 applies for all stops along the route west of Kampman Street (Bulleen). Zone 2 applies for all stops along the route east of and including Bulleen and Doncaster Road intersection (Balwyn North).
215	Zone 1 applies for all stops along the route east of and including Sydney Street (Albion). Zone 2 applies for all stops along the route west of and including Duke Street (Sunshine).
302	Zone 1 applies for all stops along the route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along the route east of Belford Road (Kew East).
303	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).
304	Zone 1 applies for all stops along the route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along the route east of Belford Road (Kew East).
305	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford) intersection.
309	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).
318	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).
408	Zone 1 applies for all stops along the route east of Furlong and St Albans Road intersection (St Albans). Zone 2 applies for all stops along the route south and north of Caroline Chisholm College (Braybrook).
476	Zone 1 applies for all stops along the route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along the route west of Matthews Avenue (Niddrie).
477	Zone 1 applies for all stops along the route south of Westfield Drive (Tullamarine). Zone 2 applies for all stops along the route north of and including Keilor Road/Matthews Avenue (Niddrie).
483	Zone 1 applies for all stops along the route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along the route west of Matthews Avenue/Keilor Road intersection (Niddrie).
513	Zone 1 applies for all stops along the route west of Cape Street/Burgundy Street intersection (Heidelberg). Zone 2 applies for all stops along the route east of and including Oriel Road (Heidelberg West) and north of Gaffney Street (Pascoe Vale).

Route	
530	Zone 1 applies for all stops along the route south of and including Lorne Street/Sydney Road (Fawkner). Zone 2 applies for all stops along the route north of Bakers Street (Coburg North).
552	Zone 1 applies for all stops along the route south of Fordham Road (Reservoir). Zone 2 applies for all stops along the route north of Dundas Street (Thornbury).
561	Zone 1 applies for all stops along the route west of Waiora Road (Macleod West). Zone 2 applies for all stops north of Gaffney/Sussex Street intersection (Pascoe Vale).
600	Zone 1 applies for all stops along the route north of and including South Road (Brighton). Zone 2 applies for all stops along the route south of and including Bay Street (Brighton).
612	Zone 1 applies for all stops along the route south of Whitehorse Road (Surrey Hills). Zone 2 applies for all stops along the route north of Camberwell Road/Bowen Street intersection (Camberwell).
623	Zone 1 applies for all stops along the route west of and including Warrigal Road (Chadstone). Zone 2 applies for all stops along the route east of and including Chadstone Shopping Centre (Malvern East).
624	Zone 1 applies for all stops along the route west of Homesglen TAFE (Chadstone) and west of Atherton Road and Aitkin Street intersection (Oakleigh). Zone 2 applies for all stops along the route east of Maroo Street (Chadstone).
822	Zone 1 applies for all stops along the route north of South Road (Bentleigh East). Zone 2 applies for all stops along the route south of North Road (Murrumbeena).
900	Zone 1 applies for all stops along the route west of and including Monash University Bus interchange (Clayton North). Zone 2 applies for all stops along the route east of Warrigal Road (Hughesdale) and includes Chadstone Shopping Centre.
903	Zone 1 applies for all stops along the route west of Dora Street (Heidelberg). Zone 2 applies for all stops along the route east of Hannah Street (Preston). Overlaps with Zone 1 for all stops between Elgar Road (Surrey Hills) and North Road (Bentleigh East) inclusive. Overlaps with Zone 2 for all stops between Western Ring Road/McIntyre Rd (Sunshine North) and Somerville Road/McDonald Road (Brooklyn) inclusive.
905	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).
906	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).
907	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).
908	Zone 1 applies for all stops along the route west of and including Bulleen Road (Bulleen). Zone 2 applies for all stops along the route north and east of Hoddle and Truro Streets intersection (Abbotsford).

Route	
922	Zone 1 applies for all stops along the route north of and including South Road (Brighton). Zone 2 applies for all stops along the route south of and including Bay Street (Brighton).
923	Zone 1 applies for all stops along the route north of and including South Road (Brighton). Zone 2 applies for all stops along the route south of and including Bay Street (Brighton).

Metropolitan bus routes extending outside the Melbourne metropolitan area

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

Route	
683	Overlaps with Zone 3 for all stops along the route east of Wickhams Road (Launching Place).
781	Overlaps with Zone 3 for all stops along the route south of Main Street (Mornington).
782	Zone 2 applies west of Stanley Road (Flinders). Zone 3 applies south of Stanley Road (Flinders).
784	Overlaps with Zone 3 for all stops along the route south of Main Street (Mornington).
785	Overlaps with Zone 3 for all stops along the route south of Main Street (Mornington).

Part of the following bus route is within Zone 3 and part is within Zone 4 as indicated:

Route	
787	Zone 3 applies for all stops along the route north of Brendel Street (Rosebud). Zone 4 applies for all stops along the route north of Leichardt Street (McCrae).

The following bus route is entirely in the overlap between Zones 3 and 4:

886

The following bus route is entirely within Zone 4:

786

Other bus routes

Route	
684	Zone 1 applies for all stops along the route west of Bulleen Road (Bulleen). Zone 2 applies for all stops along the route west of Goondah Lane (Healesville) and east of Truro Street (Abbotsford). For zones of all stops along the route east of Maroondah Highway/Goondah Lane (Healesville), see the Eildon to Melbourne map in this chapter.
788	Zone 2 applies east of Bruce Road (Mount Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae).
887	Zone 2 applies for all stops along the route north of Ellerina and Bruce Road intersection (Mount Martha). Zone 3 applies for all stops along the route west of Main Street (Mornington).

Night Bus network routes

The Night network provides public transport services throughout Friday and Saturday nights. To find the location of zone boundaries for Night Bus network routes, refer to the paragraphs and tables below.

In the following tables, a reference to all stops along a route to a particular bus stop means all stops along the route to that bus stop from the starting point of that route. A reference to all stops along a route from a particular bus stop means all stops along that route from that bus stop to the end of the route.

Unless specified, the starting point for all bus routes is the Melbourne CBD.

The following bus routes are entirely within Zone 2

943, 953, 963, 964, 965, 967, 981, 982.

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

Note that most of the following routes include zone overlaps with Zones 1 and 2.

Route	
941	Zone 1 applies for all stops along the route from Melbourne to Gee Street/McIntyre Road (Sunshine). Zone 2 applies for all stops along the route from Stuart Street (Sunshine North) to the end of the route.
942	Zone 1 applies for all stops along the route from Melbourne to Gee Street/McIntyre Road (Sunshine). Zone 2 applies for all stops along the route from Stuart Street (Sunshine North) to the end of the route.
944	Zone 1 applies for all stops along the route from Melbourne to Seaholme Railway Station (Seaholme). Zone 2 applies for all stops along the route from Altona Railway Station (Altona) to the end of the route.
945	Zone 1 applies for all stops along the route from Melbourne to Tarran Street (Laverton). Zone 2 applies for all stops along the route from Tarran Street (Laverton) to the end of the route.

Route	
952	Zone 1 applies for all stops along the route from Melbourne to Dromana Avenue (Airport West). Zone 2 applies for all stops along the route from Dromana Avenue (Airport West) to the end of the route.
955	Zone 1 applies for all stops along the route from Melbourne to La Trobe University (Bundoora). Zone 2 applies for all stops along the route from The Mall (Heidelberg West) to the end of the route.
961	Zone 1 applies for all stops along the route from Melbourne to Sandra Street (Bulleen). Zone 2 applies for all stops along the route from Sandra Street (Bulleen) to the end of the route.
966	Zone 1 applies for all stops along the route from Melbourne to Greythorn Shopping Centre (Balwyn North). Zone 2 applies for all stops along the route from Greythorn Shopping Centre (Balwyn North) to the end of the route.
969	Zone 1 applies for all stops along the route from Melbourne to Warrigal Road (Oakleigh). Zone 2 applies for all stops along the route from Warrigal Road (Oakleigh) to the end of the route.
978	Zone 1 applies for all stops along the route from Elsternwick Railway Station to Monash University (Clayton). Zone 2 applies for all stops along the route from Ormond Railway Station to the end of the route.
979	Zone 1 applies for all stops along the route from Elsternwick Railway Station to Wards Grove/Centre Road (Bentleigh East). Zone 2 applies for all stops along the route from Warrigal Road (Oakleigh South) to the end of the route.

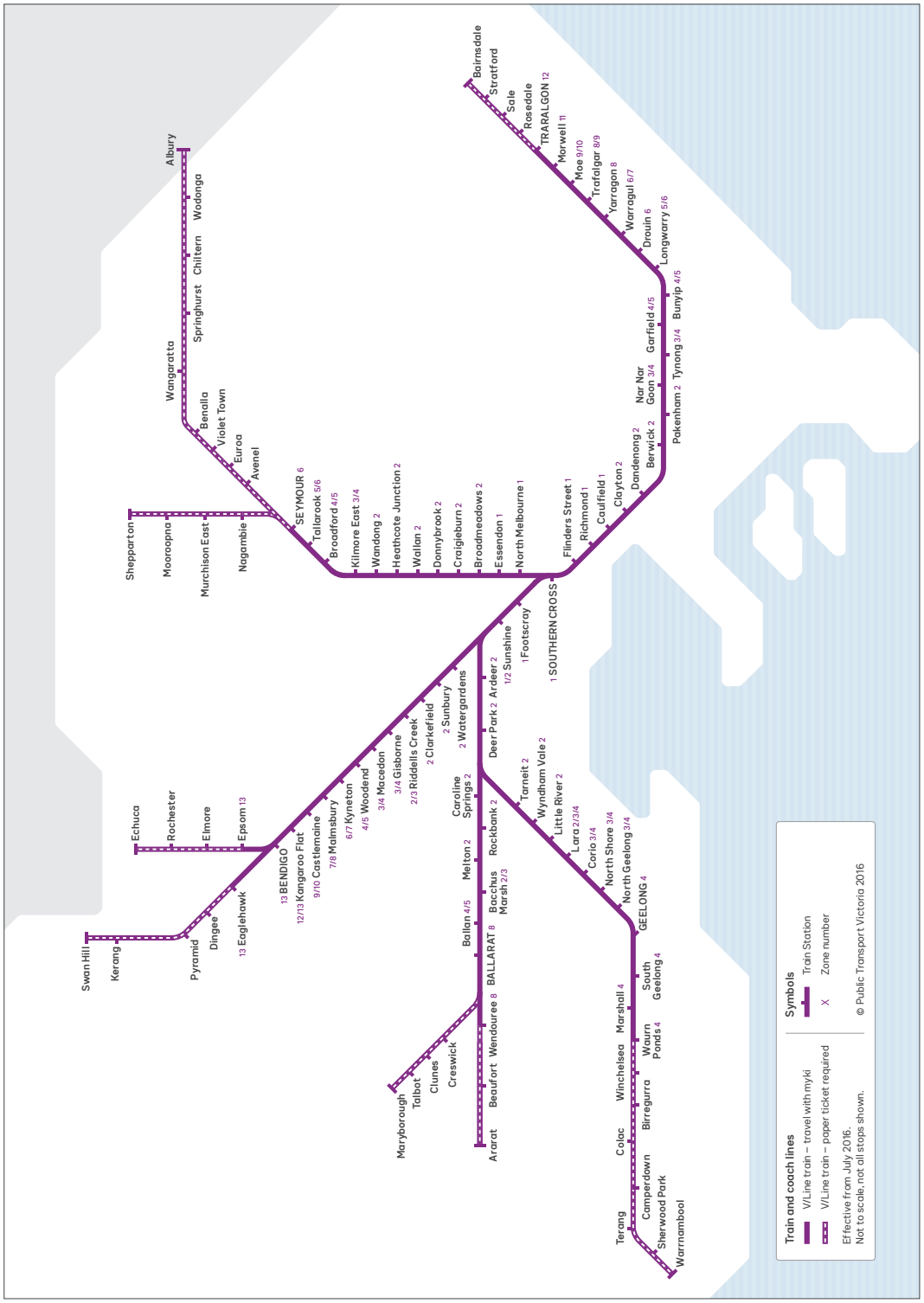
The following bus route is within Zone 1 and parts are within Zone 1/2 overlap as indicated.

Route	
951	Zone 1 applies for all stops along the route from Melbourne to Glenroy Railway Station (Glenroy). Zone 2 applies for all stops along the route from Gaffney Street (Pascoe Vale) to the end of the route.

Parts of the following bus route is within Zone 2 and parts are within Zone 3 as indicated.

Route	
970	Zone 2 applies for all stops along the route from Carrum Railway Station (Carrum) to Forest Road (Mount Martha). Zone 3 applies for all stops along the route from The Bays Hospital (Mornington) to the end of the route.

Regional train myki zones map

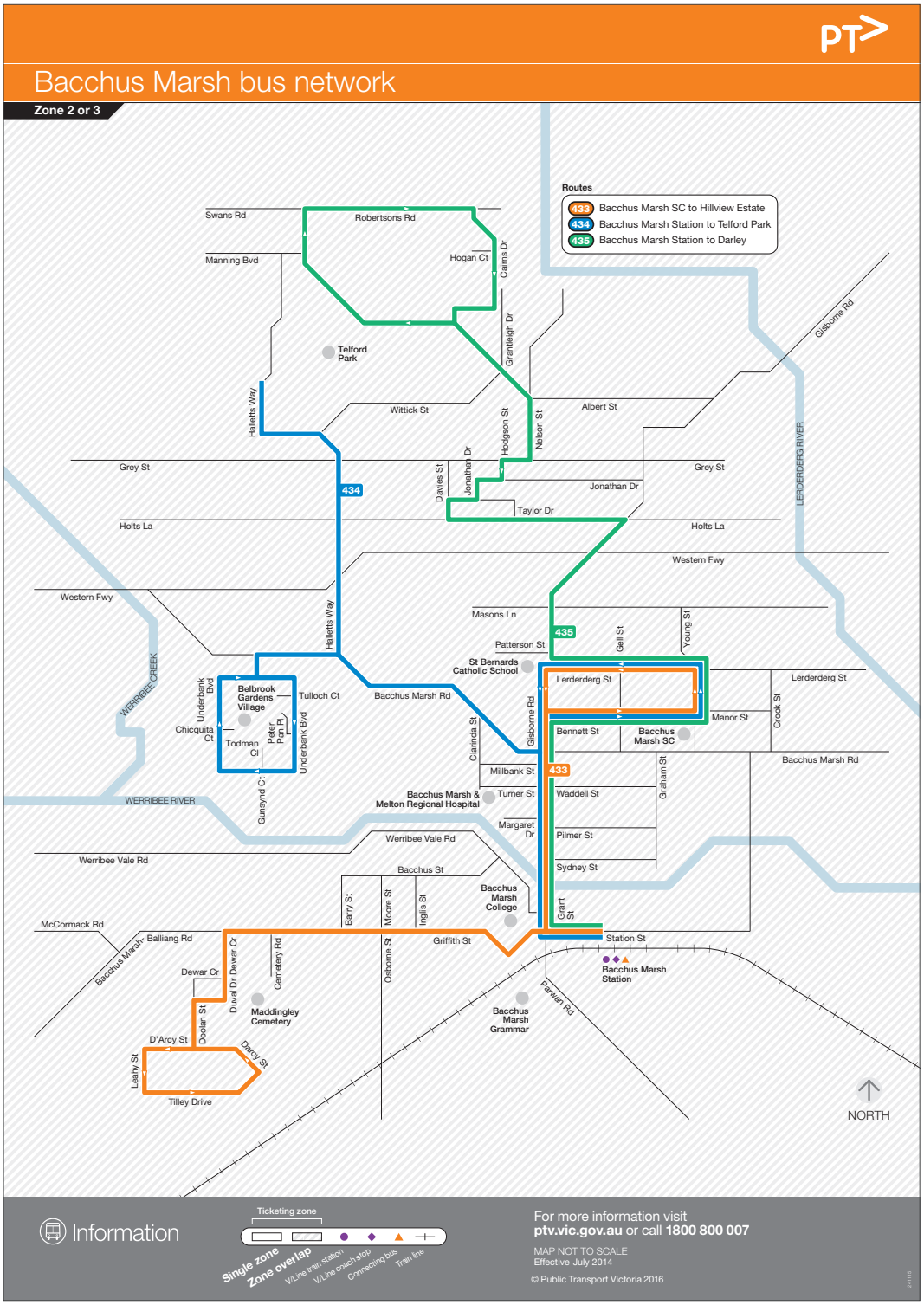


myki on the regional town bus network

The following regional town bus networks are included in the myki ticketing system and located in the zones listed below. Zone overlaps are present in some towns. For further information on other regional town bus networks, call **1800 800 007** or go to **ptv.vic.gov.au**.

Regional town	Zone(s)
Bacchus Marsh	2/3
Ballarat	8/9
Bellarine	4/5
Bendigo	13
Churchill	11
Geelong	4/5
Kilmore	3
Moe	10
Mornington Peninsula	2 – 4
Morwell	11
Seymour	6/7
Traralgon	12/13
Wallan	2
Warragul	6/7

The following pages show zone maps for regional town bus services on which myki is enabled. These maps are correct at the time of printing. For the most up-to-date maps, visit **ptv.vic.gov.au**.


PT
Bacchus Marsh bus network
Zone 2 or 3
Routes
433 Bacchus Marsh SC to Hillview Estate
434 Bacchus Marsh Station to Telford Park
435 Bacchus Marsh Station to Darley
Swans Rd
Robertsons Rd
Manning Bvd
Hogan Ct
Cairns Dr
Grantleigh Dr
Telford Park
Halletts Way
Wittick St
Albert St
Hodgson St
Nelson St
Gisborne Rd
LERDERDERG RIVER
Grey St
Davies St
Jonathan Dr
Taylor Dr
Holts La
Western Fwy
WERRIBEE CREEK
Masons Ln
Patterson St
St Bernards Catholic School
Gall St
Young St
Belbrook Gardens Village
Underbank Blvd
Tulloch Ct
Bacchus Marsh Rd
Chicquita Ct
Todman Ct
Peter Pan Pl
Gunsynd Ct
Clarinda St
Lerderderg St
Crook St
Manor St
Bennett St
Bacchus Marsh SC
Millbank St
Graham St
Bacchus Marsh & Melton Regional Hospital
Turner St
Waddell St
Margaret Dr
Pilmer St
WERRIBEE RIVER
Werribee Vale Rd
Sydney St
Bacchus St
Barry St
Moore St
Inglis St
Bacchus Marsh College
Grant St
McCormack Rd
Bacchus Marsh-Balliang Rd
Griffith St
Station St
Bacchus Marsh Station
Dewar Cr
Dural Dr
Cemetery Rd
Osborne St
Maddingley Cemetery
Bacchus Marsh Grammar
Parwan Rd
Doolan St
D'Arcy St
Darcy St
Leahy St
Tilley Drive
NORTH
Information
Ticketing zone
Single zone
Zone overlap
V/Line train station
V/Line coach stop
Connecting bus
Train line
For more information visit
ptv.vic.gov.au or call 1800 800 007
MAP NOT TO SCALE
Effective July 2014
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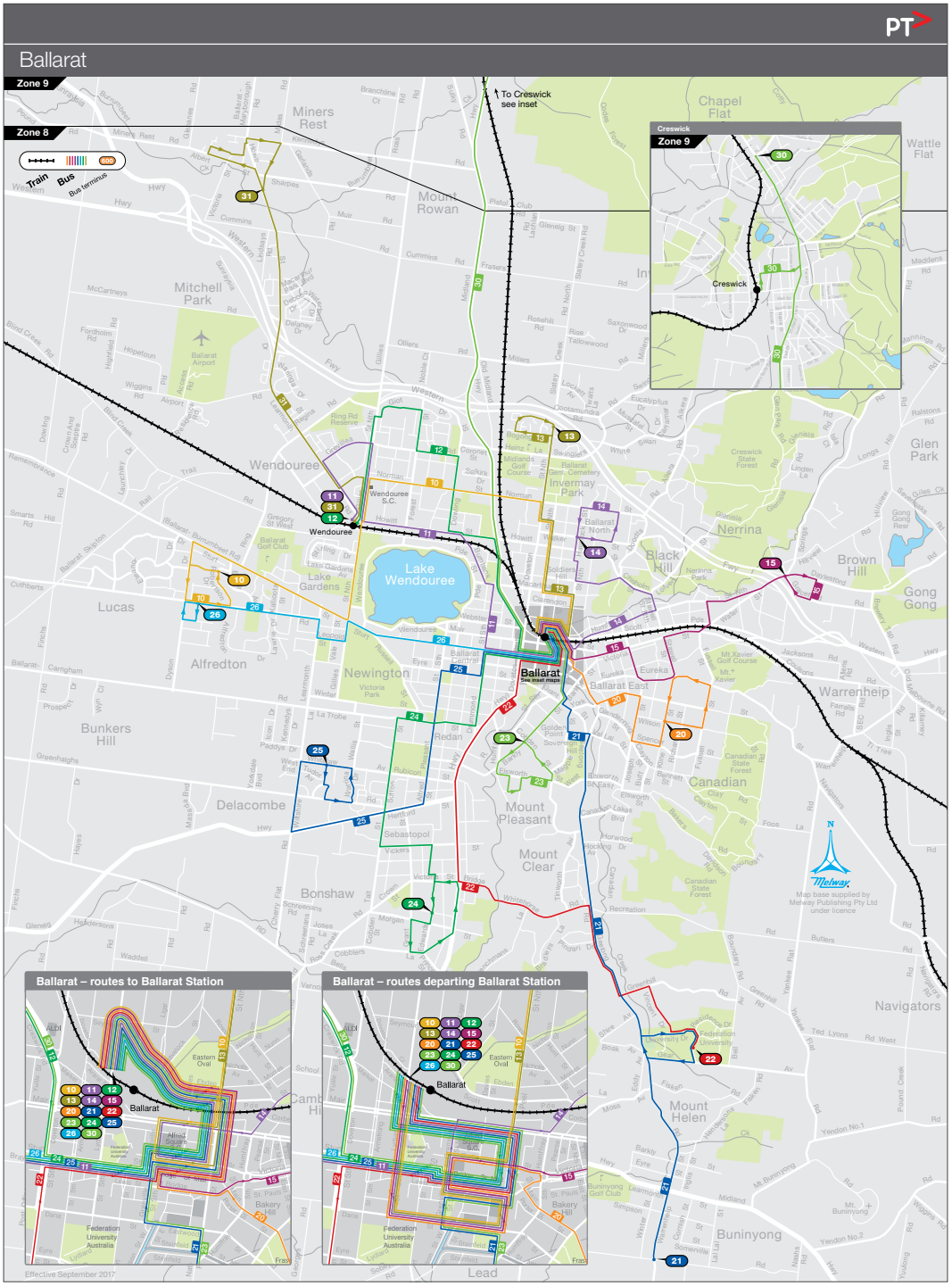
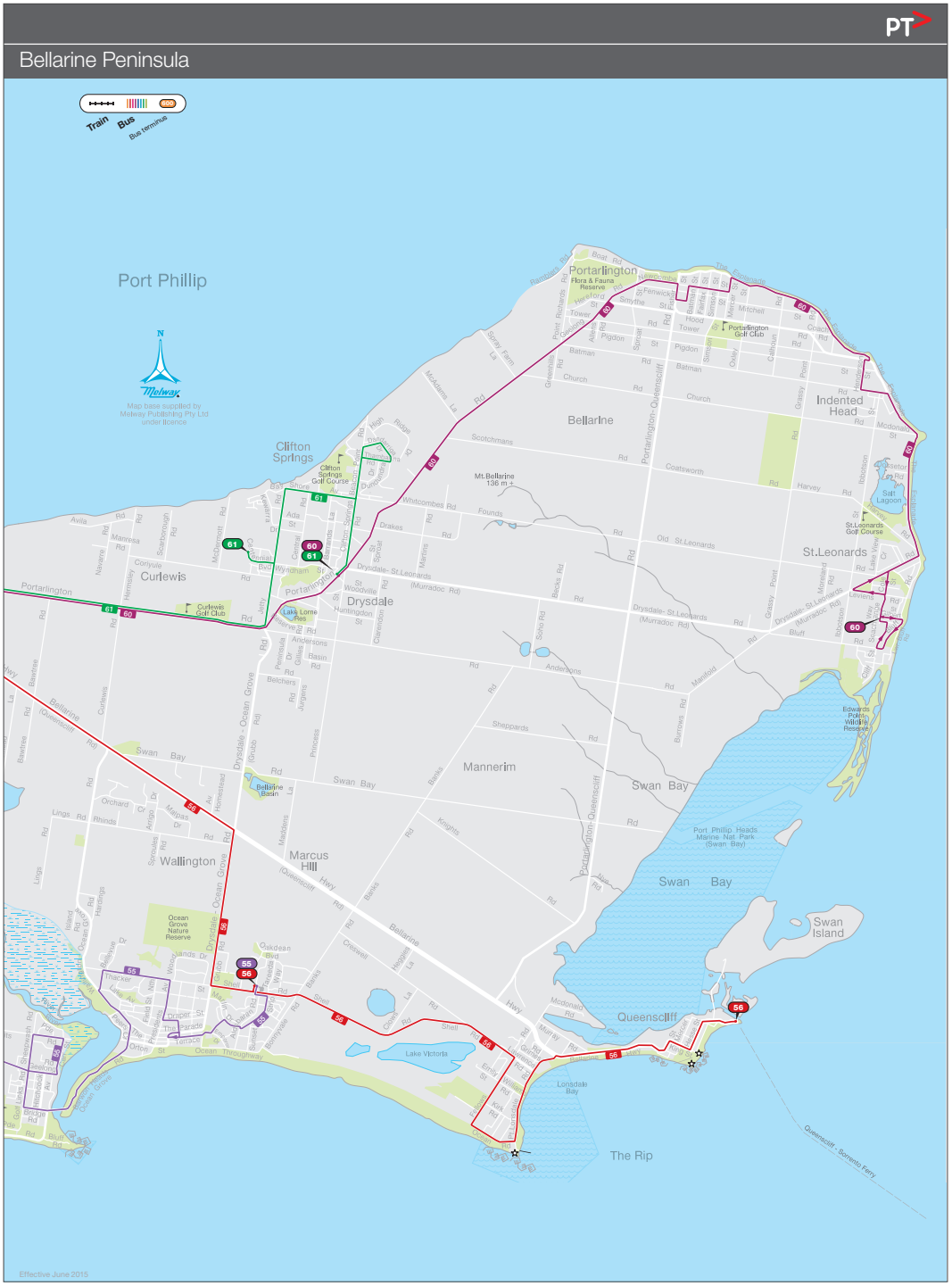


Routes	
10	Ballarat Station – Alfredton via Wendouree
11	Ballarat Station – Wendouree Station via Howitt St
12	Ballarat Station – Wendouree Station via Forest St
13	Ballarat Station – Invermay Park
14	Ballarat Station – Black Hill
15	Ballarat Station – Brown Hill
20	Ballarat Station – Canadian
21	Ballarat Station – Buninyong via Federation University

Routes	
22	Ballarat Station – Federation University via Sebastopol
23	Ballarat Station – Mount Pleasant
24	Ballarat Station – Sebastopol
25	Ballarat Station – Delacombe
26	Ballarat Station – Alfredton
30	Ballarat Station – Creswick

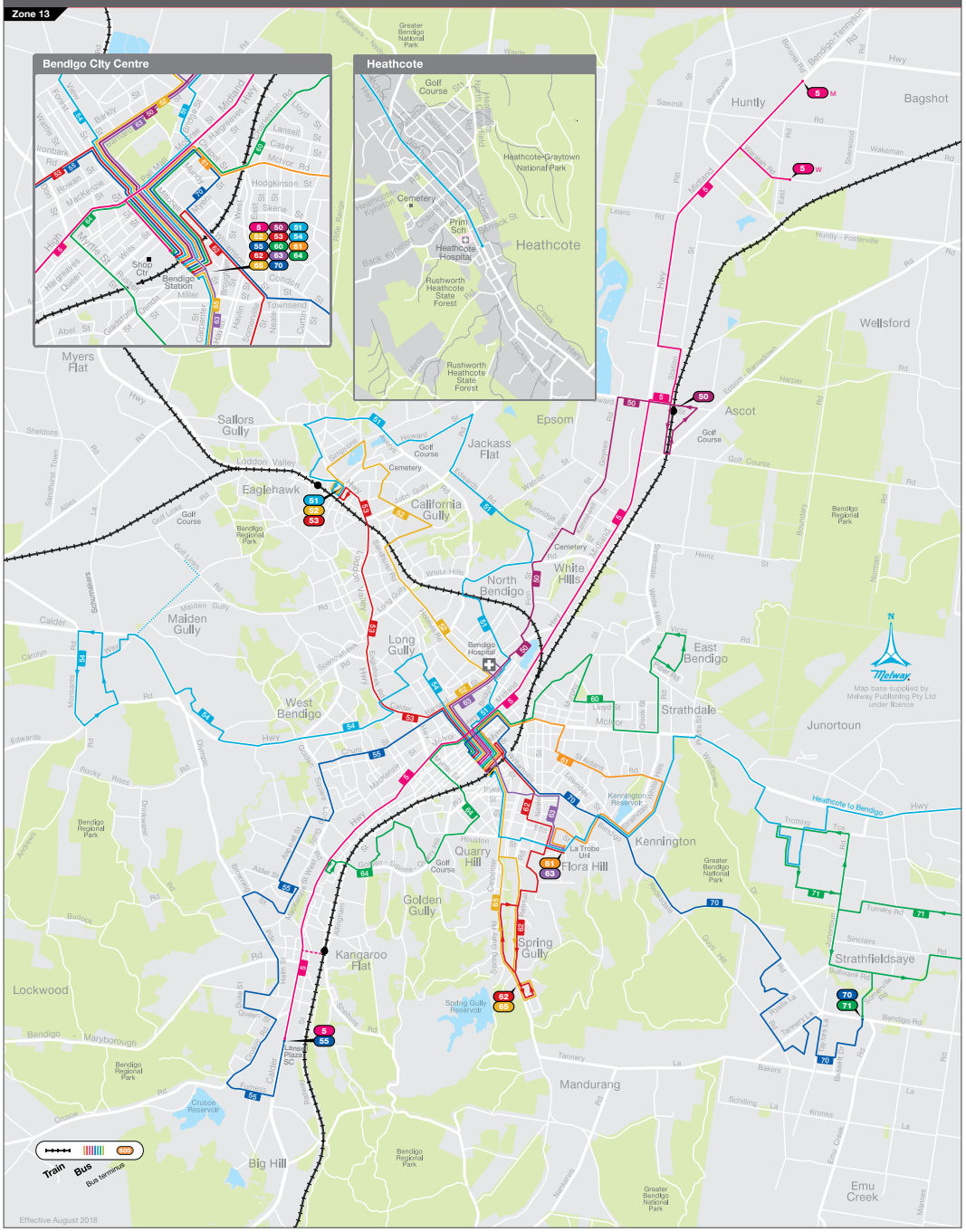
Bellarine Peninsula



PT

Bendigo

Zone 13



Routes	
5	Huntly – Kangaroo Flat via Bendigo Station
50	Bendigo Station – Epsom Station via Goynes Rd
51	Bendigo Station – Eaglehawk via Jackass Flat
52	Bendigo Station – Eaglehawk via Arnold St
53	Bendigo Station – Eaglehawk via Eaglehawk Rd
54	Bendigo Station – Maiden Gully via Calder Hwy
55	Bendigo Station – Kangaroo Flat via Golden Square
60	Bendigo Station – East Bendigo via Strickland Rd

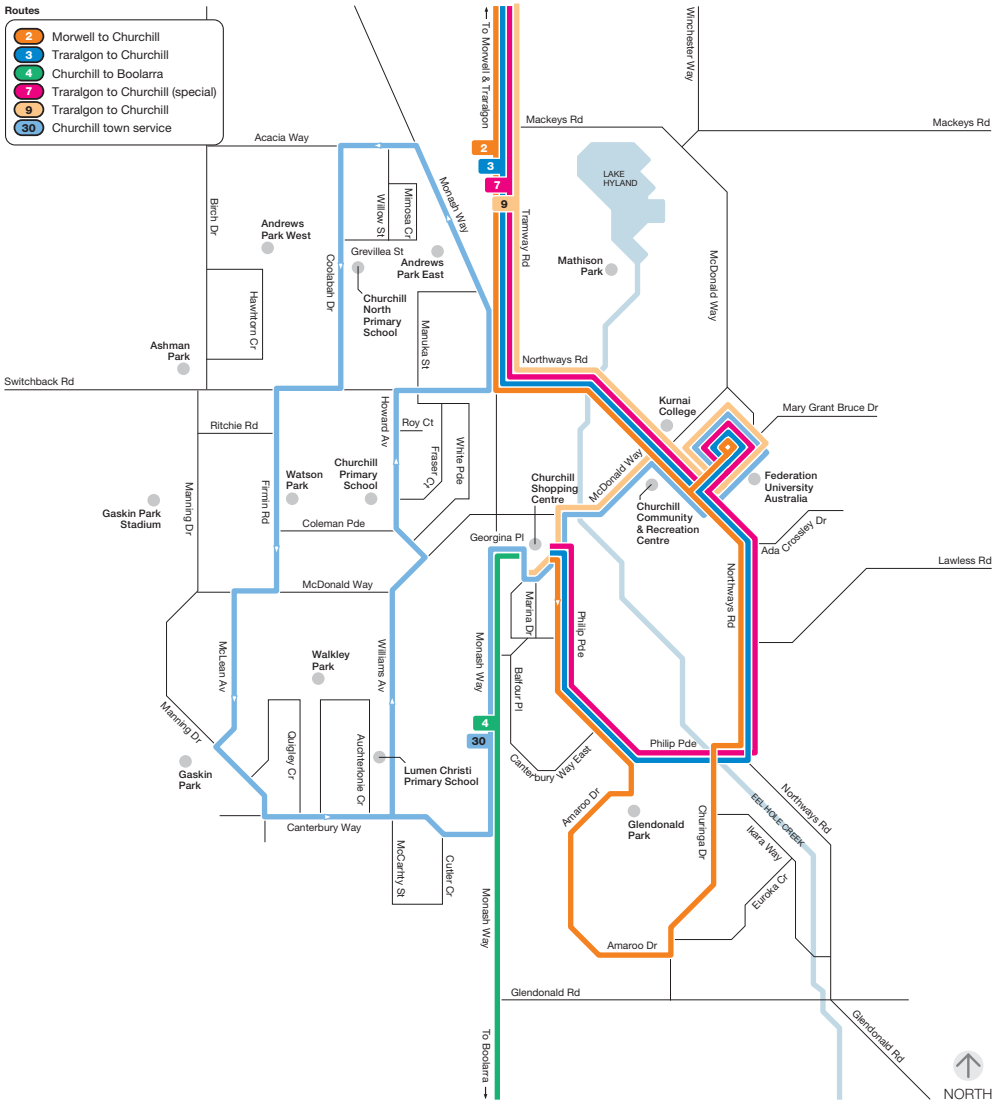
Routes	
61	Bendigo Station – La Trobe University via Strathdale
62	Bendigo Station – Spring Gully via La Trobe University
63	Bendigo Hospital – La Trobe University via Bendigo Station
64	Bendigo Station – Golden Square via Quarry Hill
65	Bendigo Station – Spring Gully via Carpenter St
70	Bendigo Station – Strathfieldsaye via Kennington

LATROBE VALLEY BUSLINES

PT

Churchill bus network

Zone 11



Information

Ticketing zone

Single zone · V/Line train station · V/Line coach stop · Connecting bus · Train line

For more information visit
ptv.vic.gov.au or call **1800 800 007**

MAP NOT TO SCALE
Effective January 2012

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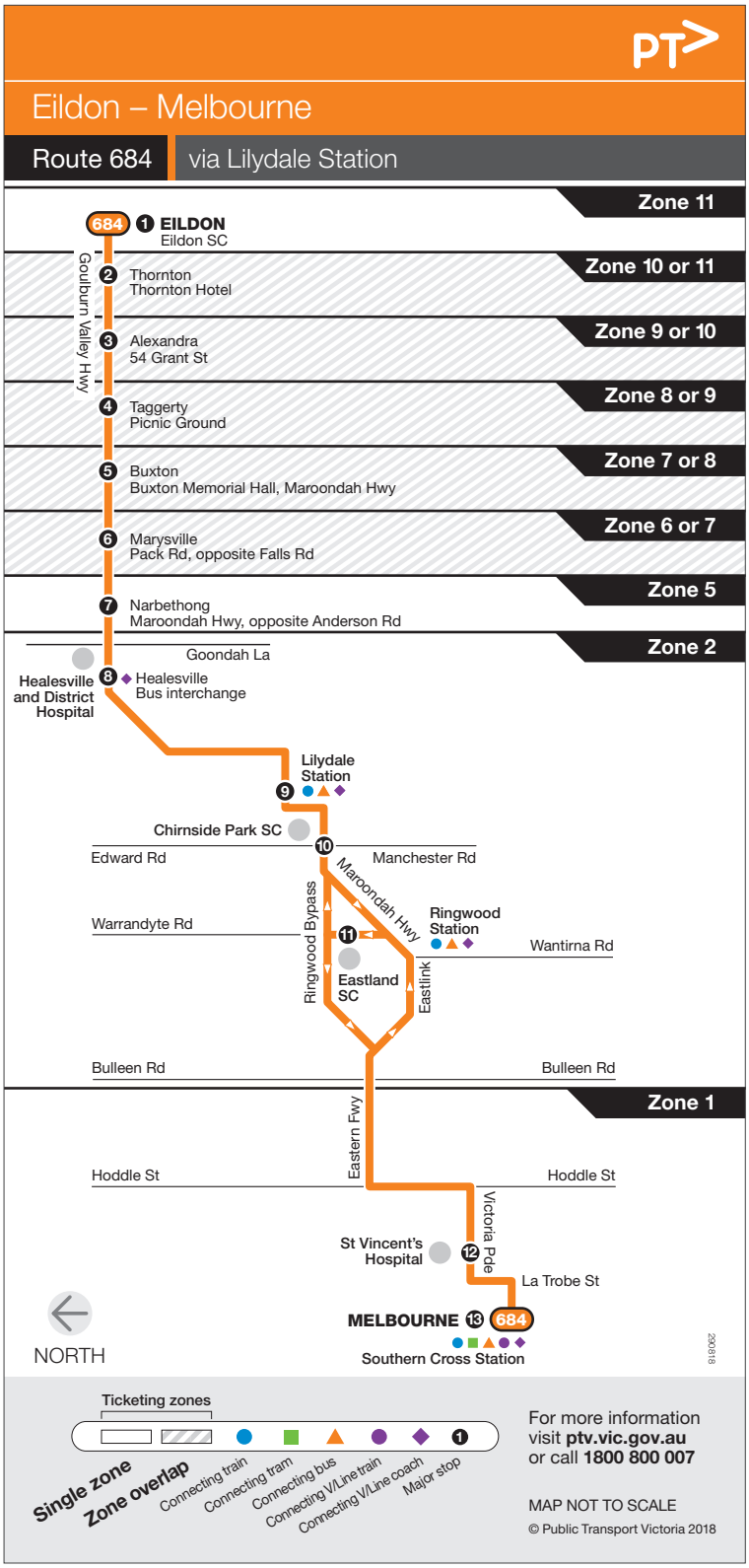
PT
Eildon – Melbourne
Route 684
via Lilydale Station
Zone 11
684
1 EILDON
Eildon SC
Goulburn Valley Hwy
Zone 10 or 11
2 Thornton
Thornton Hotel
Zone 9 or 10
3 Alexandra
54 Grant St
Zone 8 or 9
4 Taggerty
Picnic Ground
Zone 7 or 8
5 Buxton
Buxton Memorial Hall, Maroondah Hwy
Zone 6 or 7
6 Marysville
Pack Rd, opposite Falls Rd
Zone 5
7 Narbethong
Maroondah Hwy, opposite Anderson Rd
Zone 2
Goondah La
Healesville and District Hospital
8 Healesville
Bus interchange
Lilydale Station
9
Chirnside Park SC
10
Edward Rd
Manchester Rd
Maroondah Hwy
Ringwood Bypass
Warrandyte Rd
11
Ringwood Station
Wantirna Rd
Eastland SC
Eastlink
Bulleen Rd
Bulleen Rd
Zone 1
Eastern Fwy
Hoddle St
Hoddle St
Victoria Pde
St Vincent's Hospital
12
La Trobe St
NORTH
MELBOURNE 13 684
Southern Cross Station
230818
Ticketing zones
Single zone
Zone overlap
Connecting train
Connecting tram
Connecting bus
Connecting V/Line train
Connecting V/Line coach
Major stop
For more information
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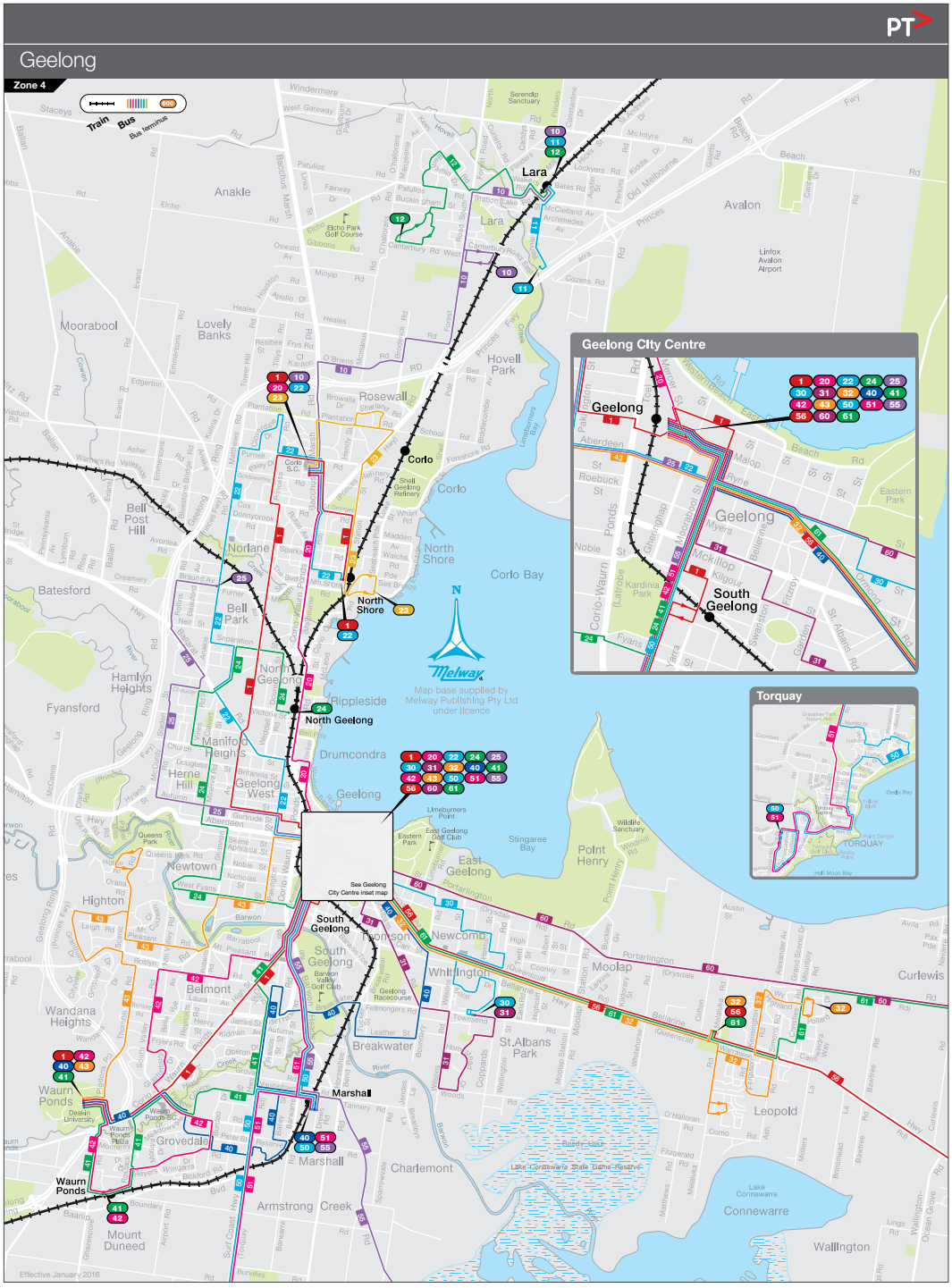
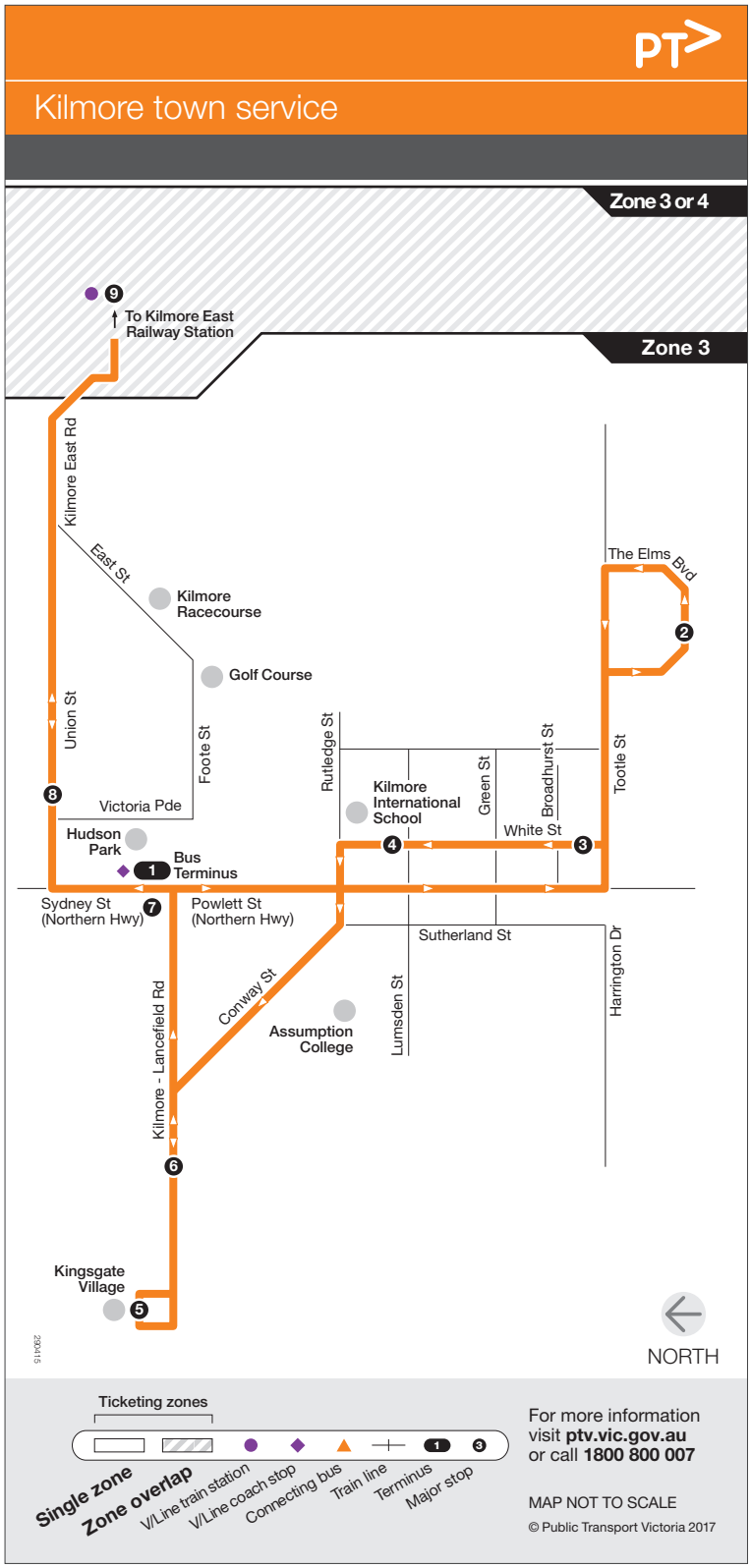


Routes	
1	North Shore Station – Deakin University via Geelong City
20	Geelong Station – Corio SC
22	Geelong Station – North Shore Station via Anakie Rd
24	Geelong Station – North Geelong Station via Newtown
25	Geelong Station – Bell Post Hill
30	Geelong Station – Whittington via Newcomb
31	Geelong Station – St Albans Park
32	Geelong Station – Leopold
40	Geelong Station – Deakin University via Breakwater

Routes	
41	Geelong Station – Deakin University via Grovedale
42	Geelong Station – Deakin University via South Valley Rd
43	Geelong Station – Deakin University via Highton
50	Geelong Station – Jan Juc via Marshall Station and Fischer St
51	Geelong Station – Jan Juc via Marshall Station
55	Geelong Station – Ocean Grove via Barwon Heads
56	Geelong Station – Queenscliff via Ocean Grove
60	Geelong Station – St Leonards via Portarlington
61	Geelong Station – Drysdale via Clifton Springs


PT
Kilmore town service
Zone 3 or 4
Zone 3
9
To Kilmore East Railway Station
Kilmore East Rd
East St
Kilmore Racecourse
Golf Course
Union St
Foote St
Rutledge St
Kilmore International School
Green St
Broadhurst St
Tootle St
The Elms Blvd
2
8
Victoria Pde
Hudson Park
1
Bus Terminus
4
White St
3
Sydney St (Northern Hwy)
7
Powlett St (Northern Hwy)
Sutherland St
Harrington Dr
Conway St
Lumsden St
Assumption College
Kilmore - Lancefield Rd
6
Kingsgate Village
5
230415
NORTH
Ticketing zones
Single zone
Zone overlap
V/Line train station
V/Line coach stop
Connecting bus
Train line
Terminus
Major stop
For more information visit ptv.vic.gov.au or call 1800 800 007
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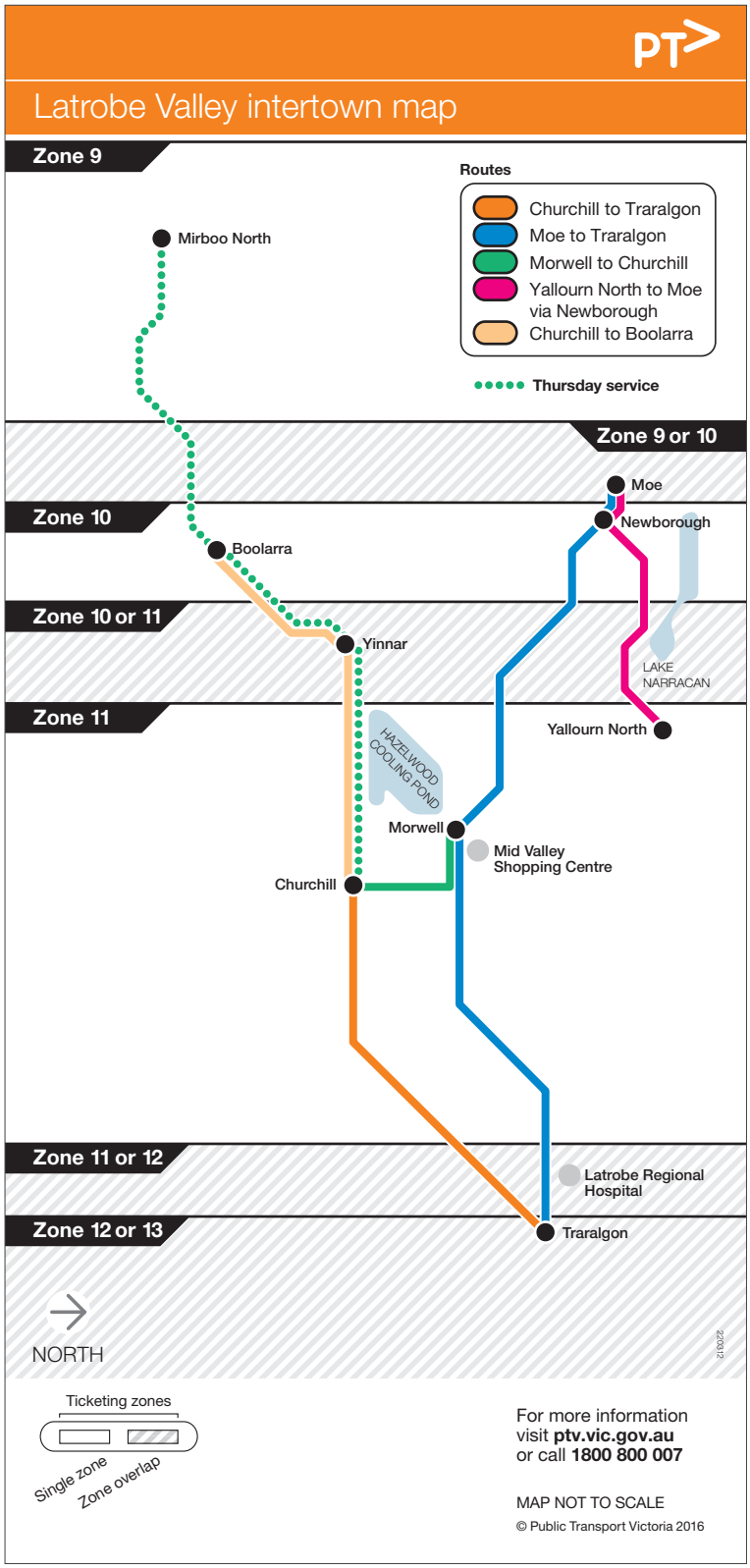
PT
Latrobe Valley intertown map
Zone 9
Routes
Churchill to Traralgon
Moe to Traralgon
Morwell to Churchill
Yallourn North to Moe via Newborough
Churchill to Boolarra
Thursday service
Mirboo North
Zone 9 or 10
Moe
Zone 10
Newborough
Boolarra
Zone 10 or 11
Yinnar
LAKE NARRACAN
Zone 11
Yallourn North
HAZELWOOD COOLING POND
Morwell
Mid Valley Shopping Centre
Churchill
Zone 11 or 12
Latrobe Regional Hospital
Zone 12 or 13
Traralgon
NORTH
Ticketing zones
Single zone
Zone overlap
For more information visit ptv.vic.gov.au or call 1800 800 007
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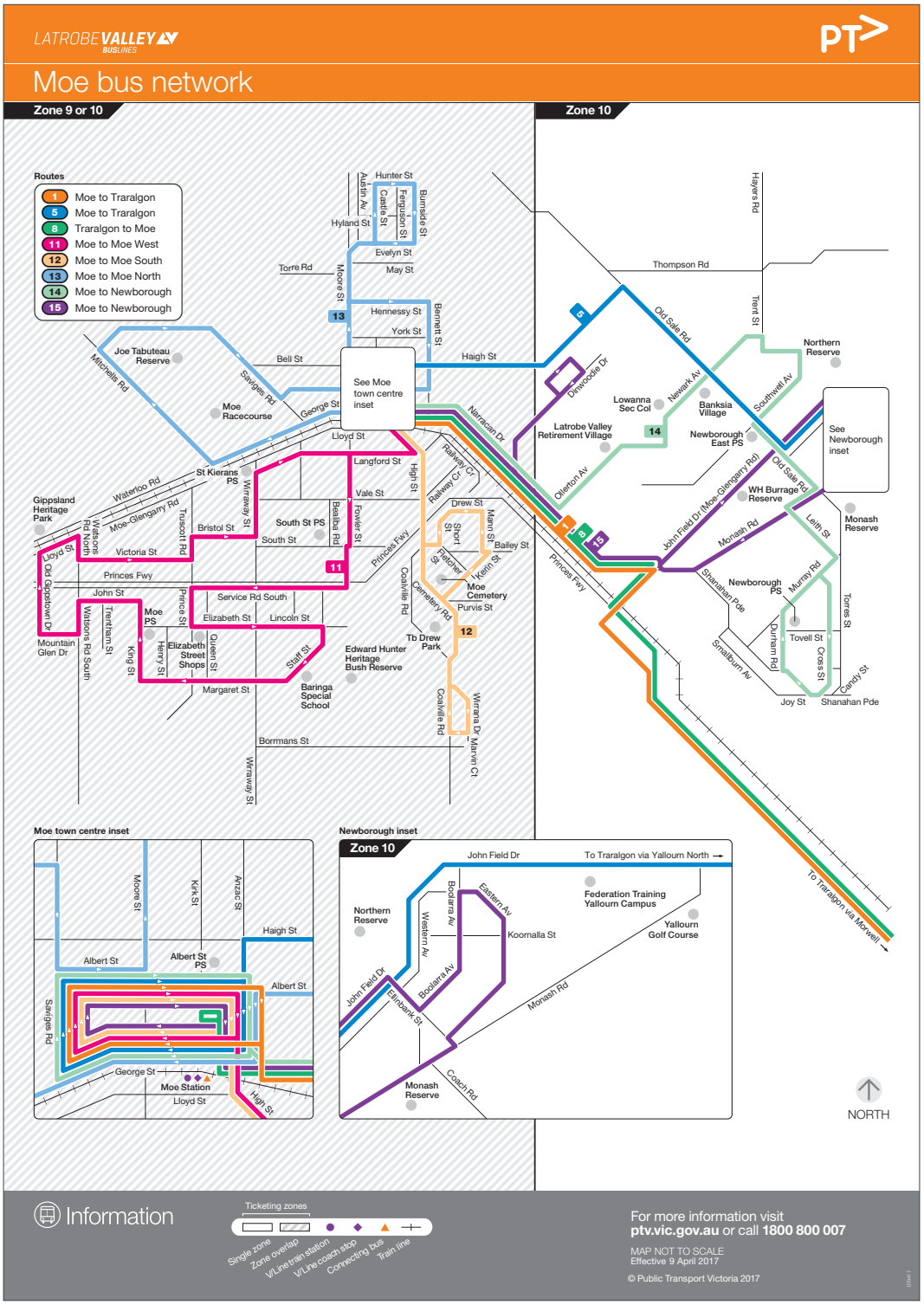
LATROBE VALLEY BUSLINES
PT
Moe bus network
Zone 9 or 10
Zone 10
Routes
1 Moe to Traralgon
5 Moe to Traralgon
8 Traralgon to Moe
11 Moe to Moe West
12 Moe to Moe South
13 Moe to Moe North
14 Moe to Newborough
15 Moe to Newborough
See Moe town centre inset
See Newborough inset
Moe town centre inset
Newborough inset
Zone 10
NORTH
Information
Ticketing zones
Single zone
Zone overlap
V/Line train station
V/Line coach stop
Connecting bus
Train line
For more information visit
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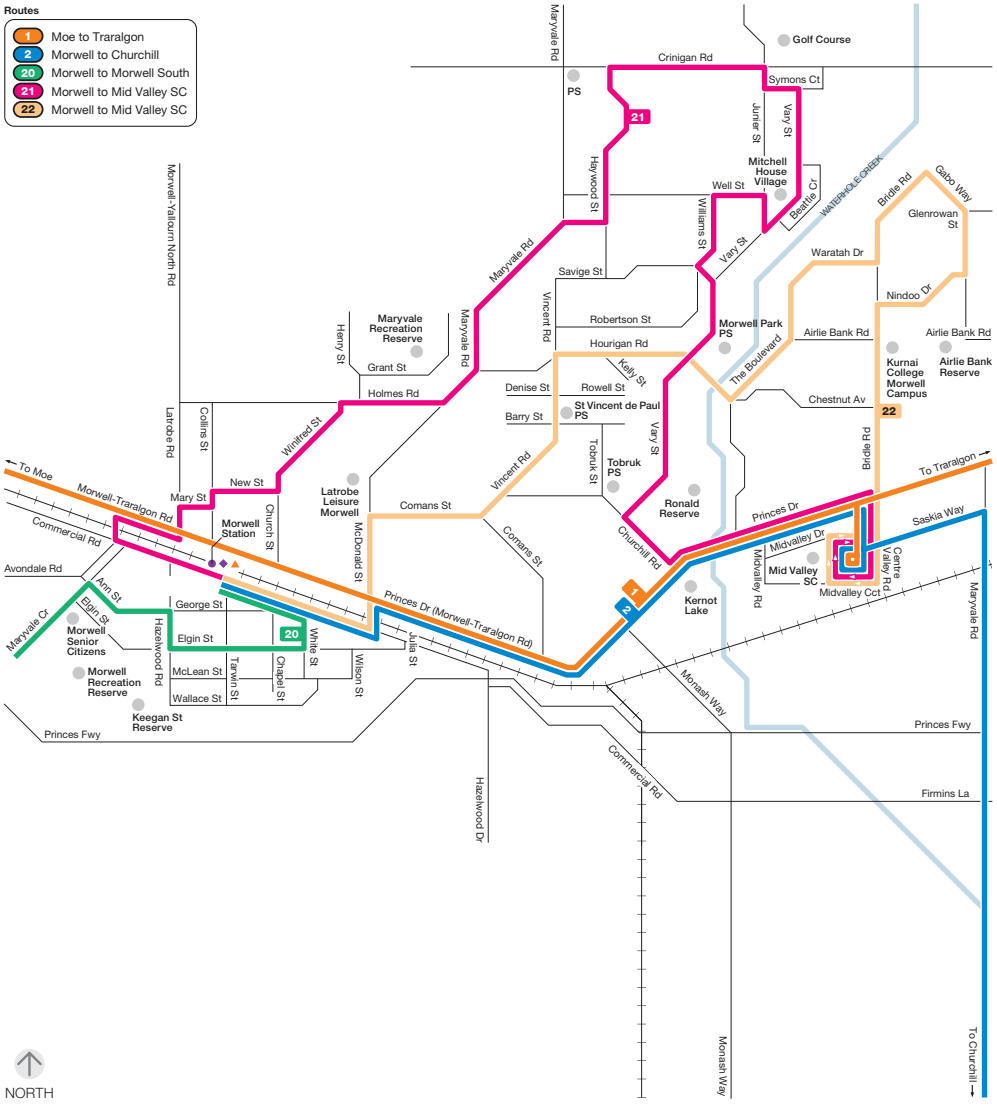
LATROBE VALLEY BUSLINES

PT

Morwell bus network

Zone 11



Information

Ticketing zone

Single zone | V/Line train station | V/Line coach stop | Connecting bus | Train line

For more information visit
ptv.vic.gov.au or call **1800 800 007**

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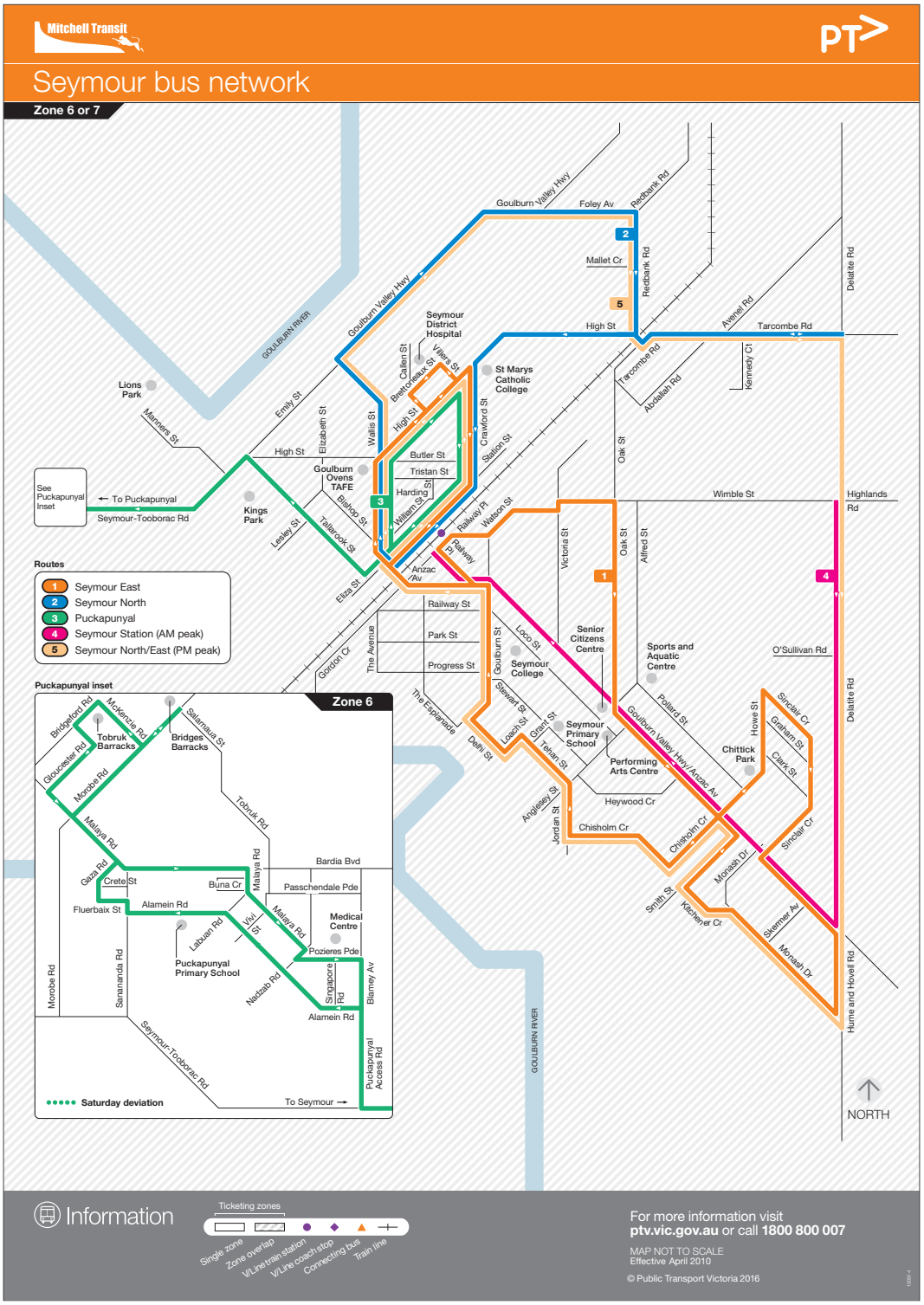
Mitchell Transit
PT
Seymour bus network
Zone 6 or 7
Goulburn Valley Hwy
Foley Av
Redbank Rd
Mallet Cr
High St
Avenel Rd
Tarcombe Rd
Delatite Rd
Kennedy Ct
Abdallah Rd
Seymour District Hospital
St Marys Catholic College
Callen St
Villers St
Brettoneaux St
Lions Park
Manners St
Emily St
Elizabeth St
Wallis St
Crawford St
Station St
Butler St
Tristan St
Harding St
William St
Goulburn Ovens TAFE
Bishop St
Tallarook St
Lesley St
Kings Park
See Puckapunyal Inset
To Puckapunyal
Seymour-Tooborac Rd
Railway Pl
Watson St
Anzac Av
Eliza St
Railway St
Park St
Progress St
Gordon Cr
The Avenue
Goulburn St
Loco St
Seymour College
Victoria St
Oak St
Alfred St
Wimble St
Highlands Rd
Senior Citizens Centre
Sports and Aquatic Centre
O'Sullivan Rd
Stewart St
The Esplanade
Delhi St
Loach St
Grant St
Seymour Primary School
Tehan St
Poliard St
Goulburn Valley Hwy/Anzac Av
Performing Arts Centre
Howe St
Sinclair Cr
Graham St
Clark St
Chittick Park
Heywood Cr
Anglesey St
Jordan St
Chisholm Cr
Monash Dr
Smith St
Kitchener Cr
Skermer Av
Hume and Hovell Rd
GOULBURN RIVER
NORTH
Routes
1 Seymour East
2 Seymour North
3 Puckapunyal
4 Seymour Station (AM peak)
5 Seymour North/East (PM peak)
Puckapunyal inset
Zone 6
Bridgeford Rd
McKenzie Rd
Tobruk Barracks
Bridges Barracks
Salamaua St
Gloucester Rd
Morobe Rd
Tobruk Rd
Malaya Rd
Bardia Bvd
Gaza Rd
Crete St
Buna Cr
Passchendale Pde
Fluerbaix St
Alamein Rd
Vivi St
Medical Centre
Labuan Rd
Pozieres Pde
Puckapunyal Primary School
Nadzab Rd
Singapore Rd
Blamey Av
Sananada Rd
Seymour-Tooborac Rd
Puckapunyal Access Rd
Saturday deviation
To Seymour
Information
Ticketing zones
Single zone
Zone overlap
V/Line train station
V/Line coach stop
Connecting bus
Train line
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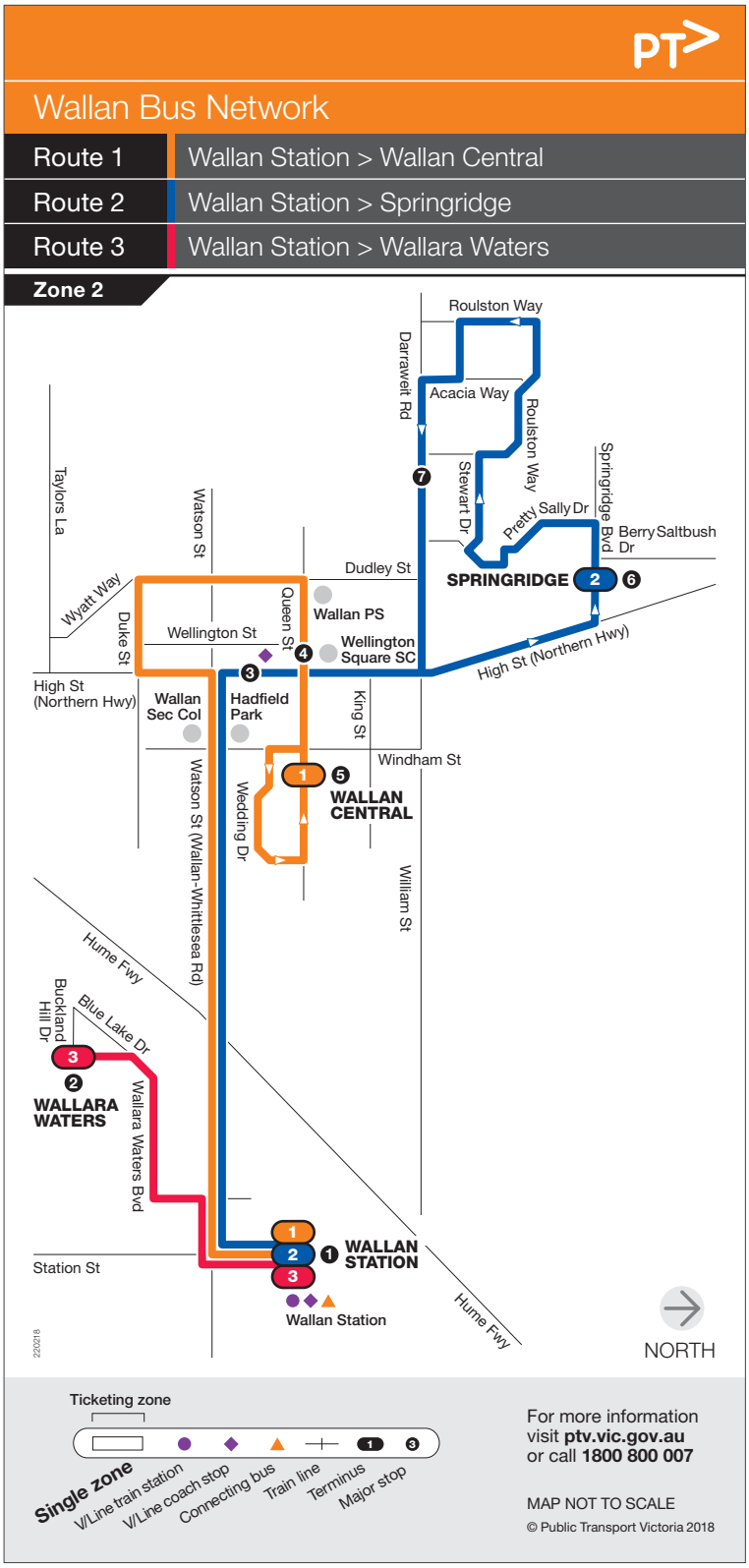
PT
Wallan Bus Network
Route 1 Wallan Station > Wallan Central
Route 2 Wallan Station > Springridge
Route 3 Wallan Station > Wallara Waters
Zone 2
Roulston Way
Darraweit Rd
Acacia Way
Roulston Way
Springridge Blvd
Stewart Dr
Pretty Sally Dr
Berry Saltbush Dr
SPRINGRIDGE
Taylors La
Watson St
Dudley St
Wyatt Way
Duke St
Queen St
Wallan PS
Wellington St
Wellington Square SC
High St (Northern Hwy)
High St (Northern Hwy)
Wallan Sec Col
Hadfield Park
King St
Windham St
WALLAN CENTRAL
Wedding Dr
Watson St (Wallan-Whittlesea Rd)
William St
Hume Fwy
Buckland Hill Dr
Blue Lake Dr
WALLARA WATERS
Wallara Waters Bvd
WALLAN STATION
Station St
Wallan Station
Hume Fwy
220218
NORTH
Ticketing zone
Single zone
V/Line train station
V/Line coach stop
Connecting bus
Train line
Terminus
Major stop
For more information visit ptv.vic.gov.au or call 1800 800 007
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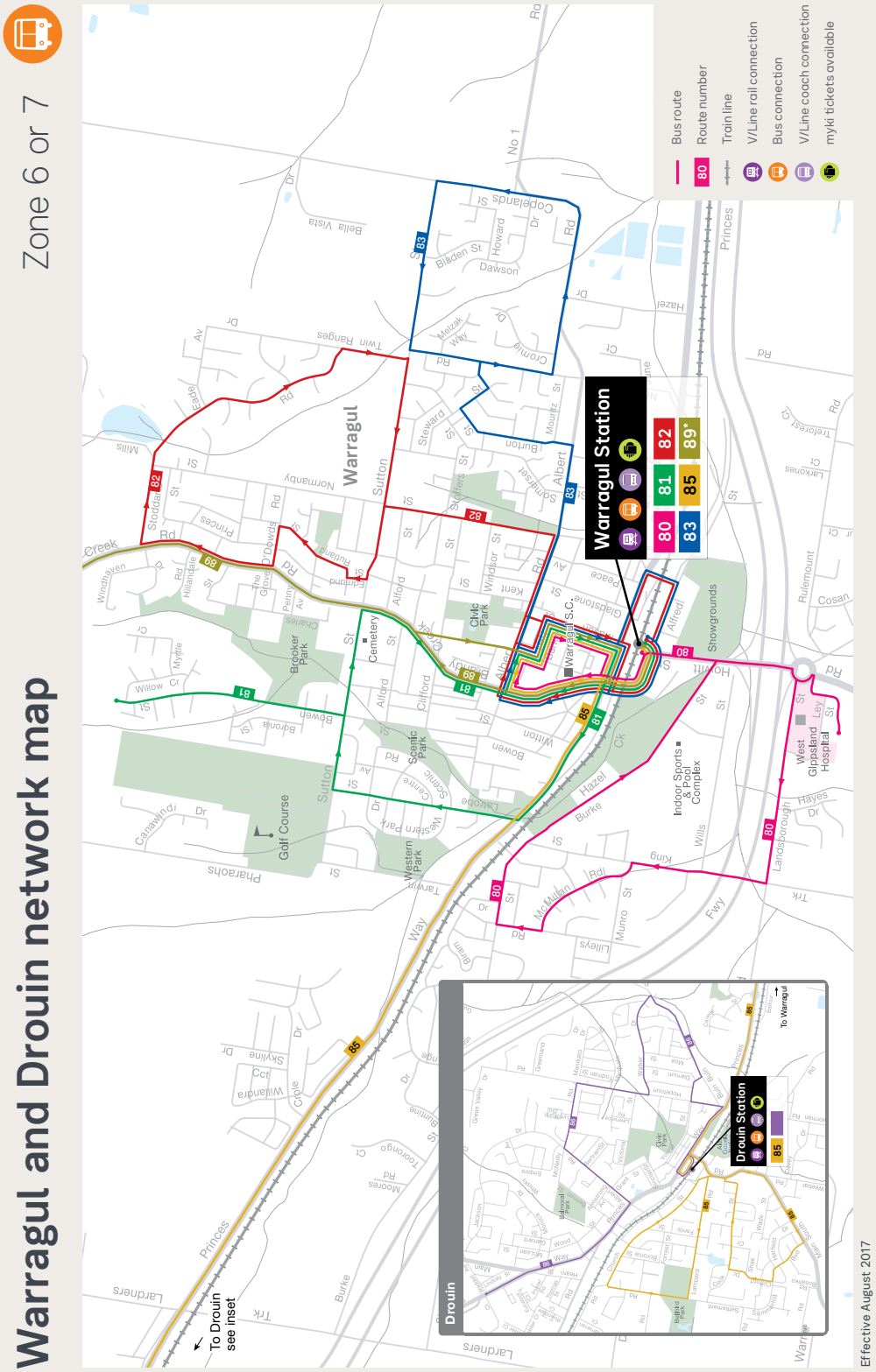
Warragul and Drouin network map

Zone 6 or 7



Routes	
80	Warragul Station - Warragul South via West Gippsland Hospital
81	Warragul Station - Warragul North via Latrobe St
82	Warragul Station - Warragul North via Stoddarts Rd
83	Warragul Station - Warragul East via Copelands Rd

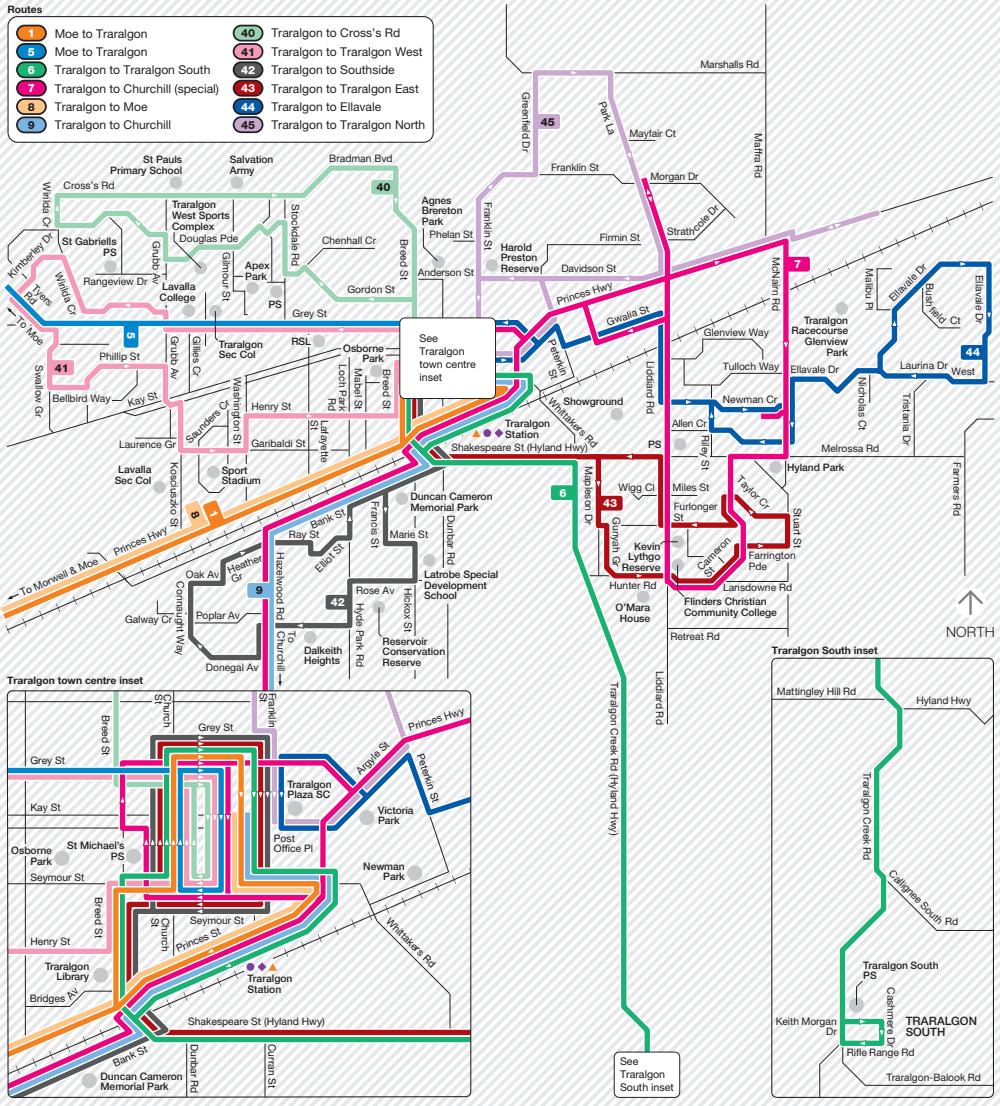
Routes	
85	Warragul Station - Drouin Station via Drouin South
86	Drouin Station - Drouin North via McNeilly Rd
89*	Warragul Station - Noojee via Main Neerim Rd, Brandy Creek Rd

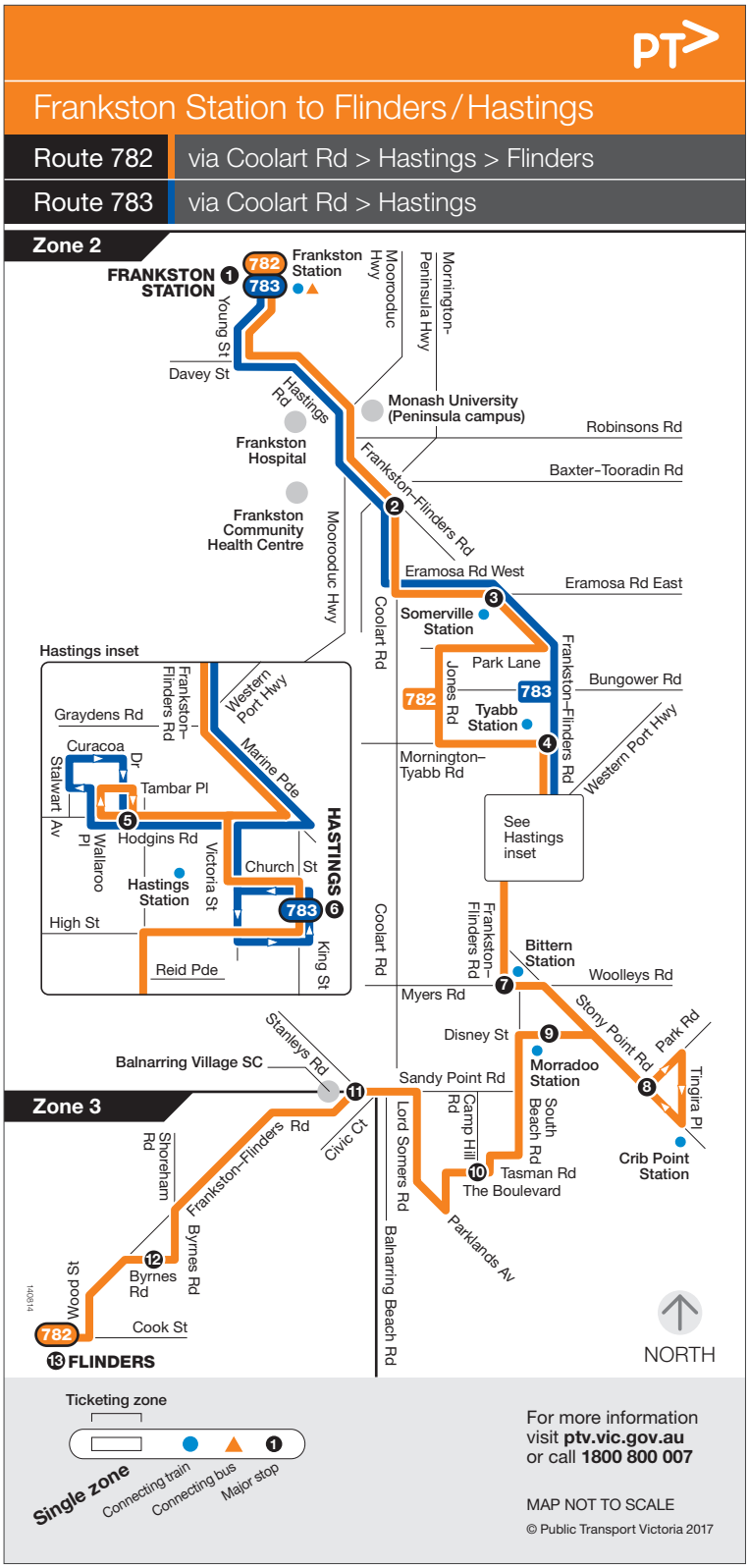
LATROBE VALLEY BUSLINES

PT

Traralgon bus network

Zone 12 or 13




PT
Frankston Station to Flinders / Hastings
Route 782 via Coolart Rd > Hastings > Flinders
Route 783 via Coolart Rd > Hastings
Zone 2
FRANKSTON STATION
Frankston Station
Young St
Davey St
Hastings Rd
Monash University (Peninsula campus)
Frankston Hospital
Frankston Community Health Centre
Mooroduc Hwy
Mornington-Peninsula Hwy
Robinsons Rd
Baxter–Tooradin Rd
Frankston–Flinders Rd
Eramosa Rd West
Eramosa Rd East
Somerville Station
Coolart Rd
Park Lane
Jones Rd
Tyabb Station
Bungower Rd
Western Port Hwy
Mornington–Tyabb Rd
See Hastings inset
Hastings inset
Graydens Rd
Curacoa Dr
Stalwart Av
Tambar Pl
Wallaroo Pl
Hodgins Rd
Marine Pde
HASTINGS
Victoria St
Church St
Hastings Station
High St
King St
Reid Pde
Bittern Station
Woolleys Rd
Myers Rd
Stanleys Rd
Balnarring Village SC
Disney St
Morradoo Station
Stony Point Rd
Park Rd
Tingira Pl
Crib Point Station
Sandy Point Rd
Camp Hill Rd
South Beach Rd
Tasman Rd
The Boulevard
Lord Somers Rd
Parklands Av
Balnarring Beach Rd
Civic Ct
Zone 3
Shoreham Rd
Byrnes Rd
Wood St
Cook St
FLINDERS
NORTH
Ticketing zone
Single zone
Connecting train
Connecting bus
Major stop
For more information visit ptv.vic.gov.au or call 1800 800 007
MAP NOT TO SCALE
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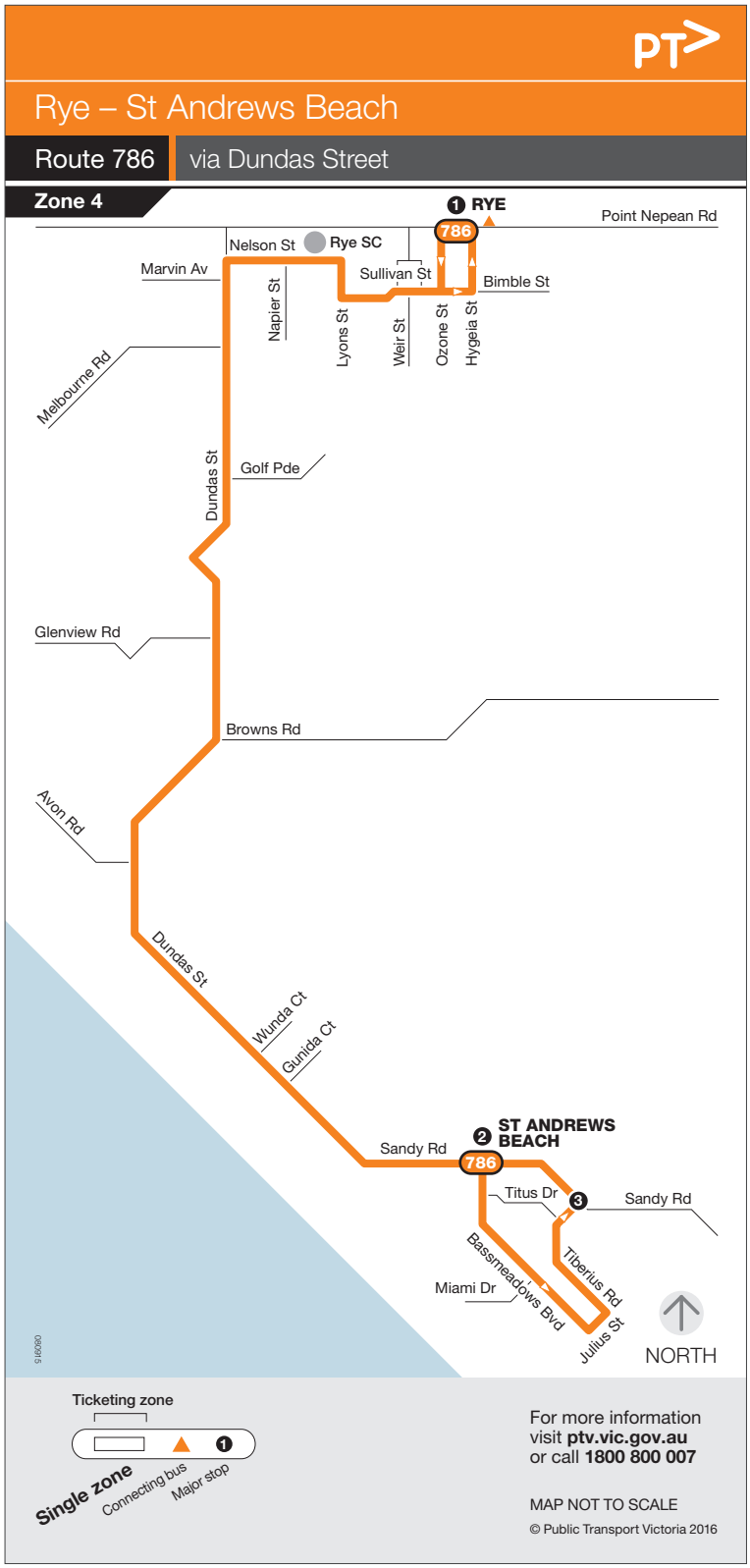
PT
Rye – St Andrews Beach
Route 786
via Dundas Street
Zone 4
1 RYE
786
Point Nepean Rd
Nelson St
Rye SC
Marvin Av
Sullivan St
Bimble St
Napier St
Lyons St
Weir St
Ozone St
Hygeia St
Melbourne Rd
Dundas St
Golf Pde
Glenview Rd
Browns Rd
Avon Rd
Dundas St
Wunda Ct
Gunida Ct
Sandy Rd
2 ST ANDREWS BEACH
786
Titus Dr
3
Sandy Rd
Bassmeadows Blvd
Tiberius Rd
Julius St
Miami Dr
NORTH
080915
Ticketing zone
Single zone
Connecting bus
Major stop
For more information
visit ptv.vic.gov.au
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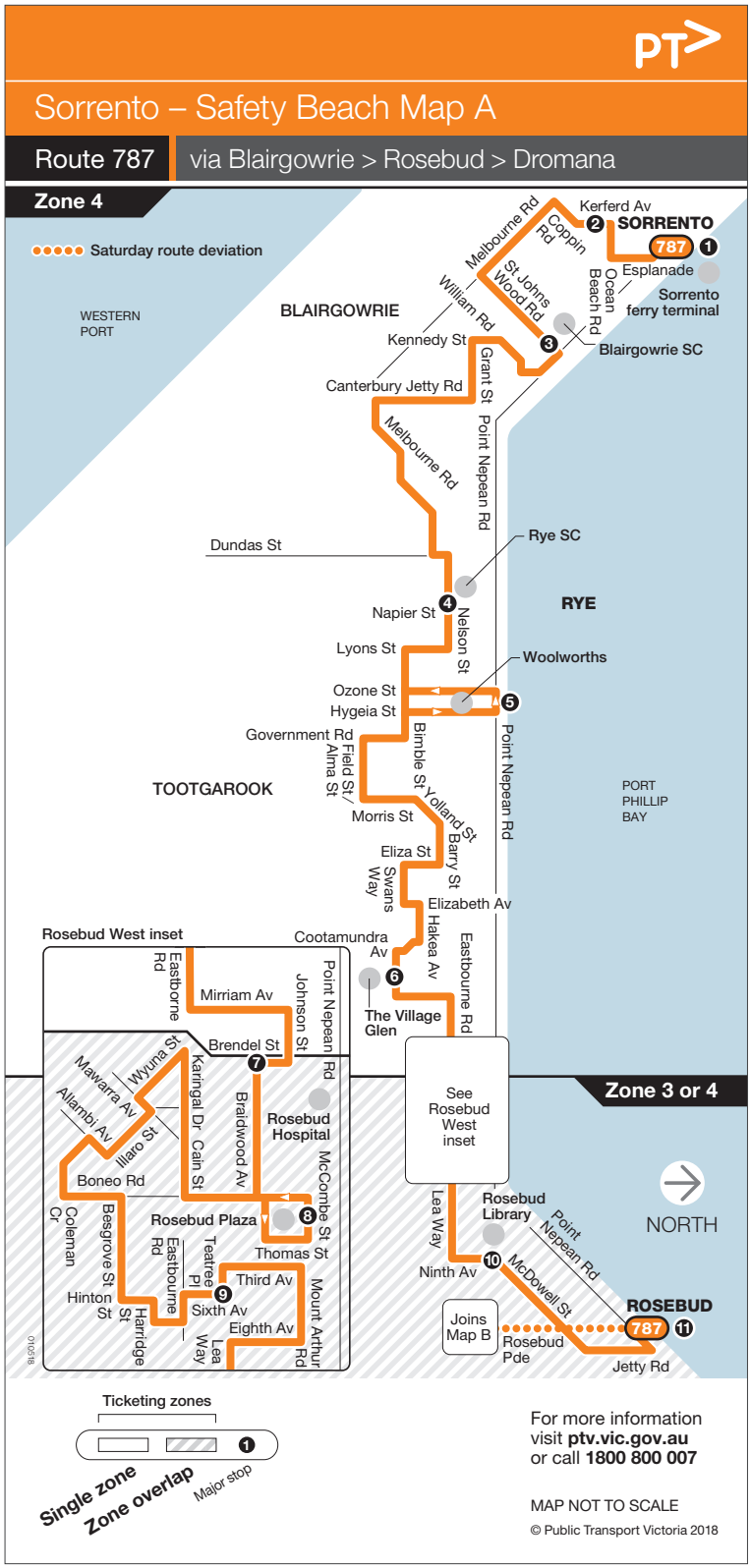
PT
Sorrento – Safety Beach Map A
Route 787
via Blairgowrie > Rosebud > Dromana
Zone 4
Saturday route deviation
WESTERN PORT
BLAIRGOWRIE
TOOTGAROOK
RYE
PORT PHILLIP BAY
Kerferd Av
SORRENTO
787
Esplanade
Sorrento ferry terminal
Melbourne Rd
Coppin Rd
St Johns Wood Rd
William Rd
Ocean Beach Rd
Blairgowrie SC
Kennedy St
Canterbury Jetty Rd
Grant St
Point Nepean Rd
Melbourne Rd
Dundas St
Rye SC
Napier St
Nelson St
Lyons St
Woolworths
Ozone St
Hygeia St
Government Rd
Field St / Alma St
Bimble St
Yolland St
Morris St
Barry St
Eliza St
Swans Way
Elizabeth Av
Hakea Av
Eastbourne Rd
Cootamundra Av
The Village Glen
Rosebud West inset
Eastborne Rd
Mirriam Av
Johnson St
Point Nepean Rd
Brendel St
Wyuna St
Kairingal Dr
Cain St
Mawarra Av
Allambi Av
Illaro St
Braidwood Av
Rosebud Hospital
McCombe St
Boneo Rd
Rosebud Plaza
Thomas St
Coleman Cr
Besgrove St
Eastbourne Rd
Teatree Pl
Third Av
Hinton St
Harridge St
Sixth Av
Eighth Av
Lea Way
Mount Arthur Rd
See Rosebud West inset
Zone 3 or 4
Rosebud Library
Lea Way
Point Nepean Rd
Ninth Av
McDowell St
ROSEBUD
787
Joins Map B
Rosebud Pde
Jetty Rd
NORTH
Ticketing zones
Single zone
Zone overlap
Major stop
For more information visit ptv.vic.gov.au or call 1800 800 007
MAP NOT TO SCALE
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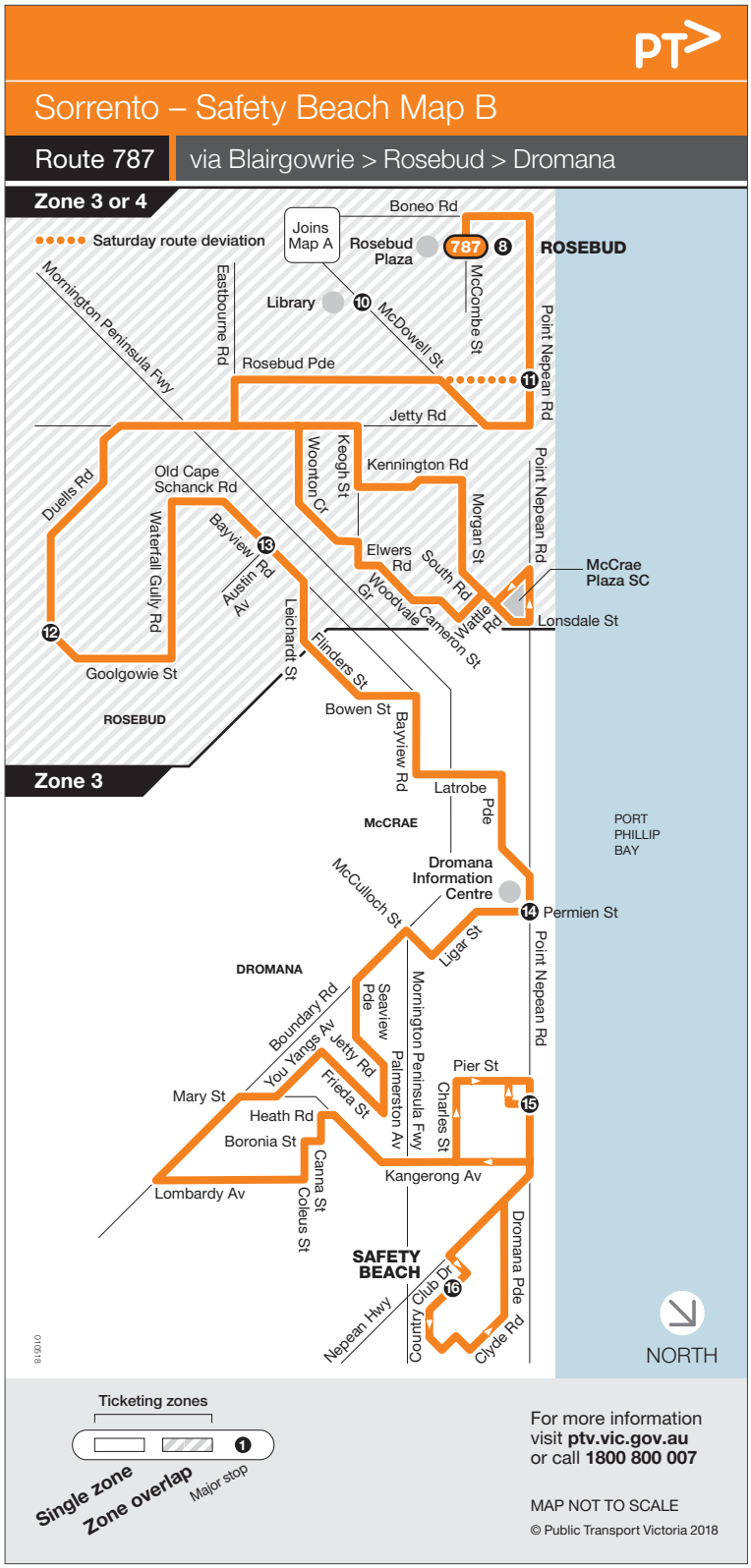
PT
Sorrento – Safety Beach Map B
Route 787
via Blairgowrie > Rosebud > Dromana
Zone 3 or 4
Zone 3
Saturday route deviation
Joins Map A
Rosebud Plaza
787
8
ROSEBUD
Boneo Rd
Library
10
McDowell St
McCombe St
Point Nepean Rd
Eastbourne Rd
Mornington Peninsula Fwy
Rosebud Pde
11
Jetty Rd
Kennington Rd
Woonton Ct
Keogh St
Morgan St
Elwers Rd
South Rd
Wattle Rd
McCrae Plaza SC
Lonsdale St
Old Cape Schanck Rd
Duells Rd
Waterfall Gully Rd
Bayview Rd
13
Austin Av
Woodvale Gr
Cameron St
12
Goolgowie St
Leichardt St
Flinders St
Bowen St
Bayview Rd
Latrobe Pde
McCRAE
PORT PHILLIP BAY
Dromana Information Centre
McCulloch St
14
Permien St
Ligar St
DROMANA
Boundary Rd
You Yangs Av
Jetty Rd
Seaview Pde
Mornington Peninsula Fwy
Palmerston Av
Pier St
Mary St
Frieda St
Heath Rd
Boronia St
Charles St
15
Kangerong Av
Canna St
Lombardy Av
Coleus St
SAFETY BEACH
Club Dr
16
Nepean Hwy
Country Dr
Dromana Pde
Clyde Rd
NORTH
010618
Ticketing zones
1
Single zone
Zone overlap
Major stop
For more information visit ptv.vic.gov.au or call 1800 800 007
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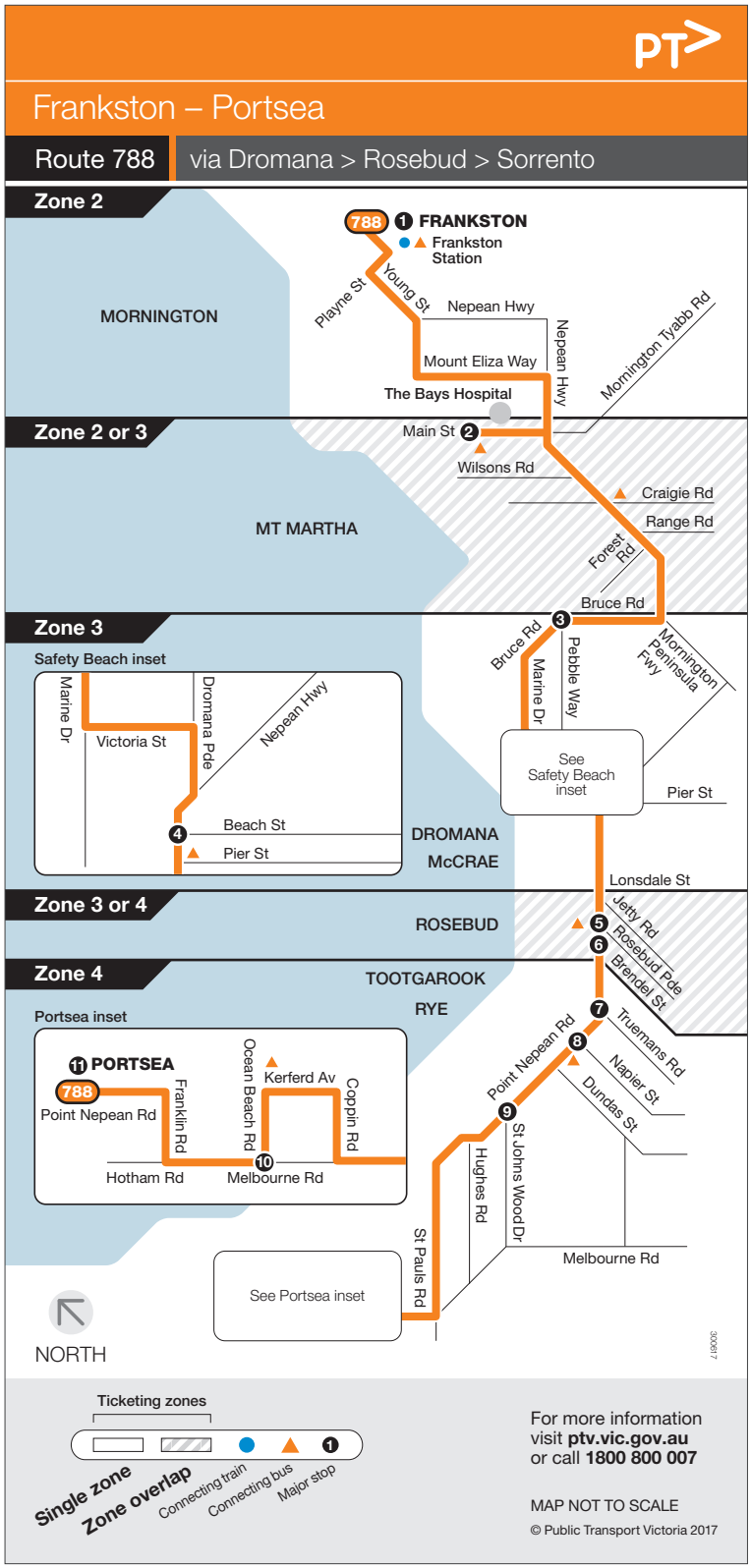
PT
Frankston – Portsea
Route 788
via Dromana > Rosebud > Sorrento
Zone 2
Zone 2 or 3
Zone 3
Zone 3 or 4
Zone 4
MORNINGTON
MT MARTHA
DROMANA
McCRAE
ROSEBUD
TOOTGAROOK
RYE
788
1 FRANKSTON
Frankston Station
Playne St
Young St
Nepean Hwy
Mount Eliza Way
The Bays Hospital
Mornington Tyabb Rd
Main St 2
Wilsons Rd
Craigie Rd
Range Rd
Forest Rd
Bruce Rd
3
Bruce Rd
Marine Dr
Pebble Way
Mornington Peninsula Fwy
See Safety Beach inset
Pier St
Lonsdale St
Jetty Rd
Rosebud Pde
Brendel St
5
6
7
8
9
Truemans Rd
Napier St
Dundas St
Point Nepean Rd
St Johns Wood Dr
Hughes Rd
St Pauls Rd
Melbourne Rd
See Portsea inset
Safety Beach inset
Marine Dr
Victoria St
Dromana Pde
Nepean Hwy
4
Beach St
Pier St
Portsea inset
11 PORTSEA
788
Point Nepean Rd
Franklin Rd
Hotham Rd
Ocean Beach Rd
Kerferd Av
Coppin Rd
10
Melbourne Rd
NORTH
300617
Ticketing zones
Single zone
Zone overlap
Connecting train
Connecting bus
Major stop
For more information
visit ptv.vic.gov.au
or call 1800 800 007
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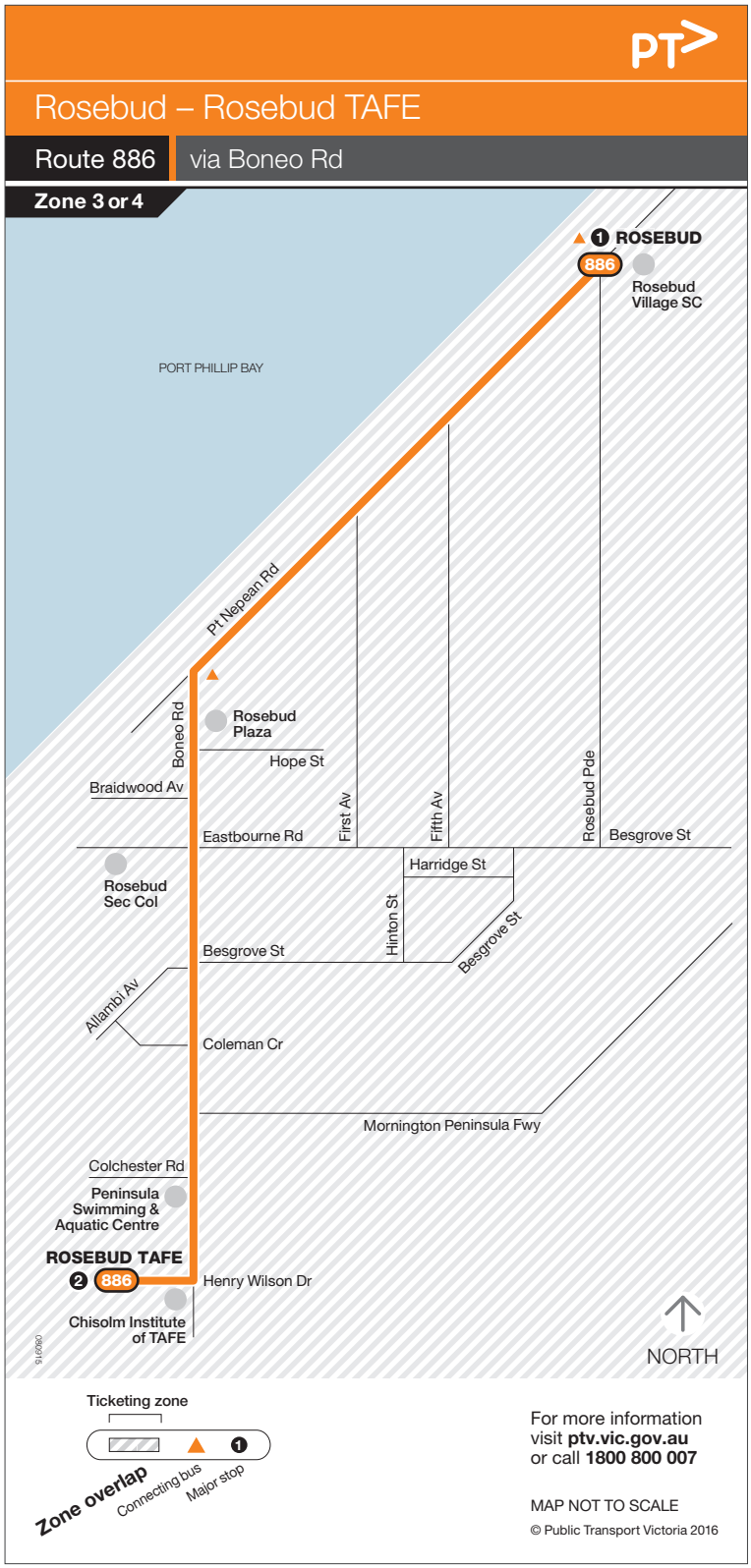
Rosebud – Rosebud TAFE
Route 886
via Boneo Rd
Zone 3 or 4
1 ROSEBUD
886
Rosebud Village SC
PORT PHILLIP BAY
Pt Nepean Rd
Boneo Rd
Rosebud Plaza
Hope St
Braidwood Av
First Av
Fifth Av
Rosebud Pde
Eastbourne Rd
Besgrove St
Harridge St
Rosebud Sec Col
Hinton St
Besgrove St
Besgrove St
Allambi Av
Coleman Cr
Mornington Peninsula Fwy
Colchester Rd
Peninsula Swimming & Aquatic Centre
ROSEBUD TAFE
2 886
Henry Wilson Dr
Chisolm Institute of TAFE
080915
NORTH
Ticketing zone
Zone overlap
Connecting bus
Major stop
For more information visit ptv.vic.gov.au or call 1800 800 007
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MIND THE GA

Chapter 10:

Non-myki V/Line

V/Line travel

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

V/Line tickets

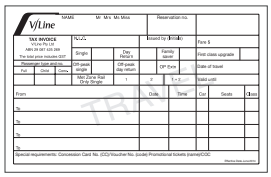
V/Line tickets are issued in respect of, and may be used on, the regional train and coach services specified in this chapter, subject to all other relevant conditions in this manual. They also give access to metropolitan trains, trams and buses and local bus services in some regional cities.

At this stage, the myki ticketing system will not be extended to V/Line coach services or V/Line train travel beyond the myki zones shown on the Regional train myki zones map in Chapter 9. V/Net ticketing equipment will remain in service at all locations for the issue of these tickets for services for which they remain valid.

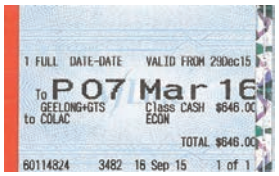
The purchase of a ticket for a V/Line train does not guarantee a seat for all or any part of the journey except where a reservation has been made on a long distance train.

V/Line tickets are either machine-printed or hand written by staff. Samples of these tickets are shown below:

Handwritten

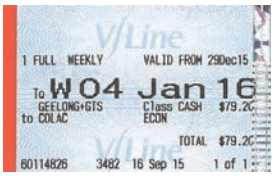


Date-to-date



Conductors mini

Weekly



Ticket types

Single

Allows one trip from the origin to the destination on the date printed on the ticket (until 3am the following day). No stopovers are permitted.

Off-peak Single

Allows one trip from the origin to the destination on the date printed on the ticket on off-peak services (until 3am the following day). No stopovers are permitted.

Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket (until 3am the following day). For return travel on different days, purchase two Single tickets.

Off-peak Daily

Allows unlimited travel between the origin and destination on the date printed on the ticket on off-peak services (until 3am the following day). For off-peak return travel on different days, purchase two off-peak Single tickets.

Weekly

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

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3am on Tuesday).

Monthly

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

The ticket expires one month from the start date printed on the ticket. For example, a ticket valid for travel from 15 June will expire at the end of services for 14 July (3am on 15 July).

A ticket first valid for travel on 30 or 31 January or on 1 February will expire on 29 February in a leap year, or on 28 February otherwise.

Date-to-Date

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

– 10 to 52 weeks (Full Fare/Concession/Student).

The price of the ticket is the Date-to-Date weekly rate multiplied by the number of weeks required.

Family Traveller

The Family Traveller ticket allows travel on the same basis as a Single, Off-peak Single, Daily or Off-peak Daily at the choice of the customer. It can be used by an adult (full fare or concession) travelling with up to two children aged between 5 and 18 (inclusive). The fare is the fare for the ticket type chosen. During off-peak times, there is no extra charge for the children. If travelling during peak times, a charge of $4.00 is added to the adult Single fare, or $8.00 to the adult Daily fare (whichever applies).

All customers on the Family Traveller ticket must travel together at all times.

The Family Traveller ticket can be used for any journey on a V/Line service as long as it is not wholly in Zone 1, Zone 2 or Zones 1 + 2.

The Family Traveller ticket is not available if the adult is using a myki, free travel pass, periodical ticket or free travel vouchers and is not valid for the Mansfield to Mt Buller V/Line coach service.

Each adult in a family group who is travelling with up to two children aged between 5 and 18 may purchase a Family Traveller ticket.

Off-peak ticket conditions

Customers with off-peak tickets may not travel on weekday services scheduled to arrive in Melbourne (Southern Cross, Flinders Street, Richmond or Footscray) before 8.59am, or depart Melbourne between 4pm and 6pm.

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

Off-peak Single and full fare Off-peak Daily tickets are valid (without time restrictions) on weekends.

On public holidays, full fare and concession off-peak tickets are valid without time restrictions.

Additional tickets

Customers travelling on a V/Line commuter train whose journeys are entirely within the myki zones shown on the Regional train myki zones map in Chapter 9 must use a myki for the entire journey.

Customers travelling on a V/Line commuter train service whose journeys include travel within the myki zones shown on the Regional train myki zones map in Chapter 9, but commence or end beyond those zones, must either —

(a) have a single 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. (Note: myki Money cannot be used for any part of such a journey).

However, customers using Weekly, Monthly or Date-to-Date V/Line tickets may extend their journey by purchasing a Single or Daily V/Line extension ticket for the additional travel to the new location. A myki cannot be used to extend travel on these tickets. myki also cannot be used for travel on V/Line coach services.

The Single or Daily V/Line ticket referred to in the immediately preceding paragraph and in subparagraph (b) above must be purchased before the journey. If this is not possible by taking all reasonable steps before the journey, the ticket must be purchased as soon as there is a reasonable opportunity during the journey or, if there is no reasonable opportunity during the journey, at the completion of the journey.

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

V/Line ticket holders issued outside the myki boundary with Single and Off-peak Single tickets to/from Melbourne or to/from some regional city railway stations have one hour of included travel before and after their journey in the metropolitan zone(s) or regional city network printed on their ticket. To access included travel, customers must have their tickets endorsed on arrival at a metropolitan Premium Station or at a staffed V/Line railway station.

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

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

Where to buy V/Line tickets

Customers can purchase V/Line tickets:

- **from staffed V/Line stations;**
- **from V/Line ticket agents;**
- **from selected metropolitan Premium Stations;**
- **by telephoning 1800 800 007;**
- **online at vline.com.au.**

V/Line customers who intend to, or who are required to, rely on a V/Line ticket must purchase the ticket before travel where a reasonable opportunity exists to do so. If the location where the customers board 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. If a customer boards at an unstaffed V/Line railway station or a roadside coach stop, they may purchase a ticket from the train conductor or coach driver.

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

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

	Staffed V/Line station	V/Line ticket agent	Train conductor	Coach driver	Phone (1800 800 007)
TICKET					
Single*	✓	✓	✓	✓	✓
Daily*	✓	✓	✓	✓	✓
Off-peak Single*	✓	✓	✓	✓	✓
Off-peak Daily*	✓	✓	✓	✓	✓
Weekly*	✓	some			
Monthly*	✓	some			
Date-to-Date*	✓	some			
Family Traveller	✓				
PAYMENT METHODS					
Coins	✓	✓	#✓	#✓	
Notes	✓	✓	#✓	#✓	
EFTPOS	✓	some			
Credit cards**	✓	some			✓

Conductors and coach drivers only carry limited amounts of cash.
* V/Line tickets are not available for purchase for travel entirely within the myki zones.
** Visa, Mastercard and American Express.

Calculating V/Line ticket fares

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

- calculate the number of charging units between the origin and destination;
- choose a ticket type;
- determine the fare based on the ticket type and the number of charging units using the table in this chapter;
- add an upgrade to First class if available.

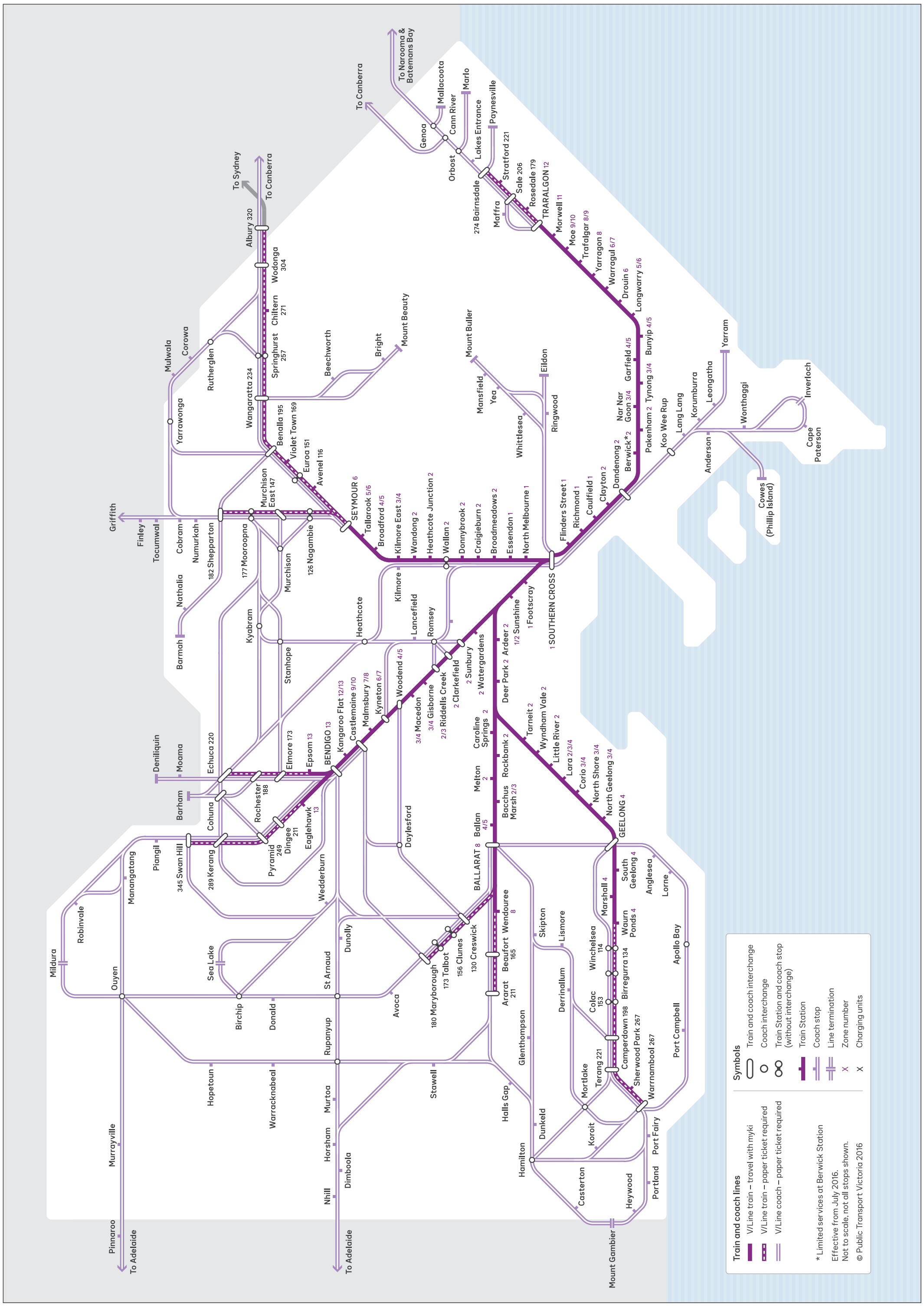
Calculating charging units

Ticket prices are based on the shortest route between a customer's origin and destination, unless they choose to take a less direct route.

Regional location to/from Zone 1

For travel between a regional location and Zone 1, look up the letter code for the regional location (see 'Melbourne to' Charging Units table in this Chapter) and look up the fare in the V/Line Fare Table.

V/Line charging units for long distance stations



For more charging unit information see further in this chapter.

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

For travel between a regional location and a station in Zone 2 before entering Zone 1 on the same line, find the number of charging units for the journey to Melbourne and then subtract 50 charging units.

Regional location to/from another regional location (on same line)

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

Example 1 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

Example 2 Albury to Seymour

Melbourne to Albury = 320 charging units

Melbourne to Seymour = 99 charging units

320 units minus 99 units = 221 charging units

Round up to nearest 20 = 240 charging units

Regional location to/from another regional location (on different line)

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

Example 3 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

Example 4 Wangaratta to Lara

Melbourne to Wangaratta is 234 charging units

As Lara is located in Zone 2, travel between Melbourne and Lara is included in the Wangaratta to Melbourne fare.

V/Line coach fares

Fares for travel between Melbourne and a regional location on a single V/Line coach are calculated using the same method as for V/Line train travel between Melbourne and a regional location (see above).

For coach fares between two regional locations, contact PTV on **1800 800 007** or visit **vline.com.au**.

First class travel

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

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

Reserving First class

Customers can reserve First class seats by booking in advance through V/Line railway stations, V/Line agents and selected metropolitan Premium Stations, or through the PTV call centre on **1800 800 007** or online at **vline.com.au**.

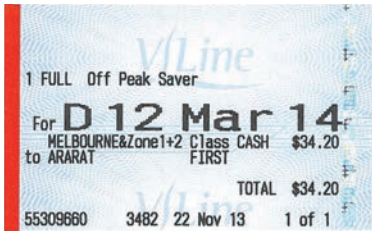
Bookings on long distance services are opened 100 days in advance and remain open until the time of departure. Advance booking is encouraged to ensure a First class seat.

First class fares

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

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

First class ticket



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

First class upgrades for regular travellers (Multi Cards)

To obtain a discounted first class upgrade fare, regular First class travellers, including people with periodical tickets, can purchase a First class upgrade multi card which includes:

– 10 First class upgrades for journeys that are less than 100 charging units or;

– 5 First class upgrades for journeys that are greater than 100 charging units.

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

Conductors will clip:

– ONE upgrade from the card for customers travelling less than 100 charging units;

– TWO upgrades for customers travelling more than 100 charging units.

2019 charging units	Single trip	10 trip multicard	5 trip multicard
< 100 c/u	4.20	37.00	–
>= 100 c/u	8.40	–	37.00

– The first class upgrade is available from stations, and V/Line agents.

Refunds on First class upgrades

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

Refunds are not available for First class multi cards as the card is not clipped if the service does not run.

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

V/Line Customer Relations
Reply Paid 5343
Melbourne Victoria 8060

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

Reservations

Reservations are compulsory on most coach services, all Link services, all Mildura coach services, and long distance trains travelling to/from Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool. Reservations may be made wherever V/Line tickets are sold, by calling **1800 800 007** or online at **vline.com.au**.

Reservations for free pass holders and infants may be made free of charge.

Delayed/disrupted/replaced services

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

V/Line fare table

First class fare is a two-tier flat fee upgrade on relevant economy fare. See first-class traveller earlier in this chapter.

CHARGING UNITS NOT EXCEEDING	SINGLE		DAILY		SINGLE OFF-PEAK		DAILY OFF-PEAK		SINGLE OFF-PEAK UPGRADE		DAILY OFF-PEAK UPGRADE		WEEKLY		MONTHLY		DATE TO DATE (PRICE PER WEEK)	
	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC
10	2.40	1.20	4.80	2.40	2.40	1.20	4.80	2.40	0.00	0.00	0.00	0.00	22.40	11.20	94.80	47.40	21.80	10.90
20	3.40	1.70	6.80	3.40	3.40	1.70	6.80	3.40	0.00	0.00	0.00	0.00	34.00	17.00	142.80	71.40	33.00	16.50
30	5.20	2.60	10.40	5.20	4.60	2.30	9.20	4.60	0.60	0.30	1.20	0.60	46.00	23.00	155.00	77.50	35.80	17.90
40	6.80	3.40	13.60	6.80	5.20	2.60	10.40	5.20	1.60	0.80	3.20	1.60	52.00	26.00	202.40	101.20	46.60	23.30
50	7.80	3.90	15.60	7.80	5.40	2.70	10.80	5.40	2.40	1.20	4.80	2.40	54.60	27.30	215.80	107.90	49.80	24.90
60	9.80	4.90	19.60	9.80	6.80	3.40	13.60	6.80	3.00	1.50	6.00	3.00	68.60	34.30	262.60	131.30	60.40	30.20
70	12.00	6.00	24.00	12.00	8.40	4.20	16.80	8.40	3.60	1.80	7.20	3.60	80.00	40.00	287.60	143.80	66.20	33.10
80	13.40	6.70	26.80	13.40	9.40	4.70	18.80	9.40	4.00	2.00	8.00	4.00	89.40	44.70	319.80	159.90	73.60	36.80
90	15.60	7.80	31.20	15.60	11.00	5.50	22.00	11.00	4.60	2.30	9.20	4.60	96.20	48.10	330.20	165.10	76.00	38.00
100	17.80	8.90	35.60	17.80	12.40	6.20	24.80	12.40	5.40	2.70	10.80	5.40	104.40	52.20	347.80	173.90	80.00	40.00
110	19.60	9.80	39.20	19.60	13.80	6.90	27.60	13.80	5.80	2.90	11.60	5.80	112.60	56.30	361.20	180.60	83.20	41.60
120	22.20	11.10	44.40	22.20	15.60	7.80	31.20	15.60	6.60	3.30	13.20	6.60	122.40	61.20	378.20	189.10	87.00	43.50
130	24.40	12.20	48.80	24.40	17.00	8.50	34.00	17.00	7.40	3.70	14.80	7.40	132.20	66.10	384.20	192.10	88.40	44.20
140	26.40	13.20	52.80	26.40	18.40	9.20	36.80	18.40	8.00	4.00	16.00	8.00	141.00	70.50	400.60	200.30	92.20	46.10
150	29.00	14.50	58.00	29.00	20.40	10.20	40.80	20.40	8.60	4.30	17.20	8.60	150.40	75.20	415.20	207.60	95.60	47.80
160	31.20	15.60	62.40	31.20	21.80	10.90	43.60	21.80	9.40	4.70	18.80	9.40	158.60	79.30	425.60	212.80	98.00	49.00
170	33.40	16.70	66.80	33.40	23.40	11.70	46.80	23.40	10.00	5.00	20.00	10.00	167.20	83.60	437.20	218.60	100.60	50.30
180	35.20	17.60	70.40	35.20	24.60	12.30	49.20	24.60	10.60	5.30	21.20	10.60	176.00	88.00	450.00	225.00	103.60	51.80
190	37.40	18.70	74.80	37.40	26.20	13.10	52.40	26.20	11.20	5.60	22.40	11.20	187.00	93.50	455.40	227.70	104.80	52.40
200	39.40	19.70	78.80	39.40	27.60	13.80	55.20	27.60	11.80	5.90	23.60	11.80	197.00	98.50	464.60	232.30	107.00	53.50
220	43.40	21.70	86.80	43.40	30.40	15.20	60.80	30.40	13.00	6.50	26.00	13.00	217.00	108.50	491.80	245.90	113.20	56.60
240	47.00	23.50	94.00	47.00	33.00	16.50	66.00	33.00	14.00	7.00	28.00	14.00	235.00	117.50	514.40	257.20	118.40	59.20
260	50.80	25.40	101.60	50.80	35.60	17.80	71.20	35.60	15.20	7.60	30.40	15.20	254.00	127.00	555.80	277.90	128.00	64.00
280	55.00	27.50	110.00	55.00	38.60	19.30	77.20	38.60	16.40	8.20	32.80	16.40	275.00	137.50	601.40	300.70	138.40	69.20
300	58.80	29.40	117.60	58.80	39.60	19.80	79.20	39.60	19.20	9.60	38.40	19.20	294.00	147.00	643.20	321.60	148.20	74.10
320	62.60	31.30	125.20	62.60	40.20	20.10	80.40	40.20	22.40	11.20	44.80	22.40	313.00	156.50	684.60	342.30	157.60	78.80
340	66.40	33.20	132.80	66.40	42.60	21.30	85.20	42.60	23.80	11.90	47.60	23.80	332.00	166.00	726.60	363.30	167.40	83.70
360	69.80	34.90	139.60	69.80	44.80	22.40	89.60	44.80	25.00	12.50	50.00	25.00	349.00	174.50	763.60	381.80	175.80	87.90
380	71.00	35.50	142.00	71.00	45.60	22.80	91.20	45.60	25.40	12.70	50.80	25.40	355.00	177.50	776.40	388.20	178.80	89.40
400	72.80	36.40	145.60	72.80	46.80	23.40	93.60	46.80	26.00	13.00	52.00	26.00	364.00	182.00	796.40	398.20	183.40	91.70
450	75.40	37.70	150.80	75.40	48.40	24.20	96.80	48.40	27.00	13.50	54.00	27.00	377.00	188.50	824.40	412.20	189.80	94.90
500	79.20	39.60	158.40	79.20	51.00	25.50	102.00	51.00	28.20	14.10	56.40	28.20	396.00	198.00	866.40	433.20	199.60	99.80
550	83.00	41.50	166.00	83.00	53.40	26.70	106.80	53.40	29.60	14.80	59.20	29.60	415.00	207.50	907.80	453.90	209.00	104.50
600	86.20	43.10	172.40	86.20	55.40	27.70	110.80	55.40	30.80	15.40	61.60	30.80	431.00	215.50	943.00	471.50	217.20	108.60
650	88.60	44.30	177.20	88.60	57.00	28.50	114.00	57.00	31.60	15.80	63.20	31.60	443.00	221.50	969.20	484.60	223.20	111.60
700	95.60	47.80	191.20	95.60	61.40	30.70	122.80	61.40	34.20	17.10	68.40	34.20	477.60	238.80	1,045.80	522.90	240.80	120.40
750	100.80	50.40	201.60	100.80	64.80	32.40	129.60	64.80	36.00	18.00	72.00	36.00	503.60	251.80	1,102.40	551.20	253.80	126.90
800	104.60	52.30	209.20	104.60	67.20	33.60	134.40	67.20	37.40	18.70	74.80	37.40	522.60	261.30	1,144.20	572.10	263.40	131.70
800+	104.60	52.30	209.20	104.60	67.20	33.60	134.40	67.20	37.40	18.70	74.80	37.40	522.60	261.30	1,144.20	572.10	263.40	131.70

‘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
Allendale	ALL	144
Anderson	ANS	108
Anglesea	ALS	129
Annuello T/O	ANU	455
Anstey	ASY	0
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
Baxter	BXR	50
Bay of Islands	BAZ	321
Bealiba	BEI	222
Bears Lagoon	BRL	230

Melbourne to	Stop code	Charging units
Beaufort	BFR	165
Beechworth	BHW	280
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
Berriwillock	BWC	363
Berwick	BEK	50
Beulah	BLX	384
Birchip	BHP	346
Birregurra	BGU	134
Bittern	BIT	50
Blampied	BPD	164
Bonnie Doon	BDN	189
Boort	BOT	272
Borung	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
Brunswick	BWK	0
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
Bunyip	BYP	78
Burrumbeet	BUT	138

Melbourne to	Stop code	Charging units
Byaduk	BYA	354
Byaduk North	BYN	363
Cabbage Tree Creek	CBV	450
Campbelltown	CAM	166
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
Cobram	CRM	250
Coburg	CBU	0
Cohuna	COH	273
Colac	XCO	153
Colbinabbin	CIV	130
Coleraine	CRE	352
Congupna	CGA	190
Corinella	CRL	99
Corio	COR	64
Corop	CRP	168
Corowa (NSW)	CWW	283

Melbourne to	Stop code	Charging units
Cowes	COE	120
Cowwarr	CWV	183
Craigieburn	CRA	50
Cranbourne	CQR	50
Creswick	CRK	130
Crib Point	CPT	50
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
Dudley	DUD	127
Dunkeld	DUK	287
Dunolly	DOY	217
Durham ox	DHX	260
Eaglehawk	EAG	170
Eastern View	ESV	153
Echuca	ECA	220
Elaine	EAI	
(via Geelong)		130
(via Ballarat)		150
Elmore	EMR	173
Emu	EMU	234

Melbourne to	Stop code	Charging units
Epsom	EPM	170
Essendon	ESE	0
Euroa	EOA	151
Euston	EUS	492
Everton	EVT	258
Fairhaven	FHV	149
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
Gheringhap	GHP	
(via Geelong)		92
(via Ballarat)		188
Gipsy Point (NSW)	GIP	580
Girgarre	GIV	159
Gisborne	GSB	64
Glen Thompson	GTN	269
Glenburn	GEN	116
Glengarry	GGR	167
Glenloth T/O	GNT	295
Glenorchy	GCY	262
Glenrowan	GWN	219
Goorambat	GBT	212
Goornong	GNN	172
Grantville	GVV	94
Great Western	GTW	234
Griffith (NSW)	GFF	475
Grovedale	GRO	73
Guildford	GID	
(via Castlemaine)		136
(via Ballarat)		219
Gunbower	GNR	263

Melbourne to	Stop code	Charging units
Haddon	HDN	123
Halls Gap	HAG	311
Hamilton	HLT	318
Harcourt	HRC	
(via Castlemaine)		135
(via Ballarat)		240
Hastings	HST	50
Hattah	HTT	499
Hawkesdale	HWE	300
Heathcote	HCE	100
Heathcote Junction	HJN	50
Hexham	HXA	259
Heyfield	HEY	194
Heywood	HWD	387
Hopetoun	HTU	410
Horsham	HSM	327
Inglewood	ING	211
Inverloch	IVK	143
Irymple	IRY	559
Jam Jerrup	JAP	84
Jan Juc T/O	JJC	94
Johnsonville	JOH	305
Kalimna	KAL	337
Kalimna West	KAW	335
Kangaroo Flat	KFT	157
Kaniva	KAV	438
Kaarimba	KMA	210
Katunga	KAU	226
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

Melbourne to	Stop code	Charging units
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
Lancaster	LAR	219
Lancefield	LNI	89
Lang Lang	LAG	76
Lara	LRA	50
Lascelles	LAS	417
Lavers Hill	LVH	269
Leawarra	LWA	50
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

Melbourne to	Stop code	Charging units
Lyonville	LYV	109
Macarthur	MAC	344
Macedon	MDN	70
Maiden Gully	MAI	170
Maindample	MDP	197
Maldon	MLD	141
Mallacoota	MAL	589
Malmsbury	MMS	102
Manangatang	MGN	427
Mansfield	MFX	211
Marengo	MRO	223
Marlo	MLO	435
Marnoo	MAN	276
Marong	MRN	181
Marshall	MAR	79
Maryborough	MYB	180
Marysville	MAZ	100
Mathoura	MTA	220
Mckinnon	MCK	0
Meeniyan	MEY	142
Melbourne Central	MCE	0
Melton	MLT	50
Mentone	MEN	50
Meredith	MEH	
(via Geelong)		118
(via Ballarat)		162
Merimbula (NSW)	MIM	660
Merinda Park	MPK	50
Merlynston	MYN	0
Merri	MER	0
Merrigum	MER	166
Merton	MTX	175
Middle Brighton	MBN	0
Middle Footscray	MFY	0
Mildura	MQL	566
Minyip	MYP	318
Mitiamo	MTI	229
Moama (NSW)	MAM	220

Melbourne to	Stop code	Charging units
Moe	MOE	129
Molesworth	MSW	146
Moolort T/O	MVO	162
Mooroopna	MPA	177
Mortlake	MOT	245
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
Murchison East	MST	147
Murrayville	MUY	536
Murtoa	MUA	298
Musk	MUX	109
Myola	MYV	121
Mysia	MYS	258
Nagambie	NGE	126
Nar Nar Goon	NNG	65
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
Noorat	NAT	227

Melbourne to	Stop code	Charging units
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
Nyora	NYA	90
Orbost	OBT	420
Ouyen	OYN	465
Pakenham	PAM	50
Paynesville	PAY	330
Penhurst	PSH	303
Peterborough	PBR	331
Piangil	PGL	388
Picola	PIA	205
Pimpinio	PIM	342
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
Queens Ferry Road	QFR	97
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

Melbourne to	Stop code	Charging units
Rockbank	RKB	50
Romsey	RMY	79
Rosebery	RSR	396
Rosedale	ROE	179
Rupanyup	RUP	297
Rushworth	RTH	140
Rutherglen	RTG	272
St. Arnaud	STA	255
St. James	SNJ	228
Sale	SXE	206
San Remo	SNR	109
Sandford	SAN	380
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
Sherwood Park	SHP	267
Skenes Creek	SKK	206
Skipton	SKP	179
Smeaton	SME	151
Smythes Creek	SMK	123
Smythesdale	SMY	142
Somerville	SVE	50
South Geelong	SGR	74
Southern Cross Stn	MEL	0
Sovereign Hill	SVH	123
Speed	SPD	426
Springhurst	SPT	257
Stanhope	SNP	148
Stawell	SWC	241
Stony Point	STNY	50
Strangeways	STS	144
Stratford	STD	221
Strathmerton	STN	235

Melbourne to	Stop code	Charging units
Strathmore	STM	0
Streatham	SRM	206
Sunbury	SUY	50
Sunshine	SSH	0
Surf Beach	SFB	113
Surrey Hills	SHL	0
Swan Hill	SWH	345
Swan Reach	SAE	315
Talbot	TAT	173
Tallarook	TOV	90
Tallygaroopna	TNA	199
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
Thomastown	TSN	50
Tinamba	TNB	204
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
Tullarmarine Airport	TLM	50
Tungamah	TGM	240

Melbourne to	Stop code	Charging units
Turriff	TUR	424
Twelve Apostles	TAV	300
Tyabb	TAB	50
Tyers	TYR	159
Tylden	TYL	96
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
Warrnambool	WMB	267
(via Apollo Bay)		385
Watchem	WCH	326
Watergardens	SYM	50
Waurn 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
Wolseley (SA)	WLS	470
Wombah Park	WPK	93
Wonthaggi	WTG	130
Wood Wood	WOO	381
Woodend	WDV	78
Woodfield	WFD	184
Woolsthorpe	WST	289

Melbourne to	Stop code	Charging units
Woomelang	WMG	388
Wunghnu	WUU	208
Wycheproof	WYF	306
Wye River	WYV	187
Wyndham Vale	WVL	50
Yambuk	YMB	317
Yarck	YRC	156
Yarra Glen	YGL	50
Yarragon	YON	111
Yarrawonga	YRW	260
Yea	YEA	130
Yendon	YDO	135
Zeerust	ZST	201

T/O = turn off
CP = caravan park

APOLLO BAY
V/LINE
V/Line
PT

Chapter 11:
Non-myki regional buses

Regional buses

This chapter specifies tickets that are issued in respect of, and may be used on, the local bus and some train services in the regional towns and cities specified in this chapter, subject to all other relevant conditions in this manual.

2 Hour

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

The ticket expires two hours from the next full hour after it was purchased. For example, a ticket purchased at 8.55am will expire at 11am and a ticket purchased at 9.05am will expire at 12 noon. Tickets purchased after 6pm are valid until 3am.

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

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

Daily

A Daily ticket allows unlimited travel on nominated town bus (and where shown on the ticket, train) services on the day of issue until 3am the next day.

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

Weekly

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

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3am on Tuesday).

Weekly tickets may be sold on the bus or at the bus depot by some operators. Please contact the local bus operator for more details.

Monthly

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

The ticket expires at the end of services one month from the start date printed on the ticket. For example, a ticket valid from 15 June will expire at the end of services for 14 July (3am on 15 July). A ticket valid from 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

Monthly tickets may be sold on the bus or at the bus depot by some operators. Please contact the local bus operator for more details.

Regional town bus fares

Category A

Ticket type	Fare for one zone	Fare for two zones	Location using these fares
Full Fare 2 hour	2.40	3.40	Bairnsdale Benalla Cobram Colac Drouin Echuca/Moama Gisborne Hamilton Horsham Korumburra Kyneton Lakes Entrance Maryborough Mildura Portland Rochester Sale Shepparton/Mooroopna Swan Hill Wangaratta Warrnambool Wodonga-Albury Wonthaggi Yarrawonga
Concession 2 hour	1.20	1.70	
Full Fare Daily	4.80	6.80	
Concession Daily	2.40	3.40	
Full Fare Weekly	22.40	34.00	
Concession Weekly	11.20	17.00	
Full Fare Monthly	94.80	142.80	
Concession Monthly	47.40	71.40	

Category B

Ticket type	Fare for one zone	Location using these fares
Full Fare 2 hour	2.40	Ararat Beaufort Stawell
Concession 2 hour	1.20	
Full Fare Daily	4.80	
Concession Daily	2.40	
Student Weekly	9.00	

Student Pass – non-myki

	Half-year	Year	Travel entitlements	Available from
Southwest Student Pass	118.00	235.00	Unlimited bus travel within the Southwest Transit System.	Warrnambool Bus Lines
Colac Student Pass	118.00	235.00	Unlimited bus travel within the Colac Transit System.	Colac Transit
Portland Student Pass	118.00	235.00	Unlimited bus travel within the Portland Transit System.	Portland Bus Lines

Regional inter-town service fares

For fares for travel between two regional locations, that are not covered by Category A and Category B fares, please contact PTV on **1800 800 007**.

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Chapter 12:

Group and other travel

Group travel

Metropolitan services and myki-enabled regional buses

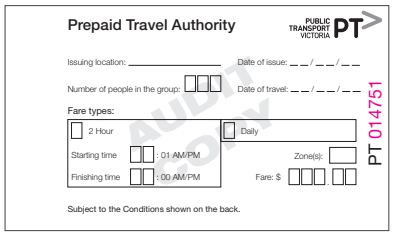
A Prepaid Travel Authority allows groups of 12 or more people (maximum of 35 on trams and 25 on buses) to travel together at the concession rate. All members of the group must travel together at all times, boarding and alighting at the same locations. Tickets are available from staffed railway stations.

The Prepaid Travel Authority is available for 2 hour and Daily fares. 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, except if travelling using the Prepaid Travel Authority on a weekend in Zone 1 or Zones 1 + 2. In that case, 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.

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

For more information, or to arrange group travel on metropolitan services, email **ptvhub@ptv.vic.gov.au**.

Groups of 12 – 25 customers travelling on regional town buses can arrange a group travel ticket through **ptvhub@ptv.vic.gov.au**.



V/Line services

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

Group travel for groups of 12 or more on V/Line coaches, or 20 or more on V/Line trains, must be arranged at least seven days in advance by calling V/Line Group Travel Coordinator on **(03) 9619 2338**. Groups may not be able to be accommodated on some services at times of peak demand.

Groups of 12 to 19 customers travelling by train can only purchase tickets from any V/Line ticket sales outlet (subject to availability).

Group travel is not available on the Night Network.

Free off-peak travel for Victorian primary school groups

Primary school excursion groups of 12 – 35 people (or up to a maximum number of persons per service as specified below) may travel for free as a group, when the entire journey is between 9.30am to 3.30pm or after 6pm on V/Line services or after 7pm on metropolitan service on a school day or anytime on weekends. The group must be comprised of primary school children and up to six accompanying adults.

The group must carry a Travel Authority and travel together at all times.

The maximum numbers of persons (whether in one or more groups) who may travel on a Travel Authority for this purpose per service or per carriage (as specified below) is as follows —

Metropolitan	
Metropolitan bus	25 (per service)
Metropolitan rail	35 (per carriage)
Tram	35 (per service)

V/Line	
V/Line rail	35 per service with advance booking 20 per service if no booking
V/Line coach	20 per service with advance booking 12 per service if no booking

Maximum person limits for such groups per service or carriage aim to ensure that both regular patrons of a service and groups can be accommodated without creating safety risks.

A Travel Authority can be obtained by:

Metropolitan

Email **ptvhub@ptv.vic.gov.au**

Visit a staffed railway station

V/Line services

Visit a staffed railway station, V/Line agent; or online at **www.vline.com.au**; or

Calling **(03) 9619 2338**

Special event and conference ticketing

In some circumstances, organisers of large events and conferences may arrange public transport ticketing for the event's participants (participant means an event or conference participant, attendee, spectator, delegate, member, and includes complimentary tickets) through prior arrangement with PTV. Volunteers may also be included with participants. However, provision of special event ticketing for volunteers only is not available.

A fee of $3 per participant, per day for the total number of participants for the total time of the conference or event is charged (including complimentary passes).

Due to the low price of $3 per day, there is no "opt in" option. All participants must be paid for, whether the participants use public transport or not.

For example, a 4 day conference with 1,300 participants would pay $15,600 (1,300 x $3 x 4 days) for access to public transport.

The fee provides for unlimited travel on bus, train and tram within Zone 1 + 2 (approximately 60 km radius from Melbourne CBD – see maps in Chapter 9) on the day/s of the event or conference.

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.

To be eligible, the event or conference must meet the following conditions and be approved by PTV:

- Cater for 500 or more participants per day.
- Be held in the metropolitan area which is serviced by high capacity public transport (e.g. MCG, Melbourne Olympic Park, Melbourne Convention and Exhibition Centre, Caulfield Race Course, Royal Melbourne Showgrounds, etc.), and be planned so attendees can attend on public transport.
- The participant pass must display details, and in a form, required by PTV. PTV will provide the appropriately PTV branded art work template for organisations to use as their delegate pass, which will allow access to public transport.

An initial instalment of 25% of the total cost of the event ticketing is to be paid to PTV at least 10 days before the event.

For more information about accessing this ticketing product, email **event.notification@ptv.vic.gov.au** or contact the PTV call centre on **1800 800 007**.

Travel Passes

The Day, 7 Day or 30 Day Travel Passes are paper tickets:

a) issued on behalf of PTV by a community service organisation or charity authorised to do so by PTV through an employee or volunteer of, or a person engaged by, that organisation or charity. For eligibility, email **ticketingservices@ptv.vic.gov.au**; or

(b) in the case of Day Travel Passes only, issued to a person to whom a free travel voucher has been issued (for eligibility see Chapter 3), in exchange for that voucher; or

(c) in the case of Day Travel Passes only, issued on behalf of PTV by the driver of a bus operating on bus route 787 or 788 for a fare of $4.30 to a customer presenting his or her Victorian Seniors Card.

A Day, 7 Day or 30 Day Travel Pass entitles the holder to:

a) unlimited travel during the day, 7 Days or 30 days for which the Travel Pass is valid on any public transport service specified in Chapter 4 other than a train service or coach provided by V/Line; and

(b) unlimited travel during the day, 7 Days or 30 days for which the Travel Pass is valid in either or both Zone 1 or Zone 2 on any train service provided by V/Line specified in Chapter 4.

A Day Travel Pass is valid for the day the date of which is hole punched on the Day Travel Pass. 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.

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. 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. 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.

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.

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 Premium Station for another Day Travel Pass that is hole punched with a later date. A Day Travel Pass will not be exchanged on or after the date that is hole punched on the Day Travel Pass.

The holder of a Day, 7 Day or 30 Day Travel Pass who is entering or leaving a compulsory ticket area through a staffed ticket barrier must produce the Travel Pass for inspection by a barrier attendant before entering or leaving that compulsory ticket area.

The holder of a Day, 7 Day or 30 Day Travel Pass who is relying on the Travel Pass for a journey on a bus must, on entering the bus, produce the Travel Pass for inspection by the driver of the bus.

The holder of a Day, 7 Day or 30 Day Travel Pass must carry the Travel Pass at all times when relying on the Travel Pass to travel on a public transport service or to enter a compulsory ticket area.

If a Day, 7 Day or 30 Day Travel Pass is lost or stolen it will not be replaced.

Airport services

SkyBus

Melbourne Airport – City, St Kilda and Frankston

SkyBus express service operates between Melbourne Airport (Tullamarine) and Southern Cross Station, 24 hours a day, seven days a week with day departures every 10 minutes, and takes approximately 20 minutes to get from the Airport to the City.

The SkyBus Hotel Transfer Service can transfer customers between Southern Cross Station and selected city accommodation at no extra charge.

SkyBus tickets can be purchased online at **skybus.com.au** and at SkyBus ticket booths at Southern Cross Station and Melbourne Airport terminals.

SkyBus also operates services to St Kilda and Frankston.

V/Line tickets, myki, free travel passes and concessions are not accepted by SkyBus.

For more information, phone **1300 759 287** or visit **skybus.com.au**.

Avalon Airport – City, Werribee and Geelong

SkyBus operates from Avalon Airport to and from Southern Cross Station, Werribee and Geelong and meets all arriving and departing flights.

Tickets can be purchased online at **skybus.com.au**, at Avalon Airport or Southern Cross Station.

V/Line tickets, myki, free travel passes and concessions are not accepted by SkyBus.

For more information, phone **(03) 5282 3335** or visit **skybus.com.au**.

Customer Service
Suburban Train Tickets
How we've been tracking...
99.0%
92.8%

Chapter 13:

Refunds, reimbursements and replacements

myki

The following conditions set out the rules that apply to refunds, replacements and reimbursements for myki.

If, under these rules, a person is entitled to a refund, or a transfer to a new myki, of the myki Money balance recorded on a myki (the myki), the person is also entitled to a refund or transfer to a new myki (whichever is applicable) of any amount paid to PTV 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.

General rules

Customers with non-operational and expired myki cards can obtain a free on-the-spot replacement at any staffed myki enabled railway station.

An unregistered myki which is lost or stolen is not eligible for replacement or reimbursement of myki Money or myki Pass days under any circumstances, including if the transaction can be verified by EFTPOS, credit card or other payment type.

Unregistered myki cards that are lost/stolen cannot be replaced at all.

To obtain a replacement myki at staffed stations or PTV Hubs, customers must provide their expired myki, or myki that has stopped working.

The replacement myki must be the same type as the original card.

A refund of money added to a Free Travel Pass, does not require the surrender of the myki.

A customer can apply to have the value on their myki refunded with the exception of cards that are lost, stolen or surrendered to enforcement staff. Reimbursements may also be available for ticketing equipment faults, occasions of severe service disruption or where special circumstances affect the customer.

A replacement myki will be required where a myki is lost, stolen, or becomes non-operational. A myki will also need to be replaced when the card expires. A myki card will last for at least four years from the day of purchase.

Non-operational myki cards

A myki which is not able to be touched on is not valid for travel or entry to a station paid area. A customer with a myki which is not operational must use another myki to travel or enter a station paid area until they obtain a replacement myki.

A myki is 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. mykis are warranted against operational defects when correctly used and looked after by the customer. If a myki becomes defective, it will be replaced free of charge.

A defective myki card will be exchanged for a new myki – see ‘Replacement myki cards’ on the following page.

Damaged myki cards

Damaged myki cards include those that have become non-operational and/or unreadable as a result of:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- damage that exceeds normal wear and tear.

A damaged myki card will be replaced – see ‘Replacement myki cards’ on the following page.

Lost or stolen myki cards

Only a registered myki card is eligible for replacement in the event that the ticket is lost or stolen. An unregistered myki that is lost or stolen is not eligible for replacement or reimbursement of myki Money or myki Pass days under any circumstances, including if the transaction can be verified by EFTPOS, credit card or other payment type.

A cardholder (or account holder) of a registered myki whose myki has been lost or stolen must report this as soon as possible:

- online at **ptv.vic.gov.au**;
- by calling the PTV call centre on **1800 800 007**;
- at a PTV Hub.

The myki will then be blocked and can no longer be used. Any value remaining on the myki is protected from the moment the customer or account holder reports it as lost/stolen, and can be transferred to a replacement card. The account holder remains liable for all transactions that occur on the myki until the time it is reported lost or stolen online or via the call centre as above.

If the customer requires a new myki, lost or stolen registered myki cards may be replaced through the PTV call centre when the customer or account holder reports their myki lost/stolen, or by using the replacement process detailed below. The customer will be required to use another myki until a replacement myki is posted to them.

Replacement myki cards

When a myki is damaged, defective or expired, or a registered myki is lost or stolen, the customer can apply for their myki to be replaced free of charge. The card category (Full Fare or Concession type) of the replacement myki will be the same as the original myki.

A myki that is non-operational, expired or within 60 days of expiry can be replaced on-the-spot at any myki-enabled staffed railway station or at PTV Hubs. The customer must surrender the old myki.

Customers with a personalised myki who want a replacement that is personalised cannot obtain that replacement on-the-spot.

In all cases, the customer can complete a 'Replace your myki' online form to receive a replacement myki, with the exception of unregistered myki cards that are lost or stolen. If the myki is damaged or defective, the customer will be required to print out the Replacement Request Receipt upon submitting the online form, and post the request receipt along with their myki they are replacing to the myki mailbox.

Balance transfer

Any remaining balance on the myki will be transferred to the new myki.

For replacements at a staffed railway station or PTV Hub where a myki can be electronically read (e.g. for expired or soon-to-expire myki cards), the myki Money balance from the old myki is transferred immediately to the new myki. If the old myki has a negative myki Money balance the customer will need to top up to a balance of at least $0.00 upon replacement.

For replacements at a staffed railway station or PTV Hub where a myki cannot be read (e.g. for non-operational myki cards), balance transfer may take up to seven days. If the customer needs to travel using the replacement myki in the meantime, they must top up.

When a customer completes the online 'Replace your myki' form, a replacement myki will be issued and posted to the customer (account holder) including the remaining balance transferred from the old myki. If the customer needs to travel while awaiting the replacement, they must use another myki to travel. In the case of a defective myki, where the customer has purchased another myki to continue travelling, the customer can contact the PTV call centre on **1800 800 007** to receive reimbursement of the card fee when the replacement process is complete.

If the old myki had a myki Pass with days remaining, the remaining days will be transferred to the new myki and the myki Pass reactivated when the customer next touches on and travels in a zone for which the pass is valid.

Registration

If the customer's old myki was registered, the replacement myki will be automatically registered to their account. The new myki will be visible in their online account approximately 48 hours after replacement. Unregistered myki cards that are replaced will remain unregistered.

Auto Top Up

If the customer's old myki had Auto Top Up set, this will not transfer to the replacement myki and the customer will need to set Auto Top Up again on the new myki. This can be done through their online account or by contacting the PTV call centre on **1800 800 007**.

Student Passes and free weekend travel

A Student Pass myki can be replaced on-the-spot, but only at the location at which it was originally purchased.

Customers with myki customer categories DSP and CAR (Disability Support Pensioners and Carer Payment recipients) and FFS and CFS (Victorian Carer Card holders) receive a free weekend travel entitlement. If an unreadable myki with one of these codes is replaced at a staffed railway station or a PTV Hub, the entitlement will not be recognised initially on the replacement myki. However, this will be updated to the replacement card within 24 hours.

A non-operational Seniors myki card will be replaced with another Seniors myki which includes free weekend travel so seniors can travel free on weekends immediately with the replacement myki.

If a customer travels on a Saturday or Sunday before the replacement myki being updated they may be charged a fare. Customers charged for travel on a weekend that they are entitled to receive for free should contact the PTV call centre on **1800 800 007** for a reimbursement.

Refunds of unused value

A customer can apply to have the remaining value (myki Money balance and any unused myki Pass days) on their myki refunded. The value of the myki card itself is non-refundable. Unless the myki card is reported as lost or stolen, it must be returned with the application and will be blocked from further use.

If a myki Pass has already been activated, the refund amount is calculated based on the difference between the full purchase price and the amount the customer would have had to pay for travel authorised by the pass on the days for which the pass was active. This latter amount 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.

There are no refunds on expired myki passes.

The refund amount is calculated based on the day the refund application was submitted, not the day the pass was last used.

Refund procedures

myki customers requiring a refund must complete the online "Apply for Refund" form by:

- using the PTV website as an anonymous customer or a registered customer
- contacting the PTV call centre **1800 800 007**
- visiting a PTV Hub.

The customer must return the myki they are requiring a refund from by posting to the myki mailbox with the refund request form, receipt number or by providing it to the PTV Hub for forwarding and processing.

If a myki is managed by a separate account holder, a refund will be provided to the account holder. (Commuter Club customers may nominate the refund to be sent to the account holder or the Commuter Club organiser).

Except in the case of a myki that the customer or account holder has reported as lost or stolen, refunds can only be considered if the following conditions are met:

- the online application form has been completed correctly;
- a claim is submitted no later than five years after the ticket was last used;
- the sale of the ticket can be traced;
- documentary proof of claim is included, if required;
- the myki concerned is provided with the refund request receipt.

If a registered myki is reported lost/stolen a refund can be obtained (except the cost of the myki card itself) without being replaced. If a replacement myki is required, see 'Replacement myki cards' in this chapter.

For refund and reimbursements of a Free Travel Pass, please contact the PTV Hub at 750 Collins Street, Docklands on **(03) 9027 4930**.

Refunds for international visitors

On-the-spot refunds are available at the PTV Hubs at 750 Collins Street, Docklands and at Southern Cross Station where the following eligibility criteria are met:

- the remaining balance on the myki is between $5 and $50;
- the cardholder produces qualifying photo identification to prove an international address;
- where the myki is registered, registration details must match the name on the international identification.

The minimum refund is $5 and the maximum is capped at $50 for all card types.

International Undergraduate Student Education pass refunds

Students should contact their issuing institution to apply for an iUSE pass refund. Institutions will provide a refund for an unused iUSE pass as per PTVs iUSE pass refund rules and may, at their discretion, apply an administration fee.

Reimbursements

In the following cases, a customer can apply for a reimbursement for value which has been used.

Severe service disruption

In the event of prolonged severe service disruption or industrial action, PTV and/or transport operators will produce special bulletins to advise of reimbursement arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time.

Eligibility criteria will be determined and published for each event. Affected and eligible customers on these occasions will be identified and compensation amounts will be paid to the accounts of nominated and/or approved myki cards. No action is required by affected customers unless specifically advised (per event).

In some cases, customers may be advised to seek a reimbursement by completing the 'Apply for Reimbursement' online form. The myki that the reimbursement is being requested for must have been:

- valid for travel during the stoppage; and
- not used on alternative or replacement services during the stoppage.

Customers affected by service disruptions who use other tickets should apply to the relevant operator under the Compensation Code and Customer Charter.

myki ticketing equipment faults

In case of a myki ticketing system equipment fault, customers should contact the PTV call centre on **1800 800 007** to seek a reimbursement. Customers may also complete a myki website feedback form or the 'Apply for Reimbursement' online form. Customers are requested to provide as much information as possible to assist in processing their claim.

Payment of a reimbursement will be subject to verification by PTV staff. Applications are cross referenced against the central computer system which continually monitors ticketing equipment and records faults.

If a customer is charged a default fare as a result of no operational myki reader being available to touch off, they may contact the PTV call centre on **1800 800 007** to be reimbursed any amount greater than the correct fare.

Medical conditions

In certain circumstances, reimbursements of all or some of the value of myki Passes may be available for customers who have experienced medical problems.

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

- the claim is accompanied by a doctor's certificate for the days claimed (statutory declarations are not accepted as proof);
- the customer has been unable to travel owing to illness for a minimum number of days:
  - for 7 day myki Pass, at least three business days;
  - for 28 – 69 day myki Pass, at least seven days;
  - 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
- the myki Pass has expired.

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

Special consideration

Reimbursements may be provided in unusual circumstances not covered by the above. Applications for reimbursements should be made using the 'Apply for Reimbursement' form online.

Customers are requested to include copies of any documentary evidence of special circumstances that supports their application.

Reimbursement procedures

Most reimbursements need to be made using the 'Apply for Reimbursement' online form or by contacting the PTV call centre on **1800 800 007**.

Where a myki is managed by a separate account holder, a reimbursement will be provided to the account holder (except for Commuter Club customers, where the reimbursement may be sent to the Commuter Club organisation).

Except in the case of a myki that the customer or account holder has reported as lost or stolen, reimbursements can only be considered if the following conditions are met:

- the online application form has been completed correctly;
- a claim is submitted no later than 12 months after the date the ticket was last used;
- the sale of the ticket can be traced;
- documentary proof of claim is included, if required (e.g. medical certificate).

myki Pass conversion

A customer can have the value of the remaining days of a myki Pass on a myki 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.

Customers must complete the 'Apply for Reimbursement' online form. The customer will be required to print out the Reimbursement Request Receipt upon submitting the online form, and post the request receipt along with their myki they are requesting the pass conversion for to the myki mailbox. The myki will be returned to the customer by post once the pass conversion is completed.

If the value of the myki Money to be credited exceeds $250 or the total myki Money balance on the myki following the conversion would exceed $999.99, the full amount of the balance will be paid to the customer by electronic funds transfer and the myki will not be returned.

Customers must use another myki to travel while waiting for the conversion of value to occur.

Surrendered myki cards

The conditions under this heading apply if a ticket is surrendered in compliance with a request made under regulation 21 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*.

In the conditions under this heading:

"enforcement activity" means:

(a) the serving of an official warning; or

(b) the issue and enforcement of an infringement notice; or

(c) the bringing and prosecuting of proceedings for an offence; and

"surrendered ticket" means a ticket referred to in the immediately preceding paragraph.

Receipts

If the holder of a ticket surrenders their ticket in compliance with a request made under regulation 21 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*, the customer will be issued with a receipt for that ticket in accordance with that regulation.

Travel permits

If the holder of a ticket surrenders the ticket to an Authorised Officer, the holder will be issued with a travel permit for, if the ticket is:

- a registered myki 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 ticket;
- a myki that has only myki Money loaded on it, the balance of the journey being undertaken by the holder of the ticket;
- a myki that has a myki Pass loaded on it and the remaining travel authorised by the pass can be ascertained, that travel up to a maximum of seven days travel;
- a myki 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

Despite anything else in the conditions in this manual, the refund of any unused value remaining on a surrendered myki will only be made and a surrendered myki will only be replaced:

(a) if making the refund or replacing the myki would not hinder investigating or considering the need to undertake, or undertaking, any enforcement activity to which the myki 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 at the time it was surrendered or is otherwise entitled to the refund or replacement.

If a surrendered myki is defective, any replacement of the myki or 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 “Non-operational myki cards” earlier in this chapter.

If a surrendered myki is a myki that has been damaged, the myki will be replaced in accordance with the conditions under the heading “Damaged myki cards” earlier in this chapter. If the whole of any unused value remaining on the myki at the time of surrender is not transferred to the replacement myki, that value will be refunded.

If the surrendered myki is a myki that has been lost or stolen, any replacement of the myki or 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 “Lost or stolen myki cards” earlier in this chapter.

If the surrendered myki 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 will be refunded on application, but that myki 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 at the time of surrender, except as provided in the next succeeding paragraph.

If a person referred to in the immediately preceding paragraph 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 and a refund to the extent of the whole of any unused value that is not myki Money remaining on the myki 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 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 at the time of surrender.

If the surrendered myki is a myki that was fraudulently or, in some other way, dishonestly obtained or used, the myki 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 at the time of surrender, except as provided in the next succeeding paragraph.

If the original holder of a fraudulently or dishonestly obtained or used myki applies to the Department of Transport for the return of that myki within 28 days of becoming aware that the myki has been surrendered and satisfies the Department of Transport that they are not a party to the deception or dishonesty, the myki will be replaced and a refund made to the extent of the whole of any unused value remaining on the myki at the time of surrender.

Customer compensation

Customers holding a myki Pass valid for at least 28 days may be eligible for compensation if an operator falls below service performance thresholds under their Customer Charters. In this case customers can apply to the operator for compensation. For further details contact the relevant operator (contact information is on the last page of this manual).

V/Line tickets

The following conditions set out the rules that apply to refunds and replacement for V/Line tickets and regional transit Student Passes.

Unused tickets

A V/Line ticket that has not been used on any service can be exchanged for another date or refunded, provided it is presented at a V/Line booking office before the departure date printed on the ticket. No administration fee applies.

The unused portion of a V/Line periodical ticket (Weekly, Monthly and Date-to-Date ticket) can be refunded at a staffed V/Line station. The refund will be calculated from the day the ticket was presented until its expiry date.

Damaged tickets

A damaged ticket is one that is visibly damaged or has become invalid through:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- being covered in dirt or other foreign substance;
- damage that exceeds normal wear and tear.

Generally, a damaged ticket that is unreadable may be replaced where it is possible to verify the issue of the original ticket with the issuing station and a Declaration Form is completed detailing the circumstances. The damaged ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

Medical or change of travel circumstances

Application for V/Line refunds on medical grounds or because of a change in travel circumstances can be made at a V/Line ticket office or V/Line staffed stations. Customers must bring copies of any documentary evidence that supports their application for special consideration.

Severe service disruption and customer compensation code

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

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

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

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

V/Line's performance figures are published online at **vline.com.au**.

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. For further details contact the PTV call centre on **1800 800 007**.

Special consideration

Applications can be made at the ticket office of staffed V/Line stations. Customers must bring copies of any evidence that supports the application for special consideration.

Lost or stolen tickets

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

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

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

For regional Student Passes the customer should return to the location it was purchased from to apply for a replacement.

Refund procedures

Refunds are available from staffed V/Line stations only. An application form is not required, but a refund slip must be signed by the customer.

No refund, allowance or compensation will be granted for:

- changes of timetable, reduction of services or reduction of fares during the period covered by the ticket;
- customers paying full fare who produce a valid concession card after travel has commenced or has been completed;
- disruption of services where V/Line has provided alternative or substitute transport services;
- tickets marked 'departmental';
- tickets issued in exchange for a voucher;
- tickets issued free;
- tickets that were paid for by personal cheque where notification of clearance has not been received;
- any discounted ticket stipulated in the Victorian Fares and Ticketing Manual or associated information alert as non-refundable.

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

For further assistance, phone the Main Booking Office, Southern Cross Station on **(03) 9619 2187.**

Compensation

Customers holding a valid Date-to-Date V/Line ticket outside of the myki commuter area, may be eligible for compensation if an operator falls below service performance under their Customer Charters. For further details, contact the PTV call centre on 1800 800 007.

Surrendered tickets

The conditions under this heading apply if a ticket is surrendered in compliance with a request made under regulation 21 of the Transport *(Compliance and Miscellaneous) (Ticketing) Regulations 2017.*

In the conditions under this heading, "enforcement activity" means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of the ticket surrenders the ticket to an Authorised Officer while travelling on a passenger vehicle, 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.

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

(a) a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or

(b) all enforcement activities to which the ticket is relevant are concluded.

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

- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a compulsory ticket area:
  - (a) the penalty specified in the notice is paid before a notice of final demand in respect of the notice is issued; or
  - (b) if the notice becomes the subject of a notice of final demand, the amount required to be paid under the order is paid.

– If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a 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.

– If the ticket was fraudulently or, in some other way, dishonestly obtained or used —

  (a) extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and

  (b) the ticket will not be returned —

  except as provided in the next succeeding dot point.

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

  (a) if the ticket has any remaining unused value, it will be returned to the original holder; and

  (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.

– If the enforcement activities culminated in a successful prosecution of the holder of the ticket, an order may be sought by or on behalf of the informant for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

– If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Transport within 28 days of the Court's decision:

  (a) if the ticket has any remaining unused value, it will be returned to the holder; and

  (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.

If an infringement notice was issued and either —

  (a) the penalty specified in the notice is paid before 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.

- If –
  (a) an infringement notice was issued; and
  (b) the infringement fine was registered with the Director, Fines Victoria; and
  (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 paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued, but later withdrawn and either —
  (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
  (b) an official warning is given to the holder of the ticket —

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

Other tickets

No replacements or refunds are available for other tickets.

Chapter 14:
Accessible transport

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

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

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

Access for people using wheelchairs and mobility aids

Metropolitan

Trains

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

Most metropolitan railway stations are wheelchair accessible and Premium stations have wheelchair accessible toilets. Customers should phone the PTV call centre on **1800 800 007** to enquire about particular requirements such as obtaining assistance from station staff at Premium stations or travelling in large groups.

Trams

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

Buses

Over 80 per cent of Melbourne's bus services are wheelchair accessible, including SkyBus. The driver deploys a manual ramp from the door at the bus stop kerb.

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

Regional

V/Line trains and coaches

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

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

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

PTV encourages customers who require accessible travel to plan their journey in advance by calling the PTV call centre on **1800 800 007** at least 24 hours before travel.

Regional town buses

Certain regional town bus routes are operated with low-floor buses. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers should contact the relevant operator to find out which services are operated with low-floor buses.

Mobility aids – regional and metropolitan services

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

- fit within an allocated space of 1300mm (length) x 800mm (width);
- be no more than 750mm wide at a height 300mm above the ground to fit between the wheel axles of a bus;
- have anchor points if the journey is on a V/Line coach.

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

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

Assistance animals

Guide dogs, guide dogs in training, hearing guide dogs and animals identified by an Assistance Animal Pass or an interstate assistance animal accreditation are permitted to travel on all public transport services. All other animals travel subject to conditions in Chapter 15.

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

The Assistance Animal Pass has been developed to assist people with an ongoing disability who are unable to use public transport without an assistance animal.

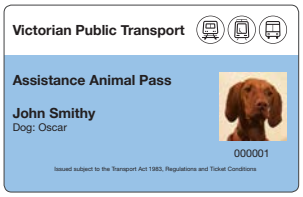
The Assistance Animal Pass is only issued to people who can demonstrate their animal has been trained as an assistance animal which alleviates the effects of their disability.

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

- Mobility Support Animals: trained to help people with physical disabilities who use wheelchairs or have difficulty moving;
- Medical Alert Animals: trained to assist their handlers before and during a medical emergency such as epilepsy, changes in blood pressure or blood sugar;
- Psychiatric service animals: trained to provide support to people with psychiatric disabilities such as Post-Traumatic Stress Disorder, anxiety and panic attacks.

For more information contact the PTV Hub on (03) 9027 4930.

Note: If travelling on V/Line services a seat must be booked for the assistance animal. Assistance animals travel free.



For all other animals, refer to Chapter 15.

Chapter 15:

Bicycles, animals and luggage

Dangerous goods

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:

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

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

Metropolitan trains

Bicycles (including battery operated bicycles) can be carried free on metropolitan trains at any time. Cyclists must not, at any time, board at the first door of the first carriage, or store a bicycle in the area adjacent to this door, as this area is designated for customers with mobility aids. Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

Only folding bicycles are permitted on rail replacement bus services.

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

V/Line trains

Bicycles can be carried free on V/Line trains subject to availability of space. On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor. V/Line trains have limited space for bicycles. If a V/Line conductor determines that there is not sufficient room to carry a bicycle on a V/Line train, it will not be able be able to be carried on that train. Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

Bicycles are permitted on rail replacement bus services, but must be loaded and unloaded by the owner, and are carried at the owner's risk.

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

V/Line coaches

Bicycles are not permitted on these services. The exceptions are, if space is available:

- on coaches used to replace V/Line train services; and
- on coach services equipped to carry bicycles on which a V/Line name or logo is affixed or displayed.

Please see V/Line's website, **vline.com.au**, for a list of applicable services. Bicycles will be accepted on a first-come first-served basis only.

Folding bicycles are permitted on all services.

Note: the owner of the bicycle is to load/unload it to/from the coach. Bicycles are carried at the owner's risk.

Trams, metropolitan buses and regional town buses

Bicycles are not permitted inside these vehicles, at any time, including buses used to replace train services, with the exception of folding bicycles.

Buses fitted with external bike racks on the routes listed below are able to accommodate bicycles:

Metropolitan routes

- 510 (Essendon to Ivanhoe) and
- 512 (Strathmore to East Coburg) and

Regional routes

- 70 (Bendigo Railway Station to Strathfieldsaye) and
- Cowes to Anderson to Wonthaggi

Use of external bike racks is on first come first serve basis. Customers must load and unload their own bicycles.

Folding bicycles

Folding bicycles can be carried free on metropolitan trains, trams and buses, V/Line trains and coaches, and regional town bus services at any time.

Folding bicycles must be folded before boarding when using metropolitan bus or tram and V/Line coach.

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

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. When folded, bicycles must not exceed the dimensions of 82cm long x 69cm high x 39cm wide and have wheel rims no more than 20 inches (51cm) in diameter.

Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions above regarding bicycles on public transport.

Failure to comply with the above restrictions may constitute an offence against the *Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015*.

Bicycle lockers

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

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

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

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

Bicycle cages

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

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

For further information on bike cage locations and use contact Bicycle Network Victoria on **1800 639 634** or visit **bv.com.au**.

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

Surfboards

Metropolitan and regional town services

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

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.

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

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

V/Line

Surfboards can be carried free of charge on V/Line trains, if there is space available. Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

V/Line coaches do not carry surfboards, surf skis, sailboards, canoes and similar items.

However, surfboards and boogie boards may be carried on coach services along coastal routes subject to available space on the day of travel. Customers are to be aware that this applies to both the forward and return journeys.

Call the PTV call centre on **1800 800 007** for further information.

Luggage on V/Line services

The luggage allowance on V/Line train and coach services is 30kg per customer (one item up to 20kg) plus one item of hand luggage.

On V/Line trains, customers' luggage can be stowed in overhead racks above the seats and in the luggage rack at the end of each carriage. On V/Line coaches, luggage can be stowed in overhead racks above the seats or in the luggage space underneath the coach.

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

Customers are advised to keep their hand luggage with them at all times when travelling and to carry all personal medication, keys and valuables including laptops and electronic devices, in their hand luggage.

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

Checked luggage

A checked luggage service is available for some V/Line train services (on the Bairnsdale, Shepparton, Albury, Swan Hill and Warrnambool lines). The service is only offered at and between some stations. For more details on which stations and train services offer a checked luggage service, please visit **vline.com.au** or call PTV call centre on **1800 800 007**.

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

Customers must clearly label all luggage with their name and address, their destination and the date and service they are travelling. All previous luggage tags must be removed.

Luggage can only be sent to the customer's destination. If that location is unstaffed, the customer must collect the luggage as soon as it arrives.

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. V/Line will only return the luggage if sufficient evidence of ownership is provided.

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

Checked luggage will not operate on coaches replacing train services during planned disruptions.

Liability and insurance

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:

- 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;
- the luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item.

Customers are advised to lock and clearly label all luggage with their name and contact details.

V/Line is not liable for any loss, damage or delay to any luggage on board its trains or coach services (see exception for checked luggage above), including luggage stored in coach luggage compartment and items such as bicycles, surfboards, sporting or camping equipment. Customers who require cover for loss, damage or delay to luggage should obtain appropriate travel insurance.

Prams, shopping jeeps and golf buggies

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

Motorised vehicles

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

Electrically-driven mobility aids (such as wheelchairs and scooters) and bicycles are permitted on public transport, but must conform to the dimensions given in Chapter 14 of this manual.

Animals

Guide dogs, guide dogs in training, hearing guide dogs and animals identified by an Assistance Animal Pass or an interstate assistance animal accreditation are permitted to travel on all public transport services (see Chapter 14). All other animals travel only if permitted by and subject to the conditions below.

Metropolitan services

Dogs that are muzzled and on leads are permitted on metropolitan trains only.

It is strongly advised that customers with dogs do not travel on weekdays between 7am and 9am or between 4pm and 6pm.

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

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

Other animals are not permitted.

Owners must clean up any mess created by their animals.

V/Line services

Other animals are not permitted to travel on V/Line coach services (including rail replacement coach services).

Small animals (including cats and dogs) are permitted to travel on all V/Line train services in a suitable container.

It is recommended that the container:

- is of a suitable size for the animal being carried
- provides suitable ventilation for the animal
- is secure to contain the animal for the duration of the journey
- is clean.

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

It is strongly advised that customers with small animals in suitable containers do not travel on weekdays between 7am and 9am or between 4pm and 6pm.

Owners must clean up any mess created by their animals.

Food and beverages

V/Line trains

Customers may bring their own food and non-alcoholic drinks on board V/Line trains but must be mindful of other customers and avoid strong smelling food.

V/Line coaches

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

Bicycles and animals on rail replacement services

Metropolitan rail replacement bus services

Only Assistance Animals (see Chapter 14) and animals in a suitable container are permitted.

No other animals are permitted.

Only folding bicycles are permitted on these services.

V/Line rail replacement bus/coach services

Only Assistance Animals (see Chapter 14) are permitted on these services.

No other animals are permitted (even if in a suitable container).

Bicycles are permitted on these services, if the bus or coach is equipped to carry bicycles and space is available.

Bicycles must be loaded and unloaded by the owner, and is carried at the owner's risk.

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Chapter 16:

Ticketing procedures and infringement notice process

Customer obligations

Customers who observe or experience bus drivers, conductors or other staff accepting money without issuing a ticket or topping up a myki are requested to report this to the PTV call centre on **1800 800 007** for further investigation.

Bus driver obligations

Bus drivers are required to sign on with their shift details to the ticketing system, if present, as they leave the depot and sign off at the end of their shift.

Bus drivers are not permitted to accept money without issuing a valid ticket or issuing or topping up a myki. If a customer pays for their ticket and does not take it, the driver must call them back and give it to them. If the customer declines to accept the ticket the driver must leave it in their change tray until the customer leaves the bus, when it can then be discarded.

Tram driver obligations

Tram drivers are responsible for signing onto the ticketing system when they enter the tram. This should occur before leaving the depot to ensure the ticketing equipment is operational. Drivers must not sign off before arriving at their final destination or depot.

Authorised Officers

Authorised Officers are persons are employed to perform statutory duties and functions under the *Transport (Compliance and Miscellaneous) Act 1983* (the Act).

Authorised Officers are trained in relevant law and procedures, must pass a stringent probity check and satisfy the qualification requirements before being authorised by the Secretary.

Where a person is detected by an Authorised Officer travelling on public transport without a valid ticket, and the person has had a reasonable opportunity to purchase a ticket and/or top up a myki and/or touch on, the Authorised Officer may inform the person that they intend to report the matter to the Department of Transport. If this happens, that the person may receive an official warning or infringement notice in the mail.

Report of non-compliance

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

Where a person is reported for a ticketing and/or a behavioural offence, the Authorised Officer must inform the person in clear terms what offence the officer believes the person has committed.

Authorised Officers are empowered under section 218B of the Act to request and verify the name and address given by a person who the officer reasonably believes to have committed an offence.

If a person is requested to state their name and address, and the person fails or refuses to give their name and address or gives false details, that person is committing another offence.

The Authorised Officer may also request the person to provide evidence of the correctness of the name and address provided.

Infringement notice procedures

The Department of Transport undertakes the enforcement functions relating to the Conditions, including the issuing and management of infringements.

Upon receiving an infringement notice a person has 28 days (from the notice date) to deal with the matter. If the penalty amount is paid within 28 days, the matter is finalised and no further action is taken.

If the penalty amount is not paid within 28 days, a Penalty Reminder Notice is generated and sent to the same address to remind the alleged offender of the overdue payment. The Penalty Reminder Notice adds additional costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 21 days from the date of the Penalty Reminder Notice.

If a person wishes to pay the penalty but because of genuine financial hardship, cannot afford to pay it in one payment, they are encouraged to contact the Department of Transport who may grant an extension of time to pay. The Department of Transport system does not allow for part payments – the whole amount must be paid to finalise the matter. The Department telephone number for infringement payment enquiries is **(03) 9200 8111**.

The person may also apply to the Director, Fines Victoria for a payment arrangement to make payments by instalments or may request that the Department refer the infringement to the Director, Fines Victoria for management by a payment arrangement.

Where no contact has been made with the Department of Transport before the 21 day Penalty Reminder Notice period has expired, and the infringement notice remains unpaid, the matter is registered with the Director, Fines Victoria for enforcement.

Once the matter is registered with the Director, Fines Victoria, any enquiries about the matter must be directed to Fines Victoria.

For such enquiries, or for more information about other options available to deal with infringement notices, please call Fines Victoria on **(03) 9200 8111** or visit **fines.vic.gov.au**.

Unpaid infringement notice matters for children are handled by the Children's Court. For enquiries please call **(03) 8638 3300**.

The Work and Development Permit scheme is an initiative to provide vulnerable and disadvantaged people with a non-financial option to address their fine debt, allowing an eligible person to work off their fine debt by participating in certain activities and treatment.

The Family Violence Scheme is a specialised scheme to support people affected by family violence within the fine system. The scheme allows people to apply to Fines Victoria to have their infringement fines withdrawn if family violence substantially contributed to the offence or it is not safe for them to name the responsible person.

Paying a fine

Customers can pay the fine in full:

- in person at any post office;
- by phone on **1300 303 505**;
- online at Post Billpay;
- by mail: detach the payment section of the fine. Send it with a non-negotiable cheque or a money order (do not send cash) to:
  Department of Transport
  GPO Box 2392
  Melbourne VIC 3001.

Objections to infringement notices

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to:

Department of Transport
Case Review Team
Public Transport Regulatory Operations
GPO Box 2392
Melbourne VIC 3001

or by email to **ptro@ecodev.vic.gov.au** and should include:

- infringement number;
- customer's name;
- customer's address (if changed since the infringement);
- reason for review;
- contact telephone number.

Upon receipt of a request for review, the infringement process is put on hold, which means the 28 day period is suspended until a decision is made whether to uphold or reject the appeal.

If not satisfied with the decision, a person may elect to have the matter taken before a Magistrate. A person may also elect to have the matter dealt with in Court without the appeal process taking place, by notifying the Department of Transport on receipt of the infringement notice.

Chapter 17:

myki terms of use

General conditions

A myki ('the Card') is issued and must be used subject to the conditions contained in this manual as amended, replaced, consolidated or re-enacted from time to time.

The Card may only be used to obtain or prove an entitlement to use a public transport service to which the conditions in this manual apply ('Public Transport Service'). Subject to all applicable conditions contained in this manual and in the regulations under the *Transport (Compliance and Miscellaneous) Act 1983*, the Card may be used for these purposes by:

(a) doing one or more of the following:
    (i) paying money to PTV and having that amount recorded in the account associated with the Card ('Card account') and as stored value ('Value') on the Card for the purpose of using Value to pay for public transport services;
    (ii) paying directly for a public transport service and having the authority to use the public transport service ('Product') recorded on the Card;
    (iii) having a free travel pass to which the cardholder is entitled recorded on the Card; and
(b) touching on and touching off the Card in accordance with the conditions contained in this manual.

Where a cardholder makes a payment from Value on the Card in accordance with the conditions contained in this manual, the amount of the payment will be deducted from that Value. Value and Product may only be added to the Card by such means as are specified in this manual.

The Card is and remains the property of PTV. PTV or its authorised representatives may inspect, deactivate, suspend or take possession of the Card or require its return at any time in their discretion without notice to the cardholder or any account holder and the cardholder and any account holder must comply with any directions of PTV or its representatives in this regard. The cardholder and any account holder must not alter, tamper or interfere with the Card or knowingly use a defective Card.

Transactions which would result in the Value on the Card exceeding the maximum amount specified in this manual will be rejected. The Card may not be able to be used if the Value falls below the relevant minimum amount specified in Chapter 8 of this manual.

If PTV, in its absolute discretion, allows the Card to operate with a debit (negative) Value balance, the cardholder or, in the case of a registered myki, the account holder, must pay PTV any debit (negative) balance on the Card upon request by PTV and any Value subsequently added to the Card will be applied first by PTV to any debit (negative) balance.

The cardholder or any account holder, as is applicable, is liable to pay the fees and charges as published in this manual from time to time. The applicable fees and charges may be deducted from the Value on the Card.

Unless the Card is a registered myki, any person presenting the Card may redeem Value on the Card for money (less any amounts owed by the cardholder or any account holder to PTV), subject to complying with any applicable conditions specified in this manual. PTV is entitled to reject an application to redeem Value on a Card if there has been a material breach of the conditions contained in this manual.

Unclaimed monies

Until five years after the last use of the Card or the last activity on the Card Account not initiated by PTV, PTV will hold all money representing Value on the Card unless, before that time, the Value is redeemed in accordance with the conditions contained in this manual. 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 that Act and will only be able to be claimed from the Registrar of Unclaimed Money.

Apart from the right to redeem Value in accordance with the conditions contained in this manual, neither the cardholder nor any account holder has any legal, equitable or other right or interest in relation to money representing Value on the Card. No trust or other fiduciary relationship exists between PTV and the cardholder or PTV and any account holder. PTV owns all data and expressions of that data resulting from, or in respect of, transactions generated or processed in relation to use or operation of the Card.

Any complaint about a public transport service must be raised directly with the operator. A complaint in relation to the Card or Card Account may be made by contacting PTV at **ptv.vic.gov.au** or by calling the PTV call centre on **1800 800 007**. If a complaint in relation to the Card 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**.

PTV's records are, in the absence of manifest error, conclusive of the amount of Value on the Card and any other matter in relation to the Card Account or the Card. PTV may adjust the Card Account or Card balance retrospectively if PTV reasonably believes that either of them is incorrect.

If any part of the conditions in this Chapter is invalid, the conditions are invalid only to the extent of such part without invalidating the remaining conditions.

Additional conditions for registration and registered cards

Upon request in the manner required by PTV, PTV will register a Card ('the Registered Card') subject to these Additional Conditions for Registration and Registered Cards.

If there is any inconsistency between these Additional Conditions for Registration and Registered Cards and the conditions in this chapter under the heading 'General Conditions', these Additional Conditions for Registration and Registered Cards will prevail to the extent of that inconsistency.

Each Registered Card must also have a person registered with PTV as an account holder ('the Account Holder'). The Account Holder will manage, and the cardholder will use, the Registered Card in accordance with the rights and obligations given to each of them under the conditions contained in this manual. An Account Holder may manage multiple Card Accounts. PTV is entitled to rely upon any instructions given by the Account Holder in relation to the Registered Card.

The cardholder or Account Holder must advise PTV as soon as possible if a Registered Card is lost or stolen. PTV will deactivate the Registered Card following notification by either the cardholder or the Account Holder that it is lost or stolen. If a Registered Card is lost or stolen, the cardholder or Account Holder has no liability in respect of that Card, or for any costs incurred using that Card, after the time the loss or theft of the Card is notified to PTV, other than any fees which apply.

Where a Registered Card has been lost or stolen, the cardholder or Account Holder may obtain a replacement Registered Card subject to complying with requirements in this manual, which, at PTV's discretion, may involve payment of a fee as specified in this manual.

Where a Registered Card has been replaced, PTV will, after deducting any amounts owed to PTV, transfer the Value and/or Product from the Registered Card which is being replaced to the new Registered Card. Any money payable by PTV in respect of the redemption of Value on a Registered Card will only be payable to the Account Holder.

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EMERGENCY EXIT
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Chapter 18:

Definitions and interpretation

Definitions

In this manual, the following definitions apply:

"account holder" means the person in whose name an account associated with a myki is registered and who has authority to manage that account.

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

The relevant text of section 208 reads:

– "authorised officer" means a person authorised by the Secretary under section 221A or 221AB.

"authorised person" has the same meaning as "authorised person (ticketing)" in regulation 5 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*.

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, the Head, Transport for Victoria or the Public Transport Development Authority for the purposes of these Regulations; or

(f) if a bus company is a natural person, that person.

"boundary tram stop" means:

(a) a tram stop designated by name and stop number on the Free Tram Zone Map in Chapter 9;

(b) Docklands Drive tram terminus;

(c) Elizabeth Street tram terminus;

(d) Marvel Stadium tram terminus;

(e) Victoria Harbour tram terminus.

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

The relevant text of section 3(1) reads:

"bus" means —

(a) a motor vehicle that has been built —

(i) with seating positions for 10 or more adults (including the driver); and

(ii) to comply with the requirements specified in the Australian Design Rules for a passenger omnibus (within the meaning of those Rules);

(b) a motor vehicle prescribed to be a bus;

(c) a motor vehicle which the Safety Director has declared to be a bus under section 7(1) —

but does not include —

*****

(e) a motor vehicle prescribed not to be a bus;

(f) a motor vehicle which the Safety Director has declared not to be a bus;

(g) a vehicle known as a Hummer;

Examples

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

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

The relevant text of section 2(1) reads:

– **"bus company"** means a person or body that is a party to a contract with the Crown or the Secretary on behalf of the Crown or the Public Transport Development Authority, for the provision of any transport services (including a service contract within the meaning of the *Bus Services Act 1995*) but does not include a person or body that is a passenger transport company.

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

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

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

The relevant text of section 2(1) reads:

– **"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.

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

"compulsory ticket area" or **"station paid area"** has the same meaning as in regulation 5 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*.

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 reader or a ticket barrier;

(iii) an area between a platform and any smartcard reader or ticket barrier that it is necessary to pass to gain access to the platform.

"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.

"Concession myki" means a myki that is a concession ticket within the meaning of paragraph (a) of the definition of that expression.

"concession ticket" has the same meaning as in regulation 5 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*.

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.

"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.

"Day Travel Pass" means the paper ticket specified in Chapter 12.

"Doncaster Park and Ride" means the bus stop at the site bounded by Doncaster Road, Hender Street and the Eastern Freeway known as the Doncaster Park and Ride and forming part of metropolitan bus routes numbers 207, 280, 282, 284, 285, 309, 907 and 908.

"entitlement to use a public transport service" has the same meaning as in section 2(1) of the *Transport (Compliance and Miscellaneous) Act 1983*.

The relevant text of section 2(1) reads:

– "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 Public Transport Development Authority or a bus company or a passenger transport company; and

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

"free tram zone" means, for each tram route specified in the Free Tram Zone Table in Chapter 9, the tramway between and including the boundary tram stops specified in that Table opposite the number of that route.

"free travel pass" means a product or document that authorises travel in a passenger vehicle and entry to a compulsory ticket area without charge.

"Government Gazette" means the Victoria Government Gazette.

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

"journey" or **"trip"** means:

(a) travel between two railway stations by train or any substitute mode of transport provided by the operator which must be continuous except for any breaks necessary for the sole purpose of changing trains or modes of transport; or

(b) continuous travel on a single tram or bus to a scheduled destination for that tram or bus, but, if the travel to that destination is not able to be completed on that tram or bus, includes travel on a replacement tram or bus provided by the operator.

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

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

"myki" or **"myki card"** has the same meaning as 'myki' in regulation 5 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017*.

The relevant text of Regulation 5 reads:

– 'myki' means a ticket that is a smartcard, as defined in section 208 of the Act, 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.

"myki check" means a machine which enables a customer to view the contents of their myki, including myki Money balance, myki Pass, transactions and travel history.

"myki machine" means a vending machine which sells Full Fare myki cards and permits the topping up of any myki with myki Money or a myki Pass.

"myki Money" means a dollar amount paid to PTV and recorded as value on a myki.

"myki Money balance" means the dollar amount recorded as value on a myki at any given time and includes a negative amount.

"myki Pass" means a pre-purchased product.

"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.

"myki retailer" means the place of business of a retail agent equipped to sell and top up myki cards.

"night coach network service" means a V/Line coach service, operated as part of the Night Network described in Chapter 4, that starts from Southern Cross railway station coach terminal and stops at railway stations to and including Waurn Ponds, Bendigo, Wendouree, Seymour or Traralgon.

"operator" means:

(a) Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) and KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074), each a passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983*;

(b) V/Line;

(c) a passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983* that has entered into a contract with the Secretary or PTV for the provision by that person of a service carrying customers by tram or train;

(d) a bus company.

"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 "Metropolitan bus routes extending outside the Melbourne metropolitan area" and "Night Bus network routes".

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

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

"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 contained in this manual.

"PTV Identification" or **"Public Transport Victoria ID"** or **"PTV ID"** means a card entitling the holder to rely on a concession ticket described in Chapter 3.

"Public Transport Authorities" means PTV and any agent, contractor or delegate of PTV including public transport operators.

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

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

"Public Transport Ticketing Body" means the State body established for the purposes of the *State Owned Enterprises Act 1992* by Order in Council made on 17 June 2003 and published in Special Government Gazette S119 on 17 June 2003.

''Public Transport Victoria" or **"PTV"** means the Public Transport Development Authority established under section 79A of the *Transport Integration Act 2010*.

"regional bus ticket" means a ticket specified in Chapter 11.

"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 'myki on the regional town bus network' in Chapter 9.

"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.

"retail agent" means a person (other than an operator) engaged as an agent of PTV in relation to the sale of myki cards and loading myki Money or myki Pass onto myki cards.

"secretary" means the Secretary to the Department of Transport.

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

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.

"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.

"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.

"suitable container", in Chapter 15, means a closed container that is designed specifically for the carriage of pets and is suitable for the pet being carried in the particular case.

"ticket" has the same meaning as in regulation 5 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017.*

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.

"ticket barrier" has the same meaning as in regulation 5 of the *Transport (Compliance and Miscellaneous) (Ticketing) Regulations 2017.*

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.

"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.

"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.

"train" has the same meaning as in Regulation 5 of the *Transport (Compliance and Miscellaneous)(Ticketing) Regulations 2017*.

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.

"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.

"Victorian resident" means a person who lives at a Victorian address and is an Australian citizen or permanent resident of Australia.

"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 *Transport (Compliance and Miscellaneous) Act 1983* or any passenger transport company under the *Transport (Compliance and Miscellaneous) Act 1983* that has entered into a contract with the Secretary or PTV for the provision of services carrying passengers by train and which operates predominantly country services under that contract.

"V/Line myki agent" means the place of business of a retail agent in regional Victoria (ie, outside metropolitan Melbourne) equipped to sell and top up myki cards, and make seat reservations on V/Line services.

"V/Line commuter train service" means a train service provided by V/Line operating on railway lines depicted as a myki zone on the Regional train myki zones map in Chapter 9.

"V/Line commuter train zone" means all railway stations specified on the Regional train myki zones map in Chapter 9 that have the same zone number between 3 and 13 inclusive printed beside the name of the railway station.

"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.

"V/Line ticket" means a ticket specified in Chapter 10 and a ticket specified in Chapter 12 under the heading 'V/Line services'.

"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 commuter train zone.

"Zone 1" means:

(a) for train services, all railway stations specified on the Melbourne Train Network map in Chapter 9 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 Chapter 9; and

(c) for bus services, the bus routes, or parts of bus routes:

  (i) specified as being in Zone 1 in the paragraphs and tables under the headings "Melbourne bus zones", "Metropolitan bus routes extending outside the Melbourne metropolitan area", "Other bus routes" and "Night Bus network routes" in Chapter 9; or

  (ii) depicted as being in Zone 1 on a map under the heading "myki on the regional town bus network" in Chapter 9; 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 Chapter 9 that have the zone number 1 printed beside the name of the railway station.

"Zone 2" means:

(a) for train services:

  (i) all railway stations specified on the Melbourne Train Network map in Chapter 9 that have the zone number 2 printed beside the name of the railway station; and

  (ii) all railway stations specified on the Regional train myki zones map in Chapter 9 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 Chapter 9 —

  – Route 75 to Vermont South – Camberwell Rd south-east of Bourke Rd (Camberwell Junction) and Burwood Hwy to the end of the route;

  – Route 86 to Bundoora – Plenty Rd north-east of Tyler St, Preston to the end of the route;

  – Route 109 to Box Hill – Whitehorse Rd east of Balwyn Rd, Balwyn, to the end of the route; and

(c) for bus services, the bus routes, or parts of bus routes:

  (i) specified as being in Zone 2 in the paragraphs and tables under the headings "Melbourne bus zones", "Metropolitan bus routes extending outside the Melbourne metropolitan area", "Other bus routes" and "Night Bus network routes" in Chapter 9; or

  (ii) depicted as being in Zone 2 on a map under the heading "myki on the regional town bus network" in Chapter 9; 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 Chapter 9 that have the zone number 2 printed beside the name of the railway station.

Tramways

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

Part of a journey

If, in accordance with a provision of this manual, a ticket can be used, and is being used, for part only 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.

Effect of valid ticket

For the purposes of this manual:

(a) if a ticket is valid for a person's journey, the ticket authorises that journey; and

(b) if a ticket is valid for a person's entry to a compulsory ticket area, the ticket authorises that entry to the compulsory ticket area.

Purchasing or buying a myki

In this manual, any reference to purchasing or buying a myki is a reference to purchasing or buying the right to use the myki for the purposes specified in the manual. At all times myki cards remain the property of PTV (see Chapters 2 and 17).

Topping up or loading myki Money or myki Pass

In this manual, in respect of myki Money, the process of paying money to PTV and having the amount paid recorded as a value on the myki card is referred to as "topping up" or "loading" myki Money.

In respect of myki Passes, the process of paying money to PTV and having the product purchased recorded on the myki card is referred to as "topping up" or "loading" a myki Pass.

In this manual, the above processes are also referred to as "top up", "topped up", "load" and "loaded".

Public transport day

For the purposes of this manual, 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 3am and ending at the following 3am; and

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

Travelling within a zone or zones

For the purposes of this manual, to **"travel in a zone"** or **"travel within a zone"**:

(a) in relation to Zone 1 or Zone 2, 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, 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 commuter train zone, 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 commuter train zone, 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 commuter train zone, 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.

For the purposes of this manual, the number of V/Line 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.

Zone overlaps

For the purposes of this manual, a zone overlap is 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.

For the purposes of a customer's travel, which zone applies depends on whether the customer is travelling to, or from, or entirely within, the zone overlap.

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.

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.

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.

References to chapters

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

2019 Public holidays

For the purposes of this manual a reference to public holidays refers to the following days:

Tuesday	1 January	New Year's Day
Monday	28 January	Australia Day (in lieu of Saturday 26)
Monday	11 March	Labour Day
Friday	19 April	Good Friday
Saturday	20 April	the Saturday before Easter Sunday
Sunday	21 April	Easter Sunday
Monday	22 April	Easter Monday
Thursday	25 April	ANZAC Day
Monday	10 June	Queen's Birthday
Friday	27 September	Friday before the AFL Grand Final
Tuesday	5 November	Melbourne Cup Day (metropolitan only)
Wednesday	25 December	Christmas Day
Thursday	26 December	Boxing Day

Interpretation

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

(a) words importing the singular include the plural and vice versa;

(b) words importing a gender include any gender;

(c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;

(d) a reference to a chapter is to a chapter of this manual;

(e) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;

(f) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;

(g) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assignees; and

(h) a reference to an operator includes an operator's officers, employees, contractors, agents or other representatives.

Contact information

Public Transport Victoria (PTV)

Customer feedback **1800 800 007**

Level crossing failures:

Metro **1800 001 050**

V/Line **1800 013 007**

TTY **(03) 9619 2727**

Website **ptv.vic.gov.au**

Address
Public Transport Victoria
Customer Relations
PO Box 4724
Melbourne, VIC 3001

PTV Hubs

Southern Cross Station, Spencer Street

750 Collins Street, Docklands **(03) 9027 4930**

Marketplace, Bendigo

Westfield, Geelong

Metro

Customer feedback **1800 800 007**

Website **metrotrains.com.au**

Lost property (Mon – Fri, 8am – 5pm) **(03) 9610 7512**

Yarra Trams

Customer feedback **1800 800 007**

Website **yarratrams.com.au**

V/Line

Customer information **1800 800 007**

Website **vline.com.au**

Lost Property (6am – 10pm) **(03) 9619 2588**

Public Transport Ombudsman

Telephone **1800 466 865**

TTY contact National Relay Service and quote **1800 466 865**

Website **ptovic.com.au**

Public Transport Infringement enquiries

Department of Transport

Infringement Administration **1300 135 066**

Telephone payments **1300 303 505**

Lost fines **1300 135 066**

myki mailbox

myki mailbox

PO Box 4318

Melbourne VIC 3001

For more information visit **ptv.vic.gov.au** or call **1800 800 007**.

If you are deaf, or have a hearing or speech impairment, you can contact us directly or through the National Relay Service and request to call **1800 800 007**.

For other languages visit **ptv.vic.gov.au/languages** or call **9321 5450**.

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