

Bus travel made easy for school students

Make the most out of travelling on any GO Wellington, Valley Flyer or Runcimans bus service

January 2010

Bus travel is a convenient, reliable and safe way to travel to school and child fares are available to all students.

How do I pay?

You can pay by cash or with a Snapper card on any GO Wellington, Valley Flyer or Runcimans bus service.

What will it cost me?

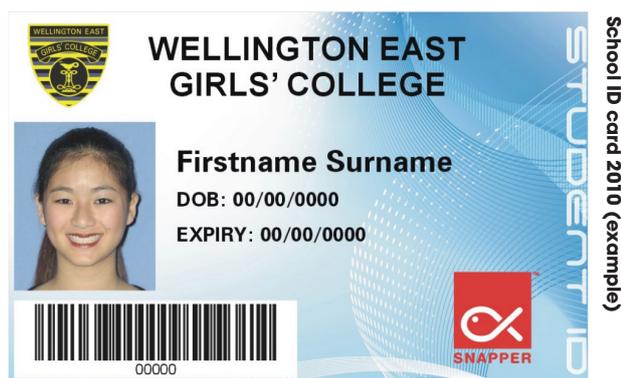
How much you pay depends on the number of fare zones you travel through, whether you have a student ID and if you pay by Snapper.

Snapper makes bus travel easy!

Snapper is a smart card that you can use to pay for your bus fare on any GO Wellington, Valley Flyer and Runcimans bus service. Snapper cards are available online or from any Snapper retailer.

For students, a universal Snapper/student ID card is being introduced across some Wellington schools in 2010. This will make it even easier to use the bus.

If you receive a universal Snapper/student ID card, it will have your school's name and logo, your details, your photo and an expiry date printed on it.



If you receive a standard student ID card, you'll need to show this to the driver or inspector if you are asked to prove that you qualify for a child concession fare.

Child and student fares

Children under 5 years of age

If accompanied by a fare paying passenger, children under the age of 5 travel for free.

Students - 5 to 11 years of age

School students aged from 5 to 11 pay a child fare.

If paying by Snapper, it will be a Green Snapper and they will get an additional 20% discount.*

Students - 11 to 17 years of age

Students over the age of 11 also qualify for a child concession fare.

If using Snapper it will be a Red Snapper. Red Snappers are pre-programmed to charge an adult fare. However, if in full-time education, students with a Red Snapper can qualify for the same child concession fare as a Green Snapper, including the additional 20% discount*.

Snapper makes this happen by loading your date of birth onto the card's memory. This is called 'age-enabling' or 'electronic personalisation'. The card then becomes your personalised Snapper and shouldn't be used by anyone else. While you are in full-time education, you'll be charged a child fare until you turn 18.

You can have your Red Snapper age-enabled at any of the following Snapper Service Centres. You'll need to bring ID including proof of your date of birth and school attendance.

Upper Hutt iSite:	Ground Floor, 84-90 Main Street, CBD Towers
Hutt City iSite:	25 Laings Road, The Pavillion, Lower Hutt
Valley Flyer Waterloo:	Waterloo Interchange, Waterloo, Lower Hutt
Snapper Services HQ:	Level 3, 33 Cuba Street, Wellington
Kilbirnie Bus Depot:	45 Onepu Road, Wellington

Best value Fare options

Monthly Passes

The best fare option for school children who make the same journey regularly are monthly or term passes (Bus King - GO Wellington, Hutt Valley Monthly - Valley Flyer, Runcimans Term Pass). School students without a pass are required to pay a child fare.

Bus King and Hutt Valley Monthly are sold as a plastic visual pass, whilst a Runcimans' term pass will be loaded onto your Snapper.

Stored Value on Snapper

Snapper is another cost effective fare option. It's cheaper than cash because it gives you an automatic 20% discount off the cash price of a single adult or child fare*. Your Snapper can be topped up online or at retailers displaying the Snapper sign. It can't be topped up on the bus.

Cash

All school students are entitled to a child concession fare when paying by cash. Secondary school students aged 16 to 19 must be in school uniform or present a current school photo ID to qualify for the child concession fare when paying by cash.

School Buses

School buses offer a convenient and safe way to travel to school, and child concession fares are available for all students travelling on any GO Wellington, Valley Flyer and Runcimans dedicated school bus service.

Where can I get a Snapper?

Red and Green Snappers are available at retailers throughout central Wellington and the Hutt Valley displaying the Snapper sign.

Visit snapper.co.nz for the latest list of Snapper retailers.

Your Snapper will cost you \$10, to purchase.

Protecting your Snapper card

First register your Snapper online at snapper.co.nz or call Snapper on 0800 555 345.

If your Snapper is registered and it is lost or stolen, simply call Snapper on 0800 555 345 to hot-list your card.

When a Snapper is hot-listed it can no longer be used on the bus or to make retail purchases. Snapper can then transfer any remaining balance from the lost or stolen Snapper onto a replacement card. A Snapper is protected as soon as it is hot-listed, but it can take up to 3 days to refund your balance after it is hot-listed.

Snapper users must register their Snapper to be able to protect their card via hot-listing.

Frequently asked questions

What is Metlink?

Metlink is the regional transport brand for Greater Wellington. You can find everything you need to know about getting around Wellington on buses at metlink.org.nz.

The Metlink Journey Planner on the website makes every trip easy by helping you find the right bus. Simply choose where you want to leave from, where you wish to go and when you wish to travel. The Journey Planner will advise what routes are available, and provide times, fares and maps for your trips.

What is a zone fare?

Most bus cash fares are charged on the distance you wish to travel. Journeys are divided into zones. The number of zones travelled is used to calculate the fare charged. Zonal boundaries are set at specific points along a bus route. If your journey travels across a zonal boundary then the fare increases. For instance if you were to make a journey from Wellington Central to Strathmore you travel 3 zones.

To find out more, use the journey planner at metlink.org.nz or call 0800 801 700.

How can I find out which bus to catch?

Most schools have a local school bus service. Visit the Metlink Journey Planner at metlink.org.nz and tick the school bus option at the bottom. You can also contact Metlink on 0800 801 700 for assistance.

How do I know which bus stop to use?

Buses usually stop approximately every 400 metres at posted signs. At major stops, bus route and timetable information signs show the numbers, names and descriptions of buses that stop there.

How do I make sure I catch the right bus?

The destination sign above the windshield shows the route number and destination. If the bus approaching your stop is the one you want, remain on the curb and indicate to the bus driver with a clear wave of your arm that you intend to board.

Can I eat, drink or smoke on the bus?

It's important to us that all passengers travel in comfort. For that reason, no eating, drinking or smoking is allowed on buses at any time.

What should I do if I have lost or found something on a bus?

If you've left something on a bus, call the operator of the service you were on. You'll find lost property contact details on your bus ticket if paying by cash. If you find something on a bus, please hand it to the driver as soon as possible.

Where do I get timetable information from?

Timetables are available from your local ticket agent or visit metlink.org.nz and use the Journey Planner for specific timetable information.

Need to find out more?

Snapper	snapper.co.nz
Route, timetables & fares	metlink.org.nz
GO Wellington	gowellingtonbus.co.nz
Valley Flyer	valleyflyer.co.nz

