



CHAPTER 9

Refunds and replacement tickets

Refunds and replacement tickets

General Rules

The following general rules apply to refunds and replacement tickets for Metcard and V/Line tickets. Refunds and replacements are generally not available for tickets issued by other operators — please check with the operator for details.

Most Metcard refunds or replacements require a completed Metcard Refund Form. Forms and a reply-paid postage envelope are available from Connex Premium stations, The MetShop, selected Metcard retail agents and from the Metcard Helpline (1800 652 313). The Metcard Refund Form can also be downloaded from the Metlink website. In some cases, an administration fee of \$9.80 on refunds is applicable.

A refund or replacement may apply in the following circumstances:

- Unused Tickets
- Surrendered Tickets
- Defective Tickets
- Ticket Equipment Faults
- Mutilated Tickets
- Medical Condition and Change of Travel Circumstances
- Industrial Stoppage and Severe Service Disruption
- Special Consideration
- Lost and Stolen tickets

No refund is available for a purported Metcard that has not been electronically encoded, unless it can be determined that the absence of encoding has been caused by a Metcard equipment fault

Unused tickets

The ticket must not have been used or validated on any service.

Metcard

For unused 2 hour, 10 x 2 hour, Daily, Weekly, Monthly, Seniors Daily, 5 x Seniors Daily, 5 x Daily, City Saver Ticket, City Saver x 10, Sunday Saver, 5 x Weekend Daily, Off-Peak Daily and Group Traveller tickets:

- If a refund is required, the refund amount is equal to the price paid for the ticket, minus the administration fee. A Metcard refund form should be completed and posted to Onelink, enclosing the ticket.
- If the passenger requires replacement tickets, passengers may obtain replacement tickets from The MetShop provided the magnetic stripe can be read by a ticket reading machine. No administration fee applies, but the passenger must use the value of the ticket towards the purchase of other tickets of equal or greater value. Passengers may also obtain replacement tickets by mail from OneLink by completing and posting the Metcard Refund Application Form (no refund fee applies).

V/Line (All tickets)

Unused V/Line tickets may be exchanged for another date or refunded, provided they are presented to a V/Line booking office prior to the departure date printed on the ticket. No administration fee applies.

Surrendered tickets

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, “**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, he or she 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 designated area —
 - (a) 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; and
 - (b) the ticket will not be returned except as provided in the next succeeding dot point.
- 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 designated 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) 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; 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 an enforcement order in respect of the notice is made; or
 - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order 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 notice was lodged with the Infringements Registrar; and
 - (c) the notice was subsequently revoked by a Court; and
 - (d) under section 69 of the *Infringements Act 2006*, the matter is not referred to the Court —

and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice under section 69(3) of the *Infringements Act 2006* from the Infringements Registrar that the matter will not be referred to the Court —

- (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.

Defective tickets (Metcard only)

A ticket is defective if the magnetic stripe is unable to be electronically read, and the ticket has not been visibly damaged. If the ticket or magnetic stripe has been visibly corrupted or damaged, then please refer to the section on Mutilated/Damaged tickets. Defective tickets are exchanged for new tickets — no administration fee applies.

Unused valid tickets that cannot be validated (excluding 10 x 2 hour/5 x Daily/City Saver x 10/5 x Weekend Daily/5 x Seniors Daily)

Unused valid tickets that cannot be validated will be replaced for an identical ticket at no charge. Tickets can be returned to Onelink using the Metcard Refund/Replacement Application Form. Most unused tickets may be exchanged for new tickets at The MetShop.

10 x 2 hour, 5 x Daily, City Saver x 10, 5 x Weekend Daily or 5 x Seniors Daily

If a 10 x 2 hour, 5 x Daily, 5 x Weekend Daily or 5 x Seniors Daily ticket cannot be validated, it can be exchanged at the booking office of any Premium station or the MetShop. If no trips have been used, the ticket will be replaced. If the ticket has been used, then individual 2 hour, Daily, City Saver, Sunday Saver or Seniors Daily tickets will be provided for any unused periods on the ticket. For the 10 x 2 hour ticket, passengers will be issued a Daily ticket for the next 2 hour period and 2 hour tickets for the remaining unused periods on the ticket. City Saver x 10 tickets can only be exchanged at Premium stations in the City Saver area. For defective 5 x Weekend Daily tickets replacement Sunday Saver tickets will be issued. If this does not suit the customer (who may only travel on Saturdays) then the ticket will need to be mailed to Onelink Transit Systems using the Metcard Refund Application Form and a cheque refund will be sent.

Tickets unable to be validated with a visible expiration date within one month

Public transport passengers are required to take all reasonable steps to validate their Metcard correctly. However, if a defective Metcard was initially validated correctly and has a clearly visible expiration date less than one month away, then it remains valid for travel until the expiry date printed on the ticket and may be presented to staff for visual inspection when travelling. Passengers may choose to exchange defective Metcards at The MetShop for replacement Metcards. Weekly, Daily and Sunday Saver Metcards will be used to make up the remaining time on the Metcard (using the smallest number of Metcards possible).

Yearly Metcards unable to be validated

With Yearly Metcards purchased at a Station or the MetShop, the holder must take the defective Yearly Metcard back to the outlet from which it was purchased and complete a declaration form. The station or MetShop will issue two interim Weekly Zone 1 + 2 full fare Metcards. Paperwork and the defective Yearly Metcard are forwarded to OneLink, c/o The Stationmaster's Office, Flinders Street Station. Replacement tickets are then mailed to the holder, taking into account the two interim Weekly Metcards already provided.

For Yearly Metcards issued through a Commuter Club, the holder should contact their Commuter Club coordinator or visit the Stationmaster's Office at Flinders Street Station to arrange replacement. An interim Monthly Zone 1 + 2 Metcard will be supplied.

Victorian Student Passes

The passenger should return the Victorian Student Pass to the location it was purchased from for a replacement.

Ticket equipment faults (Metcard only)

In case of a Metcard equipment fault, passengers should complete a Metcard Refund Application Form and post it to OneLink for processing. No refund fee applies for Metcard machine faults. Passengers are requested to provide as much information as possible to assist in processing their claim.

Metcard machine faults may include:

- Metcards not issued;
- No change or incorrect change provided;
- Metcard printed with wrong date;

Applications are cross referenced against the Metcard central computer system which continually monitors ticketing equipment and records faults

Mutilated/damaged tickets

Tickets that are Mutilated/Damaged can become invalid through:

- Heat damage;
- Bent, punched through, torn or cut;
- Chewed;
- Water damaged;
- Covered in dirt or other foreign substance;
- Damage that exceeds normal wear and tear

Metcard

Refunds and replacements of mutilated and damaged Metcards can only be done via the Metcard Refund Application Form and posted to OneLink. If the passenger requests replacement Metcards, passengers will receive a combination of Metcards that equals or exceeds the amount of the refund calculated. An administration fee of \$9.80 is charged for mutilated and damaged Metcards and is deducted from the refund or the value of replacement tickets.

For Yearly Metcards the holder must return the mutilated/damaged Yearly Metcard to the issuing outlet and complete a declaration form. Yearly Metcards issued through the Commuter Club are to be returned to the Stationmaster's Office at Flinders Street Station. The holder will be issued interim tickets with the remainder mailed by OneLink.

V/Line

Generally, a mutilated ticket will be replaced where it is possible to verify the issue of the original ticket with the issuing station and a Declaration Form is completed setting out the circumstances. An administration fee of \$5 must be paid to replace a mutilated ticket. The mutilated ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

Medical conditions or change of travel circumstances

In certain circumstances, refunds and replacement tickets may be available for passengers who have experienced medical problems or a change in circumstances.

Medical

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

- the claim is accompanied by the ticket;
- the claim is accompanied by the doctor's certificate for the days claimed (statutory declarations are not accepted as proof);
- the passenger has missed at least three weekdays for weekly tickets, five weekdays for monthly, five days per month for date to date tickets or twenty weekdays for yearly tickets.

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

Change of Travel Circumstances

Only the following reasons are accepted for Change of Travel Circumstances.

- Change of home address;
- Change of place of employment/employer or school;
- Retrenchment;

Refund applications based on change of travel circumstances will only be allowed if the following conditions are met:

- the claim is accompanied by the ticket;
- only one change of circumstance is claimed;

The refund application must be supported by documentary evidence such as a letter from employer or school. Statutory declarations are not accepted as proof.

Metcard

The ticket should be forwarded to Onelink accompanied by a Metcard Refund Application Form and supporting documentation. The passenger should indicate if they are seeking a refund or replacement tickets. When travel circumstances have changed, the passenger should indicate the new combination of zones their replacement tickets should be valid for. An administration fee of \$9.80 may apply.

V/Line

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

Transferred Yearly Metcards

Yearly Metcards may be transferred to a different combination of Zone(s). An "Application for Yearly Ticket Zone Transfer Form" must be completed.

For transfer involving a higher fare pro-rata payment based on the difference in the fare must be paid at the issuing station/office (contact OneLink to obtain the amount payable). For transfer to a lower fare a pro-rata refund will be provided by OneLink Transit Systems.

Yearly Metcards issued through the Commuter Club transferred to a higher or lower fare must be returned to the Stationmaster's Office at Flinders Street Station. Yearly Metcards issued at stations or the MetShop must be returned to the place from which it is purchased.

Holders of Yearly Metcards applying for a transfer will be issued two interim Weekly full fare Metcards for Yearly Metcards issued at stations or the MetShop, or an interim Monthly Metcard for Yearly Metcards issued through the Commuter Club. The interim Metcards are to be available for the new zone(s) the transferred Yearly Metcard is to be available. The balance of replacement Metcards until the original expiry date will be mailed to the holder by OneLink.

An Administration Fee of \$9.80 applies and is added to the customer's pro-rata payment (higher fare) or deducted from the customer's refund (lower fare).

Severe service disruption and customer Compensation Codes

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.

Metropolitan trains and trams

Yarra Trams and Connex have developed special Compensation Codes under their Passenger Charters which allows passengers to be compensated when performance targets in relation to punctuality and reliability are not met.

The Yarra Trams and Connex Compensation Codes are available from their websites, www.yarratrams.com.au and www.connexmelbourne.com.au. Connex Compensation Claim Forms are available from all Premium Stations or on the Connex website. Yarra Trams Compensation Forms are available by calling **131 638**, writing to Yarra Trams or from the Yarra Trams website.

V/Line

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 average performance against targets is published monthly and posted at V/Line stations within 10 working days of the end of most months. V/Line performance figures are also published in their customer magazine Go V/Line.

All compensation claims must be made in writing to **Customer Relations, Reply Paid 5343, Melbourne, Vic 3001**. For further details contact V/Line's Customer Feedback line on **1800 800 120**.

Special consideration

Refunds may be provided in a very limited number of circumstances not covered by the above.

Metcard

Applications for Metcard refunds should be made using the Metcard Refund Application Form.

Passengers are requested to include copies of any documentary evidence that supports their application for special consideration. An administration fee may apply.

V/Line

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their 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, Yearly Metcards, reserved V/Line tickets and Date-to-Date V/Line tickets for which a duplicate ticket (or tickets) may be issued.

Metcard

Lost or stolen Student Passes or Yearly Metcards may be replaced with a duplicate ticket (or tickets) upon completion of the declaration form 'Application for Replacement Periodical Ticket' which must be completed and signed, with the signature witnessed by a Police Officer.

Applications for a duplicate ticket (or tickets) must be made at the place of issue of the original ticket. For Yearly Metcards issued through a Commuter Club, applications must be made at the Station Master's Office at Flinders Street Station. Declaration forms are available from any Premium station. A duplicate ticket fee of \$12.00 applies.

V/Line

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. A duplicate ticket fee of \$12.00 applies.

Refund procedures

Metcard

The majority of Metcard refunds and replacements need to be made using the Metcard Refund Application Form. A number of tickets can be submitted with a single refund form, but only one reason is allowed per claim. Refunds or replacements can only be considered if the following conditions are met:

- The refund form has been completed correctly, including signature
- A claim is submitted in writing no later than twelve (12) months after date of last validation of ticket (for used tickets)
- The sale of the ticket can be traced
- Ticket has not been reported lost, stolen or invalid
- If the calculated refund amount is a positive amount.
- If specific criteria listed in the preceding sections are met
- Documentary proof of claim is included, if required (eg. medical certificate)

An administration fee applies for refunds — with some exceptions. In circumstances where it is possible to get replacement tickets over the counter from The MetShop, photo identification is normally required for replacement tickets to be processed to protect against fraud. Any passenger who applies for a refund or replacement, and provides false or misleading information is subject to penalty, including an infringement notice and court action. The Metcard central computer system tracks ticket validations and equipment faults and is used in the assessment of refund applications to prevent fraud.

V/Line

Refunds are available from staffed V/Line stations. No application form is normally required, but a refund slip must be signed by the passenger.

No refund, allowance or compensation shall be granted for:

- Changes of timetable, reduction of services or reduction of fares during the availability of the ticket.
- Passengers 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.
- All metropolitan tickets (Metcards).
- Tickets marked 'departmental'.
- Tickets within the following categories:
 - 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 Fares and Conditions Manual or Associated Marketing News as non-refundable.

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

For information regarding the refund policy for specific fare types, refer to the relevant fare conditions page. For further assistance, phone the Chief Booking Clerk on **9619 2187**.