



CHAPTER 10

General and special
ticketing conditions

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Application of chapter

The conditions in this Chapter apply to all classes of tickets and all services unless otherwise specified.

V/Line and metropolitan tickets

Passengers holding valid Metcards are permitted to use Economy class V/Line services within Zones 1+2 when travelling to or from Ardeer, Deer Park, Rockbank, Melton, Diggers Rest, Sunbury, and Pakenham railway stations at any time.

However, where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed on the Viclink website (viclink.com.au). The Metcards of passengers boarding or alighting at stations in contravention of these restrictions are not, or cease to be, valid for travel on the relevant V/Line train service.

The preceding two paragraphs do not affect the travel entitlement of holders of Yearly, Monthly or Weekly Metcards who purchase V/Line extension tickets and rely on those tickets for their journey on a V/Line train service.

Extension tickets

Passengers must have a single valid ticket for their entire journey.

Exceptions to this are Yearly, Date-to-Date, Monthly and Weekly ticket holders who may use that ticket beyond the zone or locations for which the ticket is valid by purchasing a 2 hour, Daily or Single ticket for the additional zone or locations.

The 'extension ticket' 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. If the extension ticket is a Metcard, then it must be validated as soon as there is a reasonable opportunity during the journey or, if there is no reasonable opportunity during the journey, then it must be validated as soon as taking all reasonable steps will permit after the journey, in accordance with the conditions set out later in this chapter under the heading "Validation and Re-validation of Metcards".

Public holidays

For the purpose of ticket conditions, a reference to Public Holidays refers to the following days in 2009:

- Thursday 1 January (New Years Day)
- Monday 26 January (Australia Day)
- Monday 9 March (Labour Day)
- Friday 10 April (Good Friday)
- Saturday 11 April (Easter Saturday)
- Monday 13 April (Easter Monday)
- Saturday 25 April (ANZAC Day)
- Monday 8 June (Queens Birthday)
- Tuesday 3 November (Melbourne Cup Day – Metropolitan only)
- Friday 25 December (Christmas Day)
- Monday 28 December (Boxing Day)

Delayed/disrupted/replaced services

Where a passenger arrives at a railway station or a bus or tram stop to board the last service scheduled to depart prior to the expiry of a ticket, and the service is delayed or does not run, the passenger is allowed to travel on the next available train, tram or bus; even if it departs after the ticket has expired. When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

Overland and XPT services

Where V/Line tickets are accepted on the Overland and XPT train services, 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.

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 remains the property of that Body at all times.

Validity of tickets

General

A ticket is valid for a journey in a passenger service or an entry to a designated area if —

- (a) the fare for the ticket has been paid; and
- (b) either —
 - (i) in the case of a Metcard, the ticket has been correctly validated or re-validated in accordance with the conditions contained in this chapter and, except as specified in this chapter, the whole of the journey or the entry conforms with a journey or an entry electronically recorded on the ticket as being authorised by it; or
 - (ii) in the case of a ticket that is a smartcard, the whole of the journey or the entry conforms with a journey or an entry electronically recorded on the ticket as being authorised by it; or
 - (iii) in all other cases, 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.

Transfer of ticket

A ticket is valid for use only by the person who first uses the ticket for a journey or an entry and must not be transferred to another person unless otherwise specified in another chapter of this manual.

Defaced 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 a magnetic stripe or 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 —

- (a) has been altered, defaced or mutilated in any material particular; or
- (b) becomes, or has been made, illegible in any material particular.

Liability of operators

An operator whose passenger services are entitled to be used by a passenger is not responsible to that passenger 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 passenger, 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 passengers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a passenger 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 passengers.

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

A ticket issued by or on behalf of an operator or which an operator is required to accept is subject to any alteration which the operator may make to any passenger service to which that ticket relates during the currency of the ticket and the holder of the ticket 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 in a class 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 the *Transport Act 1983* and which replace the conditions contained in this manual, any ticket of that type issued, but not used, before the replacement conditions take effect, may then be used 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 designated area when the replacement conditions take effect. Any refund in relation to any unused travel to which the holder of a ticket 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 the Director may specify in a notice published in the Government Gazette in relation to that type of ticket.

Encoded information

If —

- (a) there is an inconsistency between the information electronically encoded on a Metcard and the information printed on that Metcard; or
- (b) the information printed on a Metcard becomes illegible as the result of fair wear and tear; or
- (c) no information or incomplete information is printed on a Metcard when the Metcard is issued or validated —

the information electronically encoded on the Metcard prevails or applies (as the case requires) unless other information available about the Metcard (for example, the place, date or time of purchase or the fare paid) indicates that the electronically encoded information is unreliable.

Validation and re-validation of Metcards

A Metcard must be —

- (a) validated for the first or only journey or entry to a designated area authorised by the Metcard; and
- (b) if the Metcard authorises more than one journey or entry to a designated area, re-validated for each subsequent journey or entry —

in accordance with the following paragraphs.

Validation and Re-validation off-vehicle

For a journey on a train (other than a train on which a ticket validating machine is located) or for an entry to a designated area, a passenger must validate or re-validate a Metcard which authorises that journey or entry before —

- (a) boarding the train; or
- (b) entering the designated area.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating device is not available —

- (a) the requirements set out in that paragraph do not apply; and
- (b) the passenger must take all reasonable steps to validate or re-validate the Metcard —
 - (i) on leaving the train; or
 - (ii) either before leaving, or on leaving, a designated area.

An operational ticket validating device is to be taken as being not available only if —

- (a) the ticket validating device nearest to where the passenger is to board the train or enter the designated area is not able to be operated (due to being faulty, shut down or inactive) so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating device which is able to be so operated; or
- (b) the passenger is unable to validate or re-validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated or re-validated on his or her behalf by a person accompanying him or her or by an authorised person.

However, special validation and re-validation conditions apply to some passengers using the Stony Point railway line.

If a passenger is travelling from a railway station on the Stony Point railway line to a railway station beyond Frankston, the passenger must validate or re-validate his or her Metcard when changing trains at Frankston and the above conditions apply as if the passenger's journey were commencing at Frankston.

If a passenger is travelling to a railway station on the Stony Point railway line from a railway station before Frankston, and the passenger had not been able to validate or re-validate his or her Metcard in accordance with the above conditions, the passenger must take all reasonable steps to validate or re-validate his or her Metcard when changing trains at Frankston as if the passenger's journey were ending at Frankston.

Validation and Re-validation on-vehicle

For a journey on a tram, a bus or a train on which a ticket validating machine is located, a passenger who is relying on a Metcard which —

- (a) requires validation after purchase and has not been validated; or
- (b) has already been validated —

and which on validation or re-validation would authorise that journey, must, after boarding the vehicle move without delay to a ticket validating machine and validate or re-validate the Metcard.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating machine is not available or because there is no reasonable opportunity to do so, the requirements set out in that paragraph do not apply and —

- (a) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because an operational ticket validating machine was not available, the passenger must take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle; or
- (b) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because there was no reasonable opportunity to do so, the passenger must —
 - (i) validate or re-validate the Metcard as soon as a reasonable opportunity to do so arises while the passenger is on board the vehicle; or
 - (ii) if no such reasonable opportunity arises, take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle.

An operational ticket validating machine is to be taken as being not available only if the ticket validating machine nearest to where the passenger boards the tram, bus or train is not able to be operated (due to being faulty, shut down or inactive) so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating machine which is able to be so operated.

Examples

Examples of where there is no reasonable opportunity to validate or re-validate a Metcard on board a tram, a bus or a train on which a ticket validating machine is located:

- (a) a ticket validating machine is inaccessible because there are so many people around the machine that the machine cannot be reached.
- (b) a person is unable to validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated on his or her behalf by a person accompanying him or her or by an authorised person.

Note: If a Metcard is purchased from a ticket vending machine located on a tram the Metcard is automatically validated and does not require further validation or re-validation for that journey

Validation and Re-validation after Journey or Entry

If a passenger validates or re-validates a Metcard on leaving a train, tram, or bus or a designated area in accordance with the preceding conditions, the Metcard is deemed to have been valid for the whole of the journey, or for the entry, which the passenger has just completed.

References on Metcards

A reference on a Metcard to "PTC Conditions of Use", "Conditions of Use", "Metcard Conditions" or "Metropolitan Ticket Conditions" is a reference to the conditions in this manual.