

*metro*CARD

Conditions of Use

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Government
of South Australia



Adelaide Metro

Contents

1.	Introduction	3
2.	Purchase a <i>metroCARD</i>	4
3.	<i>metroCARD</i> Protection	5
4.	Recharge a <i>metroCARD</i>	8
5.	Auto recharge a <i>metroCARD</i>	10
6.	Auto recharge set up	11
7.	<i>metroCARD</i> Transaction Records	13
8.	<i>metroCARD</i> Website Account	14
9.	Refunds and Replacements	15
10.	Cancel a <i>metroCARD</i>	18
11.	Seniors cards	19
12.	28-Day Pass product	20
13.	Visitor Pass product	21
14.	Cruise Ship product	22
15.	Bike cage product	23
16.	Tea Tree Plaza Car Park Product	25
17.	Privacy	27

1. Introduction

- 1.1. The *metroCARD* user is deemed to have accepted these conditions of use when using *metroCARD* on Adelaide Metro public transport services.
- 1.2. The *metroCARD* user must comply with:
 - these conditions of use
 - the *Passenger Transport Act 1994* and amendments
 - the current gazetted *Passenger Transport Regulations 2009 – Determination of Fares and Charges for Regular Passenger Services within Metropolitan Adelaide* and Adelaide Metro *metroCARD* reference material
- 1.3. The *metroCARD* may be used for travel on Adelaide Metro services, provided that:
 - the service is equipped with a *metroCARD* validator
 - the *metroCARD* has a sufficient balance for the journey
 - the *metroCARD* has not been cancelled or damaged
- 1.4. The *metroCARD* must be touched to a *metroCARD* validator at the start of travel on an Adelaide Metro service to successfully commence the journey.
- 1.5. Adelaide Metro will deduct a fare from the *metroCARD* every time the card is touched on at the start of a journey on an Adelaide Metro service. The *metroCARD* can be used to transfer within the two hour period after the *metroCARD* is first validated, excluding Seniors Cards validated during the free travel period as well as 2-Section *metroCARD*s.
- 1.6. The South Australian Government Privacy Policy is in place to control and safeguard access to, and use of, any personal information associated with *metroCARD*s.
- 1.7. Adelaide Metro may change these conditions of use and related material at its discretion. Updated conditions of use and related materials will be published on the Adelaide Metro website adelaidemetro.com.au and are also available by calling the Adelaide Metro InfoLine on 1300 311 108.
- 1.8. You can use your *metroCARD* on all Adelaide Metro bus, train and tram services. For further details visit adelaidemetro.com.au or call 1300 311 108.

2. Purchase a *metroCARD*

2.1. Locations

- Adelaide Metro InfoCentres
- *metroCARD* Agents
- Bus depots with customer service offices
- Off board vending machines

2.2. Fees

There is a non-refundable cost to purchase a *metroCARD*:

- Regular: \$5.00
- 2-Section: \$5.00 (Will require its own Regular *metroCARD* to use 2-Section)
- Concession: \$3.50
- Student: \$3.50
- Seniors: Free (refer to section 11 on Seniors *metroCARD*)

A minimum of \$5.00 in recharge must be added to the *metroCARD* at the time of purchase.

2.3. Ownership

The purchaser of a *metroCARD* becomes the owner.

The *metroCARD* must be produced for inspection upon request by a prescribed officer.

2.4. Expiry and Warranty

The *metroCARD* itself has no expiry date. However, the history and other functions may be subject to expiry.

Adelaide Metro provides a 3 year functional warranty from the date of purchase on all *metroCARDs*. A replacement *metroCARD* will only be issued free of charge where failure is due to a product fault.

metroCARDs need to be kept safe and not punctured, bent or exposed to extreme heat or radiation.

3. *metroCARD* Protection

3.1. Protect a *metroCARD*

A protected *metroCARD* is one attached to a *metroCARD* customer account. Protecting a *metroCARD* offers the following benefits:

- Balance transfer to a new *metroCARD* if lost, stolen or damaged (a new card fee applies)
- Option to set up Auto recharge (refer to section 5 on Auto recharge a *metroCARD*)
- Access to the *metroCARD* website

3.2. Customer details to protect a *metroCARD*

The following customer details are required to protect a *metroCARD*:

- Full name or organisation name
- Date of birth
- PIN (internal use only)
- A contact number
- Email address (optional; required for online access and Auto recharge)
- Customer address

3.3. Unprotected *metroCARD*

An unprotected *metroCARD* is anonymous. You do not need to supply any personal details to obtain and use an unprotected *metroCARD*. Unprotected *metroCARD*s do not have access to all *metroCARD* products and the balance will be forfeited if lost or stolen.

3.4. Locations to protect a *metroCARD*

Protection can occur via:

- Adelaide Metro website (please allow 24 hours after purchase to protect)
- Adelaide Metro InfoLine (please allow 24 hours after purchase to protect)
- Adelaide Metro InfoCentres

A *metroCARD* can be protected at any time, unless stated above.

3.5. Who can protect a *metroCARD*

Adelaide Metro defines the account holder as the person who the account is registered to.

metroCARDS may be protected by someone other than the purchaser. However the registered owner should be able to pass a privacy check before specific action on the account can be taken.

The account holder can activate a third party access (See section 3.8) Adelaide Metro does not encourage *metroCARD* accounts to be registered to minors if they are not the managing account holder or the credit card holder.

If Auto recharge is enabled then the email address and phone number recorded must be for the credit card holder. The *metroCARD* should be registered to the managing account holder and credit card holder.

3.6. Maximum Protection

You can protect a maximum of eight (8) *metroCARDS* per *metroCARD* account.

3.7. Change of Account Details

You can update your personal details other than the name of the registered account holder on the *metroCARD* website. You cannot use a third party access pin to logon to the website.

To change the registered account holder's name you will need to contact the Adelaide Metro InfoCentre or InfoLine and pass an identity check.

3.8. Third Party Access

By adding a PIN, you can allow limited third party access to your *metroCARD* account.

Prior to providing a third party access to your account customer service staff will perform an identity check.

Once the third party access is set up and an identity check is successfully completed, the third party can:

- Access account information including transaction history

- Perform *metroCARD* transactions excluding requests to cancel *metroCARDS* and remove *metroCARDS* from accounts

The third party cannot modify your account details as this could prevent you from accessing your account in future.

3.9. Removing *metroCARDS*

metroCARDS can be removed from the registered owner account after passing an identity check which excludes third party access.

metroCARDS which have Auto recharge may require to have the Auto recharge fully deactivated prior to removal of the *metroCARD*.

4. Recharge a *metroCARD*

4.1. *metroCARD* recharge defined

A recharge is the process of adding dollar value onto a *metroCARD*. *metroCARD* standard recharges can only be recharged in \$5.00 increments.

Other products available may offer different purchase rates such as the 28 Day Pass.

4.2. Recharge methods

There are two types of methods for adding value to a *metroCARD*:

1. Immediate recharge
Where the card is in direct contact with a recharge machine and the value is directly added to the *metroCARD* and immediately available for use.
2. Overnight recharge
The amount to be credited is updated by the *metroCARD* Central Computer System overnight. This type of recharge, completed before the 9pm deadline, should be available on the *metroCARD* upon first validation the next day.

4.3. Recharge amounts

There are a pre-set range of recharge amounts from which you can choose depending on the recharge location.

4.4. Recharge minimum and maximum amount

The minimum recharge value is \$5.

The maximum value that can be stored on a *metroCARD* is \$200.

4.5. Recharge payment methods

Adelaide Metro InfoCentres

- Coins and notes
- Cheques (schools and organisations)
- EFTPOS

- Centrelink Basics card

metroCARD Agents

- Any payment method accepted by a *metroCARD* Agent (additional fees may be charged for EFTPOS transactions)

On-board vending machines (trains & trams)

- Coins (except 5 cent pieces)
- EFTPOS

Off-board vending machines

- Coins and notes on some vending machines (except 5 cent pieces and \$50 and \$100 notes, dollar notes on card selling vending machines only)
- EFTPOS is available on all machines

Bus depots with a customer service office

- Coins and notes
- Cheques (schools and organisations)

Adelaide Metro InfoLine

- Visa and MasterCard

metroCARD website

- Visa and MasterCard

Purchases cannot be paid using a combination of payment methods.

4.6. Low balance warning

When validating a *metroCARD*, the green light will flash to indicate that the balance on the card is low. The balance will also be displayed on the screen of the validator to show you the current balance.

The low balance amount is twice the fare taken at time of travel. For example, if the fare is \$2.00, the low balance amount is \$4.00 (\$2.00 x 2).

5. Auto recharge a *metroCARD*

5.1. Auto recharge a *metroCARD* defined

A *metroCARD* can be enabled to automatically recharge at the time of validation if the balance is anywhere under the threshold amount below.

The pre-set thresholds are:

- Regular: \$5
- 2-Section: \$3
- Concession: \$3
- Student: \$3
- Senior: \$3

Auto recharge is only available for protected *metroCARDs*.

6. Auto recharge set up

Auto recharge is not automatically set up on a new *metroCARD*. To set up an Auto recharge, you must provide credit card details (Visa or MasterCard), which will be stored securely by the Commonwealth Bank BPOINT payment service.

Prepaid credit cards and cards that do not allow reoccurring payments are not accepted for Auto recharge.

When you first set up Auto recharge you will be charged the selected value which will be added to your *metroCARD*, regardless of your current balance (overnight delay for InfoLine and website transactions).

Auto recharge cannot be set up on a *metroCARD* linked to an account with an outstanding debt, or on a cancelled *metroCARD*. (See 6.2 Declined Auto recharge payments)

6.1. Auto recharge indication

On validation both the green and yellow lights flash on the validator to indicate that an Auto recharge has occurred. The updated balance will then be displayed minus the fare for that journey.

The payment is usually processed within 24 hours. It is the account holder's responsibility to ensure that the recorded payment details for Auto recharge are up to date (including expiry date) and that funds are available.

6.2. Declined Auto recharge payments

If the payment fails for whatever reason, you will be contacted using the contact details recorded in the *metroCARD* account (email in the first instance).

The debt(s) can only be paid by calling the InfoLine on 1300 311 108 or by attending an InfoCentre.

Failure to pay the outstanding amount may result in the Auto recharge agreement and/or *metroCARD* being cancelled. Adelaide Metro may still require the debt to be paid in these instances.

metroCARD cancellation cannot be reversed, however, once the debt is paid the balance can be transferred to a new *metroCARD* (a new card fee

applies). It is the account holder's responsibility to ensure that their payment details are up to date and the funds are available.

It is also the account holder's responsibility to update account details when changed, and to notify Adelaide Metro as soon as possible if their details change or the *metroCARD* is lost or stolen. Failure to do so before incurring a debt may result in you being liable for any Auto recharge debt(s) incurred.

Adelaide Metro reserves the right to not offer services or assistance until debt(s) have been paid.

6.3. Deactivate Auto recharge

Protected *metroCARD* users can deactivate Auto recharge via:

- Adelaide Metro website (overnight delay)
- Adelaide Metro InfoCentres (immediate cancellation)
- Adelaide Metro InfoLine (overnight delay)

Once the Auto recharge is fully cancelled, the cancellation cannot be reversed by Adelaide Metro. A new Auto recharge will be required to be set up.

6.4. Updating Auto recharge details

To update your credit card details or change the Auto recharge amount you will need to purchase a new Auto recharge via:

- Adelaide Metro website (overnight delay)
- Adelaide Metro InfoCentres (Immediate)
- Adelaide Metro InfoLine (overnight delay)

You will be charged for a new Auto recharge when you update your credit card however this will be added to your *metroCARD* as a recharge as well as updating your credit card details.

You are only required to change the credit card details for one *metroCARD* on the account with Auto recharge and this will update the credit card details for all *metroCARDS* currently using Auto recharge.

Any outstanding debt(s) must be paid prior to purchasing a new Auto recharge.

7. *metroCARD* Transaction Records

7.1. *metroCARD* transaction records

Records of *metroCARD* usage history, including recharges and validation details are securely stored by Adelaide Metro however transactions are not stored indefinitely and in some instances may be unrecoverable.

7.2. Access to *metroCARD* history

The registered account holder may gain access to their *metroCARD* history if it is available.

This can be accessed on the *metroCARD* website or requested from Adelaide Metro after an identity check.

8. metroCARD Website Account

8.1. Access to metroCARD website

All *metroCARD* users with a valid email address have the option to set up a *metroCARD* website account. There is a limit to one email address per account.

8.2. metroCARD website features

A *metroCARD* website account enables users to:

- Set up/deactivate Auto recharge
- Add a one-off recharge
- Protect up to eight (8) *metroCARDs*
- Manage account details (Name of account cannot be updated)
- Access *metroCARD* transaction history (up to 48 hour delay and limited history provided)
- View *metroCARD* balance

8.3. Information delay

Transactions do not instantly appear in the transaction history and balance. This includes transactions such as deactivating or setting up Auto recharge.

It may take between 24 and 48 hours to appear in the transaction history and balance to show these changes.

9. Refunds and Replacements

9.1. *metroCARD* refunds

metroCARDs and recharges are non-refundable.

9.2. *metroCARD* fare category change

metroCARDs can change from one card type to another when doing so, a new *metroCARD* may be required as determined by Adelaide Metro Staff. This may incur a new card fee.

You will need to visit an Adelaide Metro InfoCentre to use the remaining balance of your existing *metroCARD* towards the purchase and recharge of a new card. Any cost difference may be recoverable or redeemable from or to the customer.

There are no refunds on the fee paid for the price of the *metroCARD*.

9.3. *metroCARD* change to Seniors *metroCARD* status

When changing to Senior's Card status, the customer will be issued with a new Seniors *metroCARD* by the Senior Card Unit. By attending an Adelaide Metro InfoCentre, the remaining balance of the previous *metroCARD* can be transferred to your new seniors *metroCARD*. There is no refund on the fee paid for the previous *metroCARD* (refer to section 11 on Seniors *metroCARD*). Any cost difference may be recoverable or redeemable from or to the customer.

9.4. *metroCARD* failure- Insufficient balance

A *metroCARD* cannot be validated if there is insufficient balance for the trip.

Customers are required to purchase a valid ticket which is non-refundable if their *metroCARD* fails to validate due to low balance.

9.5. Balance protection for registered *metroCARDs*

If lost, stolen or damaged, your protected *metroCARD* can be cancelled and your balance transferred to a new *metroCARD* (a new card fee will apply). *metroCARDs* cannot have balance transferred indefinitely, therefore Adelaide Metro suggests that the balance transfer is done within

a timely manner and no longer than 12 months after the *metroCARD* is lost/stolen or damaged.

The balance transferred to the replacement card will be the last known as per the central computer system (which may not include same day transactions).

If you have already purchased a new *metroCARD* the funds can be transferred to your existing *metroCARD*. The new or existing *metroCARD* you wish to transfer the funds to must be presented at the time of the transfer.

9.6. Unprotected *metroCARD* - misuse damage

9.7. Replacement

If an unprotected *metroCARD* is damaged due to misuse, you will need to purchase a new card.

9.7.1. Remaining balance

metroCARD balance on an unprotected *metroCARD* is only transferable when the *metroCARD* is presented at an InfoCentre.

If it is deemed to be a product fault, then no new card fee will apply.

9.8. Protected *metroCARD* – misuse damage

9.8.1. Replacement balance

If a protected *metroCARD* has been damaged due to misuse, you will need to purchase a new *metroCARD*.

Replacements with balance transfer will only be available at:

- Adelaide Metro InfoCentres for *metroCARDs*
- Seniors Card Unit for Seniors *metroCARDs* only

9.9. *metroCARD* Failure – Defective *metroCARD*

9.9.1. Defective *metroCARD*

You will be required to purchase a Metroticket if your *metroCARD* fails to validate successfully. However, Adelaide Metro may choose to reimburse any Metroticket or *metroCARD* purchased if the

metroCARD is deemed to have a product fault. Proof of Metroticket/*metroCARD* purchase may be required.

The defective *metroCARD* must be surrendered at time of replacement.

If a *metroCARD* is defective in the first 3 years from purchase and it is determined that the defect is not due to misuse, the defective *metroCARD* will be replaced free of charge and its balance transferred to a new *metroCARD*.

After the 3 year warranty period, a new *metroCARD* fee will apply.

9.9.2. **Transfer of balance**

Customers can visit an Adelaide Metro InfoCentre to have the balance of a defective *metroCARD* transferred to a new *metroCARD* (new card fee may apply). The defective *metroCARD* will be cancelled at the time of reporting and the remaining funds will be transferred onto the new *metroCARD*.

metroCARDS cannot have balance transferred indefinitely, therefore Adelaide Metro suggests that the balance transfer is done within a timely manner and no longer than 12 months after the *metroCARD* is lost/stolen or damaged.

The balance transferred to the replacement card will be the last known as per the central computer system (which may not include same day transactions). Any cost difference may be recoverable or redeemable from or to the customer.

10. Cancel a *metroCARD*

10.1. Cancel a *metroCARD*

It is the account holder's responsibility to contact Adelaide Metro where a privacy check may be done, to advise of a lost/stolen *metroCARD* as soon as it is known. Failure to do so may result in funds, history or other information being unrecoverable.

If you have Auto recharge and you do not cancel Auto recharge or the *metroCARD* and a debt is incurred the account holder may be liable for the debt(s).

Customers can cancel a protected *metroCARD* by:

- Visiting an Adelaide Metro InfoCentre
- Contacting the Adelaide Metro InfoLine
- Contacting the Seniors Card Unit (Seniors *metroCARD* holders only)

This function should stop the usage of your *metroCARD* from first validation the next day. Any usage of the *metroCARD* before full cancellation is unrecoverable.

Cancelling a *metroCARD* cannot be reversed and the *metroCARD* cannot be used once it is finalised.

10.2. Cancel an unprotected *metroCARD*

An unprotected *metroCARD* cannot be cancelled as ownership cannot be verified.

11. Seniors *metroCARDs*

11.1. Seniors *metroCARD* defined

Seniors Cards have *metroCARD* functionality. The card is issued by the Office for the Ageing, Seniors Card Unit to people meeting certain criteria.

Seniors Card with *metroCARD* functionality allows:

- Free travel during the seniors free periods and
- Concession fare travel outside of the seniors free periods. The seniors free periods are before 7am, 9.01am to 3pm, and after 7pm on weekdays and all day on weekends and public holidays.

For more information about the Seniors Card visit sa.gov.au/seniorscard

11.2. Obtaining a Seniors card

Seniors Cards are mailed to recipients by the Seniors Card Unit upon application approval.

11.3. Seniors card replacement

Defective, damaged, lost or stolen Seniors Cards will be managed by the Seniors Card Unit.

11.4. Seniors *metroCARD* refunds

Seniors *metroCARD* holders are to refer to the Seniors Card Unit.

11.5. Senior *metroCARD* protection

Seniors *metroCARDs* can be protected or anonymous. This is managed by the Seniors Card Unit.

12. 28-Day Pass product

12.1. 28 Day Pass product defined

The 28-Day Pass product provides unlimited travel on all Adelaide Metro services, valid from date of first validation until 4am on the 29th consecutive day. The day the first validation is made will be considered as day 1 of 28 days. Any other fares used prior to the first validation are non-refundable.

The product can be loaded on to a new or existing *metroCARD*. *metroCARDS* with 28-Day Pass product must also have a stored dollar value as this permits customers to recharge.

12.2. Expiry indication

When boarding a service the validator will display the expiry date of a 28-Day Pass. Customers can also check the expiry date at:

- Adelaide Metro InfoCentres
- *metroCARD* Agents
- Adelaide Metro InfoLine
- Ticket vending machines
- Adelaide Metro website

12.3. Purchase amount and deduction rules

Customers can purchase a maximum of two 28-Day Pass products on the one *metroCARD*.

The second 28-Day Pass will commence from first validation after the first pass expires.

The 28-Day pass product is used for validations before any balance (\$).

12.4. Transfer of 28 Day Pass

The balance of unused days which also includes any expired days/passes are non-refundable and may be transferable. Any cost difference may be recoverable from the customer.

13. Visitor Pass product

13.1. Visitor Pass product defined

The Visitor Pass product provides unlimited travel on all Adelaide Metro services, valid from date of first validation until 4am on the 4th consecutive day. The day the first validation is made will be considered as day 1 of 3 days. At the end of the 3 days, the Visitor Pass can be used as a Regular *metroCARD* and a recharge will be required to be added.

At the end of the 3 days the Visitor Pass can be used as a Regular fare *metroCARD* and a recharge will be required to be added.

13.2. Expiry indication

When boarding a service the validator will display the expiry date of a Visitor Pass. Customers can also check the expiry date at:

- Adelaide Metro InfoCentres
- *metroCARD* Agents
- Adelaide Metro website
- Vending machines
- Adelaide Metro InfoLine

14. Cruise Ship product

14.1. Cruise Ship Product Defined

The fare product on a Cruise Ship *metroCARD* provides one day of travel on all Adelaide Metro services, valid for use from the day of first validation until 4am the following day. At the end of the day, the Cruise Ship *metroCARD* can be used as a Regular *metroCARD* and a recharge will be required to be added.

Two children under 15 travel free when accompanied by an adult using a Cruise Ship *metroCARD*.

14.2. Proof of entitlement

Customers must be able to produce their Cruise Ship Pass (pass containing passenger and cruise ship name, boarding date and ID number) when purchasing or travelling using their Cruise Ship *metroCARD*.

15. Bike cage product

15.1. Bike cage product defined

Bicycle storage is available in secure bike cages situated near public transport stations across Adelaide. The *metroCARD* system has a bike cage fare product that, when enabled on a protected *metroCARD*, can be used to access the bike cages.

When the bike cage fare product is enabled on a *metroCARD*, you will have access to a bike cage at any location.

For a listing of bike storage facilities available for public transport customers visit the Adelaide Metro InfoCentres or contact the Adelaide Metro InfoLine.

15.2. Purchase

You will need to be a user of public transport to have the bike cage fare product enabled on your *metroCARD*.

Adelaide Metro may cancel the *metroCARD* if not used in conjunction with public transport. If this occurs, *metroCARD* cancellation cannot be reversed, however, the balance can be transferred to a new *metroCARD* (a new card fee applies).

Your *metroCARD* is required to be protected in order to add a bike cage fare product. There is a non-refundable annual fee of \$10. You can purchase the bike cage fare product from Adelaide Metro InfoCentres. A form of photo ID with the current address (no PO boxes) is required to be produced at the time of purchase.

15.3. Valid period and renewal

The bike cage product is valid for 12 months beginning from the date that it is enabled. You can check the length of time remaining on your bike cage product and renew the product by visiting an InfoCentre or via an on board or off board vending machine.

15.4. Storage conditions

Only bicycles and bicycle accessories (e.g. helmet) may be stored in a bike cage. Bicycles are stored at owner's risk. Lock your bicycle using a

U-lock or chain. Adelaide Metro is not responsible for bicycles or other personal property stored in bike cages.

15.5. Transfer of product to a new *metroCARD*

The bike cage fare product can be transferred to a new *metroCARD* if disabled on the previous *metroCARD*.

It is the registered owner's responsibility to advise Adelaide Metro of a lost/stolen *metroCARD* as soon as it is known.

15.6. Abandoned bikes

Bicycles that are left for more than two weeks are considered abandoned and will be removed by Adelaide Metro. It is at the owner's own risk if the bike is left in the Bike Cage for longer than this period.

Abandoned bicycles will be removed and disposed of.

15.7. Misuse

If Bike cage users are found to violate these conditions of use (including storing non-bicycle items or allowing access to others), the *metroCARD* may be cancelled and a new card fee will apply.

15.8. Incidents/Emergencies

In the event of a power failure, the bike cage gate defaults to unlock.

Incidents of theft or vandalism should be reported to both Adelaide Metro and the Police.

Report *metroCARD* bike cage cleaning or maintenance issues to Adelaide Metro.

16. Tea Tree Plaza Car Park Product

16.1. Tea Tree Plaza commuter car park defined

Tea Tree Plaza Commuter Car Park has been equipped with *metroCARD* facilities to enable customers to pay for parking with their *metroCARD*.

Customers can touch their *metroCARD* to the validator touch pad on exit from the car park and the relevant \$ fee will be deducted.

Discounted parking fees are given to customers using the car park in conjunction with public transport and *metroCARD* only. If your *metroCARD* is not validated successfully on board within 2 hours prior to exiting the car park you will be charged full \$10.00 upon exit. This is non-refundable.

The signage regarding available spaces at the car park does factor in disability parking and the car park does not allow customers to enter and exit within any timeframe without being charged when a *metroCARD* is validated. If you require assistance contact Wilson Parking who operate the car park via the intercom. Failure to do so may incur a non-refundable \$10.00 fee when validating your *metroCARD*.

16.2. Discount validity and rates

Customers who have validated their *metroCARD* on board Adelaide Metro public transport within the 2 hours before exiting the car park will be charged a discounted rate. *metroCARDS* will need to have sufficient dollar balance stored (i.e. 28-Day product is not sufficient).

If sufficient dollar balance is not available, exit from the car park will be denied.

If the time period between validation and exiting the car park exceeds the 2 hours customers will be charged the full casual parking rate.

If a customer does not have a *metroCARD* they must purchase a magnetic ticket from the car park vending machine (CPVM) and they will be charged the full casual parking rate.

16.3. Car Park Vending Machine (CPVM) defined

CPVM is located at TTP Commuter Car Park for customers to recharge *metroCARDS* and purchase exit magnetic ticket/s.

The CPVM accepts coins (except 5 cent pieces) and EFTPOS.

16.4. Misuse

If car park users are found to violate these conditions of use the *metroCARD* used to access the car park access may be cancelled and a new card fee will apply.

16.5. Car parking conditions

Parking is at owner's risk. Adelaide Metro is not responsible for vehicles and contents within the vehicle when parked in the car park.

16.6. Incidents

Incidents of theft or vandalism should be reported to both Adelaide Metro and the Police.

17. Privacy

17.1. Right to remain anonymous

It is not obligatory for public transport users to provide personal information in order to use *metroCARDS* or public transport services.

Public transport users can choose to use anonymous 'unprotected' *metroCARDS* or buy anonymous Metrotickets.

Some features will require the *metroCARD* to be registered.

17.2. Freedom of Information

Customers have access to their information under the Freedom of Information Act 1991.

17.3. Use of *metroCARDS*

Customers must not knowingly use a *metroCARD* which has been lost or stolen, found or obtained by any other means unknown to the owner.

In these instances, Adelaide Metro may determine that funds are unrecoverable or non-transferable.

17.4. Stoppage of use and funds transferred

Adelaide Metro reserves the right to deactivate the *metroCARD* or any *metroCARD* products and also to not transfer any balance.

17.5. Privacy Principles

The Department complies with South Australia's Privacy Principles in regard to information collected by the *metroCARD* system.

Please note that the *metroCARD* system does not collect nor store credit card information. Online credit card transactions are performed by the Commonwealth Bank of Australia (CBA) using the CBA's BPOINT payment gateway.