

Default Fares for Smart Card customers

Please be aware that if you don't **TAP ON** and **OFF** with your smart card when travelling on our buses, you will be charged a \$2.50 default fare.

To ensure you pay the correct 50 cent fare **TAP ON** the card reader with your smart card when boarding and **TAP OFF** when exiting for every trip, including when transferring to another service.

TIP: If there is a customer in front of you, wait a few seconds for their transaction to complete before tapping yourself.

Correctly **tapping on and off** also provides us with accurate travel data which we use for service planning and network improvements.

If charged a default fare you can request an adjustment within 120 days of your trip by contacting reception@polleys.com.au or phone 5480 4500.

How do I know if I've been charged a default fare?

To find out if you have been charged a default fare, you can check your travel history and fares in the TransportMe app.

How can I access the TransportMe app?

Download the app using the below. If parents require card details for the app please contact Polleys.



To get assistance or further information:

- For fares, tickets, the TransportMe app, feedback on our services, or lost property please contact Polleys.
- For journey planning and service information you can:
 - Call 131230
 - Visit translink.com.au
 - Use the Translink app