



## FlexiPass and TravelPass ticket application

Important information for customers



# application form

Conditions of the sale, exchange, replacement and refund of FlexiPass and TravelPass periodical tickets.



# Need a ticket for over a month?

**Simply fill out the application form and buy your ticket at any CityRail station Ticket Office.**

**FlexiPass and TravelPass tickets are the most cost-effective and convenient way for frequent travel on CityRail services:**

- Make as many trips as you like within the area indicated on the ticket.
- Save time and money – there's no need to queue every time you travel.
- The longer the period you choose, the more money you'll save.

## What is a FlexiPass?



- Travel by train for any period from 28 to 366 days.
- Unlimited trips between the stations on your ticket with the freedom to get on or off anywhere in between.

## What is a TravelPass?







- Unlimited travel by train, bus and ferry – choose from quarterly or yearly tickets.
- Check TravelPass zone maps in the TravelPass brochure or poster at any CityRail station.

**The most cost effective and easy to use tickets for frequent customers.**

# How to apply

It's easy, first choose which is the best ticket for you.

My travel	Best ticket	Services
I travel by train and bus or train, bus and ferry Monday to Friday	<b>Weekly, quarterly or yearly TravelPass</b>	  
I travel on the CityRail network everyday and want to save money on a long term ticket	<b>28 – 366 day FlexiPass</b>	

Why not check prices and find out how much you can save by going to the fare calculator at [www.cityrail.info](http://www.cityrail.info)

## Then...

Simply fill out this application form for a FlexiPass (28 – 366 days travel) or TravelPass (quarterly or yearly) ticket.

Tickets may be purchased a maximum of 7 days in advance.

**Remember, the longer the period you choose, the more money you'll save.**

## FlexiPass and TravelPass conditions

### Payments

- For GST compliance purposes, the FlexiPass and TravelPass ticket for values up to \$999 will be your tax receipt. For a ticket with a value of \$1,000 or more a separate tax invoice will be issued to you.
- Please note payment by personal cheque is not accepted.

### Refunds

- Both the ticket and receipt are required for a refund.
- If the ticket receipt is not provided, a delay in processing may occur.
- There is no refund on a lost ticket.

### Exchange

- Both the ticket and receipt are required for an exchange.
- Please note that an exchange fee applies.<sup>+</sup>
- When a ticket is exchanged for another ticket, the unexpired value will be debited or credited to the new ticket.

### Replacement

- Minimum replacement fee applies.\*
- A ticket replaced due to damage by the customer will attract a fee.

### For example

You buy a 365 day FlexiPass ticket for \$1,000 and after 60 days of use you lose your ticket. The replacement cost is calculated as 10% of the remaining value on your ticket:

Original ticket price	\$1,000
Value of 60 days of use	\$200
Unexpired value on ticket	\$800
Replacement ticket cost	\$80

**Note:** Refunds on replacement (lost) tickets will be the value printed on the ticket only.

<sup>+</sup>ask at your CityRail station for details.

\*10% of the unexpired value

For more information visit [www.cityrail.info](http://www.cityrail.info)

# Ticket Application



Please supply me with the following: *(please tick)*

- FlexiPass    TravelPass  
 Adult    Child    Student    Pensioner  
 Trainee/Apprentice

(Please use **CAPITAL** letters)

Mr/Mrs/Miss/Ms

(Given or First Names)      (Family Name)

Address:

Telephone (After hours)

Telephone (Business hours)

Start date

/ /20

Finish date

/ /20

FlexiPass – Station travelling from

FlexiPass – Station travelling to

TravelPass Colour (tick ONE box only)

- Red TravelPass    Purple TravelPass  
 Green TravelPass    Blue TravelPass  
 Yellow TravelPass    Orange TravelPass  
 Pink TravelPass

Quarterly    Yearly

Note: Concession fares not available for Quarterly and Yearly TravelPasses.

Concession Applicants will need to present the following document(s) in person.

- Student  
Concession Card No:
- Pensioner  
Concession Card No:
- Child – Proof of Age/  
202 Concession Card No:
- Trainee/Apprentice

I agree to accept this ticket subject to the provisions, regulations and orders made pursuant to the Transport Administration Act 1988, and the conditions for Refund, Exchange and Replacement as prescribed by CityRail.

Signature

Date / /20

The information you provide in this application is collected and held by Rail Corporation New South Wales in accordance with the Privacy and Personal Information Protection Act 1988 (NSW). For further information please contact the Transport Info Line on 131 500.

### For office use only

To be completed on issue of ticket.

Date of issue:

/ /20

Ticket Value \$:

Ticket Number:

Concession Card Type (Tick (✓) one):

School Student (Form 202)

Trainee/Apprentice

NSW Student (Form 204)

Australian Federal Police Number:

Other (Show details)

### For office use only

To be completed on issue of ticket.

Payment Method (Tick (✓) one):

Cash

Bank or Financial Institution Cheque details:

Company or Government Agency Cheque details:

Credit Card (Manual)

Credit Card (EFTPOS)

Debit Card (EFTPOS)

Signature of Issuing Officer