



Ticketing Conditions of Use

PUBLIC TRANSPORT AUTHORITY REGULATIONS 2003

Publication of Ticket Conditions of Use

Pursuant to regulation 4A(2) of the *Public Transport Authority Regulations 2003* (WA), PUBLIC TRANSPORT AUTHORITY OF WESTERN AUSTRALIA hereby publishes the other ticket conditions of use for journeys taken on Public Transport of Authority of Western Australia's public passenger transport service (**Conditions**).

These Conditions repeal any previous terms and conditions for the purchase and use of tickets published by Public Transport Authority of Western Australia. These Conditions take effect on and from 2 December 2025.

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A. General Section

1. Purpose and Legal Compliance

- (a) For the purposes of regulation 4A(2) of the *Public Transport Authority Regulations 2003* (WA), these Conditions are other approved conditions as to the use of tickets for journeys on our public transport services (including bus, train and ferry) (**Transperth Service**).
- (b) The purpose of these Conditions is to set out the terms and conditions that apply when you purchase a ticket and use a Transperth Service.
- (c) These Conditions apply to purchasing a ticket using:
 - (i) a SmartRider;
 - (ii) contactless physical Mastercard or Visa cards and Mastercard or Visa cards used via a digital wallet (such as Apple Pay, Google Pay or Samsung pay on smartphones, smartwatches or other smart devices) (**contactless payment** and the device used to make the contactless payment is the **contactless payment device** or **contactless payment method**); and
 - (iii) cash or credit card to purchase a paper ticket.
- (d) By purchasing a ticket, using a Transperth Service or purchasing, ordering or registering your SmartRider, you agree to accept and be bound by these Conditions, as amended from time to time. You also acknowledge that you are bound by the *Public Transport Authority Act 2003* (WA) and the *Public Transport Authority Regulations 2003* (WA).
- (e) A reference in these Conditions to “us”, “we”, “our” or “Transperth” is a reference to Public Transport Authority of Western Australia (trading as Transperth).
- (f) A reference in these Conditions to a “ticket” is a reference to a paper ticket or an electronic ticket (purchased with your SmartRider or contactless payment device) for a journey on a Transperth Service.
- (g) These Conditions are separated into the following sections and Appendices:
 - (i) Section A is a general section that applies to purchasing a ticket using any method of payment.
 - (ii) Section B applies to SmartRider cards.
 - (iii) Section C applies to contactless payments.
 - (iv) Section D applies to using cash or credit card to purchase a paper ticket.
 - (v) Section E applies to parking vehicles and bikes.
 - (vi) Appendix A sets out current fares.
 - (vii) Appendix B sets out requirements for travelling on a concession fare.
 - (viii) Appendix C sets out the Direct Debit Request Service Agreement for Autoload.

2. General ticketing obligations

- (a) When using a Transperth Service, you must:
 - (i) pay the correct fare and hold a valid ticket;
 - (ii) produce a valid ticket on request from a Transperth officer;
 - (iii) produce a valid ticket when entering or exiting a closed area within a Transperth railway station (which is an area controlled by gates or barriers requiring the presentation of a ticket); and

- (iv) when travelling on a concession ticket, produce evidence of entitlement to rely on a concession ticket for travel when requested by a Transperth officer.
- (b) If you do not have a valid ticket for your journey on a Transperth Service you may receive an infringement.
- (c) Without limiting Sections B, C and D, a ticket is invalid if:
 - (i) it is not being used in accordance with any condition on which it was issued or approved; or
 - (ii) when travelling on a concession ticket, evidence of entitlement to rely on a concession ticket for travel is not presented when requested by a Transperth officer.
- (d) You must not misuse, deface, alter, tamper with, tear or deliberately damage or destroy your ticket or SmartRider.
- (e) On request from a Transperth officer, you must provide us with any information or assistance we reasonably deem necessary to verify your ticket, SmartRider or contactless payment method.
- (f) You must not knowingly use a defective ticket, SmartRider or contactless payment method for a journey on a Transperth Service.
- (g) When replacement vehicles are provided, tickets are valid on the replacement services to the same extent as they applied on the original Transperth Service.
- (h) Parents and guardians are responsible for the safety of children travelling alone on Transperth Services.

3. Fare Rules and Calculation

- (a) Transperth fares are calculated by factors including:
 - (i) how many zones are crossed on a journey
 - (ii) the zone at boarding and zone at alighting;
 - (iii) the time of boarding and alighting;
 - (iv) whether any transfers have taken place within the prescribed transfer time periods;
 - (v) distance travelled;
 - (vi) whether a concession fare is available;
 - (vii) whether you use the SmartRider Autoload facility; and
 - (viii) whether you have correctly tagged on and off throughout your journey, if using a SmartRider or contactless payment method.
- (b) One fare lets you travel anywhere on the Transperth metropolitan network within a certain distance of your starting point until the time limit expires, on any combination of Transperth Services.
- (c) If you travel within a single zone, you will incur a one-zone fare.
- (d) If you cross a zone boundary, you will incur a two-zone fare.
- (e) All journeys are capped at a two-zone fare.
- (f) Travelling one to four zones - your fare is valid for two hours
- (g) Travelling five to nine zones - your fare is valid for three hours
- (h) All contactless payments fares are valid for two hours from the time of your initial boarding to transfer between Transperth Services.

- (i) The two-section fare is valid for a single one-way journey (up to 3.2kms) and cannot be used to transfer between Transperth Services.
- (j) Current fares and fare types are set out in Appendix A.

4. Free Travel

4.1 Free Transit Zone

Perth city has a Free Transit Zone for buses and a SmartRider Free Transit Zone for trains.

Free Transit Zone for buses

- (a) The Free Transit Zone logo on bus stops identifies the boundaries of the Free Transit Zone.
- (b) To travel free, you must start and finish your journey within the Free Transit Zone. You do not need to tag on and tag off buses if you start and finish your journey within the Free Transit Zone.
- (c) If your journey starts or finishes outside the Free Transit Zone, you must pay a fare for the whole journey. You must purchase a ticket or tag on and tag off in the normal way.
- (d) If you tag on inside the Free Transit Zone without tagging off, we will charge you the default fare for that bus service.
- (e) If you do tag on and tag off within the Free Transit Zone you will not be charged a fare.

SmartRider Free Transit Zone for Trains

- (f) The boundaries of the SmartRider Free Transit Zone for trains are City West Station, Elizabeth Quay Station and Claisebrook Station.
- (g) To travel for free on the train within the SmartRider Free Transit Zone, you must start and finish your journey within the SmartRider Free Transit Zone and tag on and off with your SmartRider in the normal way.

4.2 Sunday Free Travel

- (a) Every Sunday, travel is free for all SmartRider holders. You must tag on and off as you normally would.
- (b) Free travel on Sundays is available on all Transperth Services from first service until last service.
- (c) Free travel on Sundays does not apply to late night services after midnight on Saturday.
- (d) If you are travelling without a SmartRider you will need to purchase a cash ticket.
- (e) SmartRider cards must not be in a negative balance to utilise free travel.

4.3 Free Travel with Student SmartRider

- (a) Students with a valid Student SmartRider can travel for free on Transperth Services for any journey Monday - Friday, during the school year.
- (b) Students must tag on and off each journey to receive the free travel.

4.4 CAT Buses

- (a) Central areas of Perth, Joondalup and Scarborough (Surf Cat) have free, high frequency CAT bus services.

- (b) Travel on CAT buses is free, and you do not need to tag on or off with your SmartRider and you do not need to purchase a ticket.

4.5 Airport Shuttle

- (a) Route 292 is a free shuttle bus for passengers travelling between Terminals 3 and 4 to the Airport Line.

4.6 Young Children

- (a) Children four years old and younger can travel for free on Transperth Services.

4.7 Seniors and Pensioner SmartRider

- (a) Seniors and pensioners can travel for free using their Seniors or Pensioner SmartRider at the following times:
 - (i) From first service until 6am;
 - (ii) From 9am until 3.30pm;
 - (iii) From 7pm until last service; and
 - (iv) All day Saturday, Sunday and public holidays.
- (b) If your initial tag on is between 6.00am and 9.00am or 3.30pm and 7.00pm you will be charged a concession fare for that journey.

4.8 Vision Impaired

- (a) If you have a vision impairment or are an accompanying guide, you can travel for free using your Vision Impairment Travel Pass.
- (b) If you are an instructor conducting training for persons with a vision impairment and guide dogs you can travel for free using your Orientation and Mobility Instructor Pass.

4.9 Companion Cards

- (a) Companion Cards entitle up to two companions or support people accompanying the holder of the card to free travel on all Transperth Services, noting that the person with the Companion Card must have a valid ticket.

5. Events

- (a) If you have purchased a ticket to an event which includes transport on a Transperth Service to and from the event, you do not need to purchase a Transperth ticket for travel to and from the event provided that:
 - (i) You show your ticket to the event on boarding a Transperth Service; and
 - (ii) You travel:
 - A. to the event within three hours before the event;
 - B. during the event; and
 - C. from the event three hours after the event or until end of timetabled service, whichever occurs first.

6. Concession Rules

- (a) You may be eligible for a concession fare if you hold any of the following:
 - (i) Student concession;
 - (ii) Tertiary concession;
 - (iii) Seniors card;
 - (iv) WA Health Care Card;
 - (v) Carer, Aged Pension or Disability Support pension;
 - (vi) Veterans Concession; or
 - (vii) Asylum seeker ASH concession.
- (b) You may have only one valid concession SmartRider in your name at any one time.
- (c) If there is more than one concession SmartRider in your name, only the card most recently registered remains a concession SmartRider. Any older concession SmartRiders in your name revert to a standard SmartRider card.
- (d) Only a customer who is eligible for a concession may use a concession ticket.
- (e) Eligibility requirements for concession cards are set out in Appendix B.

7. Amendments of Conditions of Use

- (a) We may amend these Conditions at our discretion.
- (b) Updated Conditions will be published on the Transperth website www.transperth.wa.gov.au.
- (c) You must ensure that you are referring to and complying with the most up-to-date version of these Conditions.

8. Privacy

- (a) If you contact the Transperth Infoline for assistance, we may collect personal information (such as your name, email address and phone number) to help resolve your query.
- (b) If you create a My Account we will collect your name, email, date of birth and address.
- (c) We will collect, use and disclose your personal information in accordance with our Privacy Statement, which is available here www.transperth.wa.gov.au/privacy.

9. Enquiries and Complaints

- (a) See the Transperth website for any enquiries, complaints or feedback www.transperth.wa.gov.au/Contact-Us/Feedback.

B.SmartRider Conditions

1. Additional General SmartRider Obligations

- (a) These additional SmartRider Conditions apply when using your SmartRider to travel on a Transperth Service.
- (b) Your SmartRider may be used for travel on Transperth Services provided that:
 - (i) you use the SmartRider to tag on and off at the start and end of each journey;
 - (ii) the SmartRider has a sufficient balance for the journey; and
 - (iii) the SmartRider has not been hotlisted or damaged.
- (c) When using your SmartRider, you must:
 - (i) not alter, remove or replace any notices, trademarks or artwork on the SmartRider;
 - (ii) not sell or transfer your SmartRider to another person;
 - (iii) not knowingly use a SmartRider that has been lost, stolen, found, or obtained through any means not authorised by the registered holder of the SmartRider; and
 - (iv) not modify, manipulate, adapt, translate, disassemble, decompile, reverse engineer, create derivative works of, copy or read, obtain or attempt to discover by any means, any:
 - A. software or data contained on a SmartRider; or
 - B. other software or data forming part of the SmartRider system.
- (d) If you acquire a SmartRider for use by a person who lacks, by reason of youth, the understanding necessary for these Conditions to be binding on them (**Child**), you are responsible for the use of that SmartRider by that Child.

2. Tagging on and Tagging Off

- (a) When boarding and alighting a Transperth Service, or transfer between Transperth Services, you must correctly tag on and tag off at the SmartRider validator every section of your journey by placing your SmartRider on the SmartRider validator.
- (b) For a journey on a bus or ferry:
 - (i) you must tag on immediately at the front of the bus or ferry upon boarding the bus or ferry;
 - (ii) you must tag off before leaving the bus or ferry (either at the front or back of the bus);
 - (iii) if you tag on at the back of the bus a default fare will be charged to your SmartRider;
 - (iv) you must tag on and tag off within 120 minutes on the same bus service or you will be charged a default fare; and
 - (v) if the bus route forms a circle, you must tag on and tag off within 200 minutes or you will be charged a default fare.
- (c) For a journey on a train:
 - (i) you must tag on before boarding the train;

- (ii) you must tag off as soon as there is a reasonable opportunity to do so after leaving the train.
- (d) Within the interchange area at a Controlled Station (Warwick and Whitfords), the following applies:
 - (i) you may transfer from the train to the bus without tagging off the train, or transfer from the bus to the train without tagging on to the train. The Transperth Ticketing System will automatically transfer you to/from the train service;
 - (ii) you will always need to tag on and tag off the bus;
 - (iii) when arriving on a bus or entering the station to catch a bus you must make your second tag within 15 minutes of the first tag or you will be charged a default fare; and
 - (iv) if you finish your bus journey at a Controlled Station and are not transferring onto the train, you must tag off at the fare gates when you leave the station.
- (e) You cannot tag on twice with the same SmartRider to pay for yourself and another passenger. Each person travelling must have their own SmartRider or accepted payment method.
- (f) If you tag on with your SmartRider and then change your mind about traveling, you can tag off with the same SmartRider within 15 minutes of tagging on, and you will not be charged a fare.
- (g) If the SmartRider validator is not operational, you must follow any directions given by a Transperth officer.

3. Additional Fare Rules for SmartRiders

- (a) The cardholder will be liable for all fares, fees and charges incurred by the use of their SmartRider by any person. Fares, fees and charges relating to SmartRider are outlined on the Transperth website and in Appendix A.
- (b) When the SmartRider is tagged off at the end of your journey on a Transperth Service, the system calculates the lowest fare applicable and deducts it from your SmartRider balance.
- (c) You authorise Transperth to deduct the appropriate fares and charges from your SmartRider balance.
- (d) There is a daily maximum fare deduction (**Fare Cap**), which is the DayRider fare. Once the Fare Cap is reached, further travel within the same operational day is free.
- (e) If you fail to correctly tag on or tag off, the correct fare cannot be calculated, and we will charge the default fare. The default fare is the cash fare calculated as if you travelled to the farthest point possible given the boarding location. We will deduct the default fare from your SmartRider balance. If this results in a negative balance, you will be unable to successfully tag on with your next journey and you must add value to the SmartRider to be able to travel. The amount of the default fare will count towards the Fare Cap for the day on which the journey took place.
- (f) Fares are deducted from your SmartRider based on the number of zones travelled, in accordance with clause 3 of Part A. In addition:

- (i) For single journeys within 3.2 kilometres, a 2-section fare applies. If you choose to continue your journey or transfer, this fare does not apply and your SmartRider will automatically calculate the appropriate zone fare; and
 - (ii) If you board a bus and then change Transperth Service, and your total journey is within 3.2km of the boarding stop, a 1-zone fare will be charged.
- (g) SmartRider cards with concession applied will revert to standard SmartRiders when the concession expires.

4. SmartRider Balances

- (a) You are required to have a minimum value of a two-section fare available on your SmartRider to travel. Visit the Transperth website for more information on how to add value to your SmartRider.
- (b) There are minimum and maximum amounts that can be added to your SmartRider depending on the method used. See the Transperth website for further details.
- (c) Autoload enables a direct debit to be made automatically from a nominated bank account or credit card to your SmartRider account when you tag on and the balance on your card is below the low-value threshold of \$6 (standard users) and \$3 (concession users). The Direct Debit Request Service Agreement for Autoload is on the Transperth website and at Appendix C.
- (d) If you activate Autoload on your SmartRider you will receive a 20% discount on travel as soon as your Autoload application is processed and updated to your SmartRider at tag on. See the Transperth website for further Autoload details.
- (e) When Autoload is active and you choose to add value to your SmartRider using any other reload method, the 20% discount will be removed. To maintain a 20% discount, you need to activate Autoload and maintain Autoload as the sole method of adding value to your SmartRider.
- (f) To be eligible for free travel (where provided by Transperth) you must have at least a \$0.00 balance on your SmartRider. You must tag on and off as you normally would. If your card balance is in the negative you will not be able to tag on.
- (g) If your SmartRider is cancelled, or in certain circumstances approved by us, balance transfers can be completed at the request of the registered SmartRider cardholder. The balance may be transferred to any other SmartRider, regardless of owner.
- (h) Where your SmartRider has been inactive for a period of time, you authorise us to transfer that card balance to your most recent active SmartRider. If no active SmartRider has been identified, you authorise us to remove the balance from the card and hotlist (cancel) the card.
- (i) When your SmartRider balance falls below a predefined threshold (\$3 for concession and \$6 for standard users), you will receive a low balance warning on the SmartRider validator when you tag on or off. This warning notifies you that your card will need to be topped up but does not prevent you from travelling.
- (j) You may claim the balance on your SmartRider at any time within [5] years of the last use of your SmartRider, provided the SmartRider was registered in your name.

- (k) After the period of 6 years of the last use of your SmartRider, the balance on your SmartRider, other than amounts that are less than \$100 or such other amount as may be prescribed under the *Unclaimed Money Act 1990 (WA)*, will be “unclaimed money” for the purposes of the *Unclaimed Money Act 1990 (WA)*.
- (l) You acknowledge that where an incorrect amount has been applied to your SmartRider, Transperth reserves the right to recover any overpayment or make any adjustment at our discretion without your further permission.

5. SmartRider Ownership and Rights

- (a) SmartRider cards are and remain our property.
- (b) We own all data recorded on the SmartRider and all data in respect of transactions generated or processed in relation to the use of operation of the SmartRider.
- (c) We may at our discretion without notice at any time:
 - (i) inspect or hotlist (cancel) a SmartRider;
 - (ii) take possession of a SmartRider if it has been reported lost or stolen;
 - (iii) require the return of a SmartRider;
 - (iv) deactivate, suspend or permanently hotlist a SmartRider; and
 - (v) not transfer any balance on a SmartRider where ownership cannot be verified.

6. Hotlisting

- (a) Without limiting the above, we will hotlist, cancel or retain a SmartRider where we reasonably believe that:
 - (i) the SmartRider is lost, stolen, damaged or faulty;
 - (ii) the cardholder has breached these Conditions; or
 - (iii) the SmartRider is surrendered or required to be surrendered to us.
- (b) If your SmartRider is lost or stolen, you can request that we hotlist your SmartRider. To protect the balance of your SmartRider you should contact the InfoLine or visit an InfoCentre to hotlist your SmartRider as soon as you realise it is lost. Any transactions prior to hotlisting will be your responsibility.
- (c) By hotlisting your SmartRider, your SmartRider is cancelled. Cancellation is permanent and irreversible and your SmartRider cannot be used or reactivated.
- (d) When a SmartRider is hotlisted the remaining balance on your SmartRider is protected and can be transferred to a new SmartRider.
- (e) You cannot request an unregistered SmartRider be hotlisted.

7. Purchase of SmartRider

- (a) SmartRiders may only be purchased from Transperth InfoCentres, SmartRider Hubs and authorised SmartRider Retail Sales Outlets.
- (b) A non-refundable fee may be payable for the purchase of a SmartRider. See Transperth website for the current fee.
- (c) We and our agents will not honour any SmartRider that has been purchased from an unauthorised retailer.

- (d) We are not responsible for any loss, costs or damage resulting from or related to the purchase of a SmartRider from an unauthorised retailer.

8. Registration of your SmartRider

- (a) Registration of your standard SmartRider is optional. You may register your standard SmartRider by following the instructions on the Transperth website [Registering your SmartRider card](#).
- (b) All other types of SmartRider are automatically registered when you apply for the SmartRider.
- (c) The following details are required to register your SmartRider:
- (i) Full name;
 - (ii) Date of birth;
 - (iii) A contact number;
 - (iv) Address;
 - (v) Email address; and
 - (vi) Security question and answer.
- (d) Registration of your SmartRider means you can:
- (i) hotlist your card if it is lost or stolen;
 - (ii) check your transaction history and card balance via MyAccount;
 - (iii) request to transfer the balance of your registered SmartRider to a new SmartRider; and
 - (iv) activate and manage Autoload.
- (e) Once you have registered your SmartRider card, only you can use the SmartRider, unless it is a standard SmartRider.
- (f) You may grant a third party access to your SmartRider data by contacting the Transperth Infoline on 13 62 13 or visiting a Transperth InfoCentre. Before granting third-party access to your MyAccount, we will conduct a thorough identity check to ensure security and compliance. Upon successful verification, the designated third party will have full access to the SmartRider information as if they were the card holder, including the ability to hotlist the SmartRider.
- (g) You must not otherwise enable or permit any other person, electronic application or system to access your SmartRider information, including by entering your user name and password into such an application or system.
- (h) You must keep confidential all usernames, passwords, personal identification numbers, card security codes and answers to security questions in relation to your SmartRider. You must also keep the card number printed on your SmartRider secure.
- (i) We are not responsible for any loss or damage suffered as a result of you disclosing any such information.
- (j) An unregistered SmartRider is anonymous. You do not need to supply personal details to purchase and use an unregistered SmartRider. Unregistered SmartRiders do not have

access to all SmartRider features and the balance will be forfeited if lost, stolen, or discarded.

- (k) If you unregister your registered SmartRider from your MyAccount, that action does not cancel your SmartRider or remove registration information, car registrations, autoloads, any scheduled payments or any other information from your SmartRider.

9. Refunds

Reimbursements

- (a) You may be eligible for a reimbursement of funds back to your SmartRider if you were:
 - (i) charged an incorrect fare amount due to an issue with a SmartRider validator; or
 - (ii) charged a default fare due to a service disruption.
- (b) To apply for a reimbursement of funds to your SmartRider, please contact the Transperth Infoline 13 62 13.

Balance refunds

- (a) SmartRider balances may be refunded on request where the following criteria are met:
 - (i) the request must be received from the registered SmartRider cardholder, except in cases where a refund is being requested by an authorised third party, such as a parent or guardian on behalf of a Child; and
 - (ii) the registered SmartRider cardholder must complete the SmartRider Balance Refund form and return it to the address provided.
- (b) We do not provide cash refunds and Australian bank account details must be provided.
- (c) If you are applying for a balance refund for a deceased cardholder, you must complete a SmartRider Balance Refund for Deceased Estates form and provide a copy of the death certificate. If the refund claimant is not listed as a beneficiary on the death certificate, the claimant must provide a legal document listing them as either the next of kin or as the executor of Estate, for example, a will or probate letter.
- (d) The SmartRider card fee is non-refundable.

10. Request from Transperth Officer

- (a) You must present the SmartRider used to tag on and/or off on request by a Transperth officer for the purpose of establishing whether you are authorised to make the journey.
- (b) You must allow a Transperth officer to inspect your SmartRider and you authorise the Transperth officer to use a revenue inspection device to read your SmartRider and verify fare compliance.
- (c) If a Transperth officer determines you have not successfully correctly tagged on you may receive an infringement notice.

C. Contactless Payments Conditions

1. Additional General Contactless Payments Conditions

- (a) These additional Contactless Payments Conditions apply when using contactless Mastercard or Visa cards or Mastercard or Visa cards used via a digital wallet to pay for your fare on a Transperth Service. We'll refer to this as "contactless payment".
- (b) Correctly tagging a contactless payment method (see Tagging On and Off below at section 4) creates an electronic ticket for the purposes of the *Public Transport Authority Regulations 2003* (WA). You will not receive a paper ticket.

2. Who Can Use Contactless Payment

- (a) Contactless payment is available for anybody with a contactless payment method. However, contactless payment does not support concession fares. To be charged a concession fare, customers entitled to a concession must follow the conditions of use for concessions.
- (b) If you have an account with multiple cards issued, all such cards displaying the contactless payment symbol can be used as contactless payment methods.

3. Accepted Payment Methods

- (a) Accepted contactless payment methods for contactless payment include physical Visa or Mastercard cards (credit or debit) or instances in digital wallets (such as Apple Pay, Google Pay or Samsung Pay) on smartphones, smartwatches or other smart devices.
- (b) We may block a payment method in our absolute discretion.

4. Tagging On and Off

- (a) To pay for your fare using contactless payment, you must use your contactless payment method to tag on to a SmartRider validator before or immediately upon boarding a Transperth Service and tag off on a SmartRider validator at the end of your trip. This process must be repeated, using the same contactless payment method, for each leg of your journey, unless you are:
 - (i) travelling through Warwick or Whitfords Controlled Stations (see paragraph (h) below); or
 - (ii) transferring between bus services, where the same bus runs the first service and then continues as the second service.
- (b) For a journey on a bus or ferry:
 - (i) you must tag on immediately at the front of the bus or ferry upon boarding the bus or ferry;
 - (ii) you must tag off before leaving the bus or ferry (either at the front or back of the bus);
 - (iii) if you tag on at the back of the bus a default fare will be charged to your contactless payment method;

- (iv) you must tag on and tag off within 120 minutes on the same bus service or you will be charged a default fare; and
 - (v) if the bus route forms a circle, you must tag on and tag off within 200 minutes or you will be charged a default fare.
- (c) For a journey on a train :
 - (i) you must tag on before boarding the train;
 - (ii) you must tag off as soon as there is a reasonable opportunity to do so after leaving the train.
- (d) Failure to tag on or tag off correctly may result in a default fare being charged.
- (e) You must tag on and tag off using the same contactless payment method. For example, you cannot tag on with your physical card and tag off with your mobile device.
- (f) If a different contactless payment method is used to tag on and tag off, it will be treated as two incomplete journeys, and you will be charged two default fares.
- (g) If there are multiple legs in your journey, you should tag on and tag off using the same contactless payment method for each leg of your trip within your journey (except at Controlled Stations, as below at paragraph (h)). If you use different payment methods for each leg of your trip, these will be recorded as individual trips, and you will be charged single trip fares for each leg.
- (h) Within the interchange area at a Controlled Station (Warwick or Whitfords), the following applies:
 - (i) you may transfer from the train to the bus without tagging off the train, or transfer from the bus to the train without tagging on to the train. The Transperth Ticketing System will automatically transfer you to/from the train service;
 - (ii) you will always need to tag on and off the bus;
 - (iii) when arriving on a bus or entering the station to catch a bus you must make your second tag within 15 minutes of the first tag or you will be charged a default fare; and
 - (iv) if you finish your bus journey at a Controlled Station, and are not transferring onto the train, you must tag off at the fare gates when you leave the station.
- (i) If using a powered contactless payment device, such as a smart phone or smart watch, you must ensure that the device is sufficiently charged to be able to successfully tag on and tag off, otherwise you may be charged a default fare or you may receive an infringement for traveling without a verifiable ticket.
- (j) You cannot tag on twice with the same contactless payment method to pay for yourself and another customer. Each person travelling must have their own accepted payment method.
- (k) If you tag on with a contactless payment method and then change your mind about traveling, you can tag off at the same location with the same contactless payment method within 15 minutes of tagging on, and you will not be charged a fare. Two default fares may be charged if tagging off at the same location after 15 minutes.
- (l) If you cannot tag on successfully with your contactless payment method, you must use an alternative payment method.

- (m) If your contactless payment method cannot successfully tag on or tag off due to a SmartRider validator malfunction or a direction given by a Transperth officer, each unmatched tag in your journey may be charged a default fare. To verify the issue and determine if you are entitled to a refund, please call the Transperth Infoline on 13 62 13. Any request for a refund should be made after 72 hours of your journey, as a refund may be issued automatically within 72 hours of your journey.
- (n) Damaged contactless payment cards or devices may not be accepted by us.

5. Fares

- 1) By using contactless payment to tag on, you authorise us to charge the cost of your fare, as determined by the applicable Transperth fare rules, to be charged to your contactless payment method, including any maximum fares, default fares and debt recovery of unpaid fares.
- 2) All tickets purchased using contactless payment are charged at the standard cash fare. Visit the Transperth Website to see current fares.
- 3) Fares are charged to your contactless payment method based on the number of zones travelled, in accordance with clause 3 of Part A. In addition:
 - (a) For single journeys within 3.2 kilometres, a 2-section fare applies. If you choose to continue your journey or transfer, this fare does not apply and your contactless payment method will automatically be charged the appropriate zone fare; and
 - (b) If you board a bus and then change Transperth Service, and your total journey is within 3.2km of the boarding stop, a 1-zone fare will be charged.
- 4) If you transfer from your initial journey leg to further services, all journey legs where you tag on within 2 hours of your initial tag on will be combined into a single journey for fare calculation purposes.
- 5) When using the same contactless payment method, the maximum daily charge to your contactless payment method will automatically be capped at the standard DayRider fare.
- 6) Transfers and DayRider rules only apply when you use the same contactless payment method, so you will need to tag on and off with the same payment method to access those fare rules.

6. Charging Your Account

- (a) You must ensure you have sufficient funds in your contactless payment method's account. If you have insufficient funds in your account and you have used a contactless payment device for that account, that contactless payment device will be blocked from Transperth Services until your unpaid fares have been successfully charged.
- (b) The Transperth Ticketing System will validate that your contactless payment method can be used to pay for travel. Depending on your financial institution, this validation may appear as a pending charge for a nominal amount until your fares are finalised for the day.
- (c) All fares for your travel, from our first service of the day, to the last service early the next morning, will be accumulated and the total amount charged to your contactless payment

method. Charges may not appear in your financial institution account immediately or may appear as a pending charge until processing is completed.

7. Charging Unpaid Fares

- (a) If your payment is declined for a contactless payment device, you authorise us to make multiple attempts to obtain payment from your financial institution. Until all unpaid fares are paid, that contactless payment device will be blocked from further use on Transperth Services.
- (b) If your contactless payment device is blocked, and you tag it on a SmartRider validator, you will be denied travel, but you authorise us to use that tag to retry the charge for your unpaid fares.
- (c) You may contact us via the Transperth InfoLine on 13 62 13 to request us to retry charging your contactless payment method. Please ensure there are sufficient funds in your account, as only a limited number of these attempts are possible.
- (d) If we successfully charge your unpaid fares, the block on your contactless payment method will be removed, and you will again be able to tag on successfully.

8. Request from Transperth Officer

- (a) You must present the contactless payment method used to tag on and/or off on request by a Transperth officer for the purpose of establishing whether you are authorised to make the journey.
- (b) You must allow a Transperth officer to inspect your contactless payment method and you authorise the Transperth officer to use a revenue inspection device to read your card or device and verify fare compliance.
- (c) If a Transperth officer determines you have not correctly tagged on you may receive an infringement notice.
- (d) It is your responsibility to ensure that any contactless payment device you have used for travel has sufficient charge to enable it to be read by a Transperth officer when required throughout your journey.

9. Fare Adjustments and Refunds

- (a) If you believe you were incorrectly charged a default fare due to an equipment fault, you may request a refund by contacting the Transperth Infoline on 13 62 13. We will review the details and assess your request for a refund of the difference between the default fare and the fare payable for your travel. Please allow 72 hours after you travel before you contact us. You must submit your request within 60 days of taking a journey. No refunds will be processed for requests received after 60 days.

- (b) Refunds will only be processed for the specific transaction to which the adjustment applies, up to the maximum amount of the original charge. Refunds cannot be applied to other journey charges.
- (c) A refund will only be credited to the same contactless payment method used to pay for the original journey.
- (d) If we issue you a refund, it may take up to 10 business days to receive the refund on your contactless payment method. Timing of the refund appearing in your account is not controlled by us. Any questions you have regarding a refund should be referred to your financial institution.

10. Liability

- (a) We assume no liability for any loss, theft, or unauthorised use of a contactless payment method.
- (b) As the contactless payment account holder, you acknowledge that you are responsible for following your financial institution's procedures for reporting a lost, stolen, or misused credit or debit card.
- (c) You also acknowledge that any person with access to a physical card related to your contactless payment method may be able to view your travel history and associated fare payments.

11. Privacy and Personal Information

- (a) In accordance with Australian payment regulations, we only keep the first six and last 4 digits of your contactless payment method number to aid in providing you with support.
- (b) Access to travel history and fare payments linked to your contactless payment method is available via the [Customer Portal](#) to any person who has access to a physical card associated with your contactless payment method, including the primary cardholder and any joint account holders.
- (c) To access the Customer Portal, you must submit your contactless payment method details, name, and security code solely to verify your identity.
- (d) By accessing the Customer Portal, you consent to the use of your personal information to verify your identity and retrieve your fare and journey information for the past 35 days.
- (e) Your contactless payment method details are encrypted to verify your identity.
- (f) We do not store your contactless payment method details after verification.
- (g) You are responsible for maintaining the confidentiality of your contactless payment method and security code. We are not liable for any unauthorised access resulting from your failure to maintain the confidentiality of your contactless payment method details.
- (h) The Customer Portal is provided “as is” and “as available” without warranties of any kind. We are not responsible for any service interruptions or losses arising from unauthorised access due to your acts or omissions. We disclaim all liability for any unauthorised access, data interception, or misuse arising from factors beyond our reasonable control.
- (i) Link to Transperth Privacy Statement <https://www.transperth.wa.gov.au/privacy> and disclaimer <https://www.transperth.wa.gov.au/Disclaimer>

D. Paper Tickets Conditions

1. Additional Paper Ticket Obligations

- (a) These additional paper ticket conditions apply when using a paper ticket to travel on a Transperth Service.
- (b) A paper ticket (issued by a Transperth bus driver or Transperth ticket machine) is valid for a journey on a Transperth Service unless:
 - (i) it is torn; or
 - (ii) it is in such a condition that the printing or writing on it is not readily legible; or
 - (iii) the printing on it has been altered, added to, erased or obliterated; or
 - (iv) the period of duration of the ticket expired before the start of the journey; or
 - (v) it is not being used in accordance with these Conditions; or
 - (vi) it is used or purported to be used on the journey beyond the point for which the fare has been paid; or
 - (vii) a current certificate or concession card is required to be held by a person as a condition of the use of the ticket on the journey and that certificate or concession card is not presented on demand to a Transperth officer.
- (c) We are not responsible for lost, stolen or damaged paper tickets. If your ticket is damaged or unreadable, you may be required to purchase a new ticket.

2. Purchase of Paper Tickets

- (a) You can purchase paper tickets from ticket machines at train stations, ferry jetties and from bus drivers.
- (b) Available payment methods are cash and card at ticket machines.
- (c) When purchasing a ticket on the bus, only cash is accepted. No change will be provided so you should endeavour to tender the exact fare.
- (d) Paper tickets must be used within the date and time indicated on the ticket.
- (e) It is your responsibility to select the correct number of zones for your journey when purchasing a paper ticket and to ensure you complete your travel within the ticket's valid time period.
- (f) Refunds for paper tickets are not available except in the case of a Transperth Service cancellation or significant delay, in our discretion.

3. Request from Transperth Officer

- (a) You must present your paper ticket on request from a Transperth officer for the purpose of establishing whether you are authorised to make the journey.
- (b) You must allow a Transperth officer to inspect your ticket to verify fare compliance.
- (c) If a Transperth officer determines you do not have a valid ticket for your journey, you may receive an infringement notice.

E. Parking

1. Application and Liability

- (a) This Part E applies when using SmartParker, Pay by Plate and electric vehicle charging at Transperth parking stations.
- (b) When using a Transperth parking station, you agree to comply with the *Government Railways (Parking Stations) By-law 1997*.
- (c) When using your SmartRider to pay for parking at a Transperth station, you must use that SmartRider to travel to or from that same station on the same day. If you don't, your SmartRider may be blocked for parking payment the next time you use SmartParker or a Pay By Plate machine. For more information, visit the Transperth website.
- (d) You park your vehicle in a Transperth parking station at your own risk. We do not accept any liability for any injury to you, or loss or damage to your vehicle or any other property, even if due to negligence by us or our contractors or agents.
- (e) You agree to release and indemnify us from any liability that we may incur as a result of your use of a Transperth parking station or us exercising any rights or powers in respect of you, your vehicle or your property, even if due to negligence by us or our contractors or agents.

2. Parking Fees

- (a) A flat fee of \$2 applies for all vehicles including motorbikes and motorised scooters parked in a Transperth parking station per 24 hour period (or part thereof) Monday to Friday, excluding public holidays.
- (b) The fee applies whether you are parked the whole or part of a day and provides validated parking for 24 hours. The 24 hour period commences at the time of payment of the fee.
- (c) If you are parking your vehicle overnight into a paid weekday, you will need to pay \$2 to ensure you do not receive a fine.
- (d) If parking your vehicle on a weekend or public holiday and departing prior to a paid weekday, you do not need to pay for parking and should not present your SmartRider card to a SmartParker or Pay By Plate.
- (e) SmartRider discounts and concessions do not apply for parking.
- (f) You may pay the \$2 parking fee by using:
 - (i) SmartParker using your SmartRider;
 - (ii) Pay By Plate using coins;
 - (iii) Pay By Plate using Contactless Payments; or
 - (iv) Pay by Plate using your SmartRider.

Note that Pay By Plate may not be available at all stations, and coin and Contactless Payments may not be available on all Pay By Plate machines. Visit the Transperth Website for a list of these stations <https://www.transperth.wa.gov.au/parking>.

- (g) Some stations have short-term parking bays close to the station entrance. These are for passengers to be dropped off and picked up in peak times. While there isn't a charge for using the 15-minute bays between 5am and 9am and between 3.30pm and 6.30pm, the \$2

flat rate will apply at all other times, excluding weekends. Refer to signage at the station to check conditions.

- (h) You may be fined if you:
 - (i) park your vehicle in a Transperth parking station in excess of 24 hours;
 - (ii) park your vehicle in a Transperth parking station and do not tag on or pay the required parking fee; or
 - (iii) do not comply with parking signs in the Transperth station parking area.

3. SmartParker

- (a) To use SmartParker, your vehicle must be registered and linked to your SmartRider account.
- (b) To pay with SmartParker you must tag on with your SmartRider at the SmartParker machine and the \$2 fee will be deducted from your SmartRider balance.
- (c) You are responsible for ensuring your SmartRider account has sufficient funds to cover parking fees.
- (d) You are responsible for maintaining correct vehicle registration plate details on your SmartRider account to avoid discrepancies or potential fines.
- (e) Cash and Contactless Payments are not accepted on SmartParker machines.
- (f) Visit transperth.wa.gov.au to register for SmartParker.

4. Pay by Plate

- (a) To pay using Pay By Plate you must enter your license plate number and pay with either coins, Contactless Payments, or a SmartRider.
- (b) Bank notes are not accepted.
- (c) Some Pay by Plate machines do not accept coin or Contactless Payments.

5. Event Travel

- (a) If you are travelling to an event that includes your travel on a Transperth Service in your event ticket, you will need to pay for parking using cash or Contactless Payments at a Pay By Plate machine.

6. Electric Vehicle Charging

- (a) At some Transperth parking stations there may be infrastructure to park and charge your electric vehicle.
- (b) Additional charging fees apply when charging your electric vehicle in a designated electric vehicle parking space. You must pay both the \$2 parking fee and the electric vehicle charging fee.
- (c) While your electric vehicle is charging, you must also tag on to a Transperth Service on the same day as parking and charging your vehicle.
- (d) You must comply with all parking signs when parking and charging your electric vehicle. Failure to comply may result in an infringement.

7. Bike Shelters

- (a) Within some Transperth station parking areas there may be bike shelters where you can lock your bike.
- (b) To use a bike shelter you must have registered your SmartRider and requested access to the required bike shelters.
- (c) You can request access to a maximum of 2 bike shelters.
- (d) Bike shelters are solely for the use of storing or securing a bicycle.
- (e) Bike shelters must not be used for the storage of bicycles for business purposes including couriers or delivery riders.
- (f) Bike shelters are for short term bicycle storage only. Your bike must not remain in the shelter for more than 48 hours at any one time.
- (g) You must tag in and tag out of the bike shelter using your SmartRider.
- (h) When opening the bike shelter you must not allow access to anyone who has not tagged in with their registered SmartRider.
- (i) You must ensure that the bike shelters are locked at all times.
- (j) When using your SmartRider card to access the bike shelter, you must tag on to a Transperth Service on the same day. If you do not, you will not be able to access the bike shelter the next time you attempt to store your bicycle. See the Transperth website for details.
- (k) If you have not accessed the shelter for a period of three (3) months or longer, we reserve the right to terminate your access. You will then need to apply to re-register.
- (l) We accept no liability for damage or theft of bicycles or other property from bike shelters. We recommend that you lock your bicycle securely to the internal u-rails provided.
- (m) If you do not comply with these Conditions, we may terminate your access to the bike shelter, remove the bicycle and any other property to storage where it will be held until collected or disposed of in accordance with section 64 of the *Public Transport Authority Act 2003*.

F. Appendices

1. Appendix A – Current Fares

Fares effective 1 July 2024

Standard Fares

Fare Type	Cash	SmartRider 10% Discount	SmartRider 20% Discount
2 Sections	\$2.40	\$2.16	\$1.92
1 Zone	\$3.50	\$3.15	\$2.80
2 Zones	\$5.20	\$4.68	\$4.16
DayRider	\$10.40	\$10.40	\$10.40
FamilyRider *	\$10.40		

Concession Fares

Fare Type	Cash	SmartRider 10% Discount	SmartRider 20% Discount
2 Sections	\$1.10	\$0.99	\$0.88
1 Zone	\$1.60	\$1.44	\$1.28
2 Zones	\$2.40	\$2.16	\$1.92
DayRider	\$4.80	\$4.80	\$4.80

- All fares GST inclusive. Fares calculated are rounded to the nearest whole cent based on normal rounding convention.
- *FamilyRider tickets have time restrictions on when they can be purchased. Visit the [special fares page](#) for more information.

2. Appendix B – Concessions

Students

Who is eligible	Proof required	Entitlement
Primary Student*	Student SmartRider	Free for any journey Monday to Friday during the school year. Concession fares apply on the weekend and during summer school holidays.**
Secondary Student*	Student SmartRider	Free for any journey Monday to Friday during the school year. Concession fares apply on the weekend and during summer school holidays.**
Secondary Student 19 years and above	Tertiary SmartRider	Concession fare
Secondary Student attending Tertiary Institutions	Student SmartRider	Concession fare
Interstate Primary and Secondary Student	Tertiary SmartRider	Concession fare
University or TAFE Student	Tertiary SmartRider	Concession fare

* Proof of concession is not required for children 14 years and younger. Children 15 years and older are required to carry a concession SmartRider when travelling using concession fares.

** Free travel and concession fares are only available when using the Student SmartRider.

Seniors and Pensioners

Who is Eligible	Proof Required	Entitlement
Disability Support Pensioner	Pensioner SmartRider and Centrelink Disability Pension concession card	Concession fare or free travel
Disability Support Pensioner - Special exemptions	Proof required - see bottom of page	Unrestricted travel
Veteran, War Widow or War Widower	Veteran SmartRider	Concession fare or free travel
WA Senior	Seniors SmartRider	Concession fare or free travel
Interstate Senior	Interstate Seniors card	Concession fare
Aged Pensioner	Pensioner SmartRider	Concession fare or free travel
Carer	Pensioner SmartRider	Concession fare or free travel

Centrelink cardholders

Who is Eligible?	Proof Required	Entitlement
Holders of WA Health Care Cards and dependents listed on card	Western Australian Health Care Card issued by Centrelink	Concession fare
Holder of Concession Card	Concession Card Interim Voucher issued by Centrelink	As stated on voucher

General

- (a) A cardholder using a Student SmartRider must be a full time primary or secondary student with a Western Australian school.
- (b) Students must give up their seats if asked by an adult or Transperth officer.
- (c) You may only apply for a Tertiary SmartRider if you are:
 - (i) enrolled in full-time studies at a Western Australian University or TAFE College, or
 - (ii) a secondary school student attending school in the year you turn 19 or older, or
 - (iii) an interstate primary or secondary school student.
- (d) You are unable to apply for a Tertiary SmartRider if you are:
 - (i) a part-time student;
 - (ii) studying by correspondence;
 - (iii) enrolled in an interstate or overseas institution; or
 - (iv) a visiting interstate or overseas tertiary student.
- (e) A cardholder using a SmartRider and travelling on Pensioner, Health Care, Tertiary, Job Seeker or Asylum Seeker concession fares must present when requested by a Transperth officer a valid photographic identification such as a Western Australian Driver's License, ImmiCard, or Student ID (issued by their registered tertiary or post-secondary institution) to validate their identity and confirm they are the concession holder.
- (f) If you are a DP (Disability Pension 70 -100%), GCH (DVA Gold Card Holder), EDA, INT, POW, TPI, OIP or TTI pension recipient you are eligible for a Veterans SmartRider card for free travel and parking for your registered vehicle.
- (g) If you are a Wholly Dependent Partner, War Widow or War Widower who doesn't receive the Income Support Supplement (ISS) you are eligible for a Veterans SmartRider card for concession travel.
- (h) A cardholder using a Veterans SmartRider must hold either a Veteran Card (Gold or White) or DVA Health Card (Gold or White) issued by the Department of Veterans Affairs with a prefix 'Q'.
- (i) A cardholder using a Seniors SmartRider must be the holder of a Western Australian Seniors Card.
- (j) A cardholder using a Pensioner SmartRider must hold a Pensioner Concession Card issued by Services Australia receiving a carer, aged or disability support pension.
- (k) To be eligible to apply for an asylum seeker ASH concession SmartRider you will need to:
 - (i) Reside in Western Australia;
 - (ii) Not be in full time education;
 - (iii) Not be in full time employment; and
 - (iv) Be a person seeking asylum who has applied for or is appealing the outcome of a protection visa.
- (l) All concession customers must use their SmartRider or purchase a paper ticket (if applicable) to travel on a concession fare.

3. Appendix C – Direct Debit Request Service Agreement for Autoload

This Direct Debit Request Service Agreement (**Agreement**) sets out the terms and conditions on which you (the bank account or credit card holder) authorise the Public Transport Authority of Western Australia (ABN 61 850 109 576) (**we or us**) (APCA User ID number: 209033) to automatically debit the amount authorised by your Direct Debit Request (**DDR**) from your bank account or credit/debit card (**Account**) at your nominated bank or financial institution and transfer this amount (**Autoload Amount**) to the SmartRider card nominated on the DDR (**Nominated SmartRider**), or subsequent replacement SmartRider card, of which you are authorised to control.

DDR

1. By submitting and agreeing to a DDR for your Nominated SmartRider by the method as presented in your Autoload application, you authorise us to arrange for funds to be debited from your Account in accordance with this Agreement, through the 'Bulk Electronic Clearance System' (**BECS**).
2. You must have the authority and right of control of your Account for the duration the DDR is active. If you are unsure as to whether you have authority for the Account, you should contact your financial institution.
3. We will only arrange for funds to be debited from your Account as authorised in the DDR.
4. A copy of this Agreement will be provided to you via the email registered to your Transperth account, upon submission and acceptance of your DDR. This Agreement will remain active until such time as your DDR is cancelled or replaced by a new DDR in accordance with this Agreement.
5. The Autoload Amount that you set for credit to the Nominated SmartRider must be no less than \$20 and no more than \$250. It is recommended that the Autoload Amount allows for payment of at least 10 of your normal journeys to reduce the number of Autoload transactions that may be required per month.
6. Direct debit through BECS is not available on all bank accounts or credit/debit cards. If you are unsure as to whether direct debit is available on your Account, you should check with your financial institution.
7. We will refresh and update approved BSB numbers on a monthly basis against the Australian Payments Network BSB database. If your BSB is prevented from being entered into your DDR please contact your financial institution.

Debiting Your Account

8. We will arrange for the transfer of the Autoload Amount from your Account to the Nominated SmartRider whenever the stored balance on the Nominated SmartRider drops below the low value threshold. See [How Autoload Works](#) for further detail on the Autoload process and current threshold values.

9. When the stored balance on your Nominated SmartRider drops below the low value threshold, the Autoload Amount will automatically be credited to your Nominated SmartRider stored balance when it is presented to a SmartRider validator (card reader).
10. After adding the Autoload Amount to your Nominated SmartRider balance, the SmartRider system will send the DDR request to your bank or financial institution. The deduction of funds from your Account will normally take place within 24 hours of sending the DDR request to your bank or financial institution.
11. If the debit day (being the day that payment is due by you to us) falls on a day which is not a business day, the DDR will be processed on the next available business day. If you are unsure as to when a debit will be processed, you should contact your financial institution.

Your Obligations

12. It is your responsibility to ensure there are sufficient clear funds available in your Account to allow for the payment of the Autoload Amount in accordance with the DDR. Additionally, you must ensure any credit/debit card nominated in your DDR has not expired.
13. We will send a courtesy email to advise when a credit/debit card is nearing expiry and needs updating to ensure future debit payments are not declined.
14. If there are insufficient clear funds in your Account to meet a payment of an Autoload Amount and your debit payment is declined:
 - (a) the Autoload Amount credited to your Nominated SmartRider will be reversed;
 - (b) your DDR will be cancelled automatically. We may also disallow further applications for Autoload;
 - (c) your financial institution may charge you a fee; and
 - (d) we may charge you the reasonable costs incurred by us on account of there being insufficient funds.
15. Autoload activation in accordance with your DDR requires your Nominated SmartRider to be presented to a SmartRider validator to finalise activation. Failing to present your Nominated SmartRider to a SmartRider validator within a reasonable timeframe after acceptance of your DDR may delay the Autoload activation and disrupt your ability to travel. Further information about this process can be found here: [SmartRider FAQs](#)
16. It is recommended that you check any amounts credited to your Nominated SmartRider against a recent statement from your financial institution. If you have a query or dispute relating to debits to your Account you should contact your financial institution or contact us for assistance.
17. The Autoload fare discount will be applied to your Nominated SmartRider upon activation and when your Nominated SmartRider is topped up using Autoload. Adding money using other methods will remove this Autoload discount until the Nominated SmartRider is topped up again using Autoload.

Replacement SmartRider Cards

18. If your Nominated SmartRider with a valid Autoload DDR is replaced with a new SmartRider card for any reason, the DDR and this Agreement will apply to the replacement card, along with any available stored balance on the primary SmartRider card. An email will be generated from SmartRider to notify you of this change.
19. If you do not want your DDR to transfer to a replacement card, you will need to follow the DDR cancellation instructions to disable and cancel your DDR.

Update/change bank account or credit/debit card

20. You can change your SmartRider Autoload to a new bank account or credit/debit card at any time by the following options:
 - (a) logging into your Transperth 'My Account' and select Manage Autoload. Enter new bank account or credit/debit card details and complete a new DDR as prompted; or
 - (b) contact your financial institution to submit a 'Notice of Variation', which will then be provided to us. Once received, we'll update the details as instructed and will send an email to advise you the change is complete.

Cancellation and Amendment

21. You can disable Autoload and cancel your DDR at any time by one of three ways:
 - (a) log into your Transperth 'My Account' and disable Autoload to your Nominated SmartRider;
 - (b) contact us on the Transperth Infoline on 13 62 13 and request your Autoload be disabled; or
 - (c) contact your financial institution.
22. Please allow 5 days for the cancellation to take effect. Your financial institution will be able to tell you the timeframe for option (c) to take effect.
23. If your Nominated SmartRider is lost or stolen, it is your responsibility to disable Autoload and cancel your DDR. Until such time as a cancellation request is received by us, you are responsible for all Autoload top ups and corresponding debits to your Account.
24. Autoload deactivation requires your Nominated SmartRider to be presented to a SmartRider validator to finalise the cancellation. Failing to present the card to a SmartRider validator within 5 days after submitting the Autoload cancellation may delay the request for deactivation and result in further transactions being processed to your Account.

Privacy

25. We will keep information about your Account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.

26. We will otherwise deal with your information in accordance with our Privacy Statement and record keeping policies.

Disputes

27. If you believe that there has been an error in debiting your Account, you should notify us directly via the Transperth Infoline 13 62 13. Alternatively you can contact your financial institution for assistance.
28. If we conclude as a result of our investigations that your Account has been incorrectly debited, we will arrange for your financial institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted.
29. If we conclude as a result of our investigations that your Account was not incorrectly debited, we will provide you reasons for this finding.

Amendments by us

30. We reserve the right to turn off (disable) Autoload at our discretion, including removal of any stored banking information from the SmartRider system.
31. We may vary any details of this Agreement or a DDR at any time by giving you at least 30 days written notice sent to your preferred email or address noted in your DDR.
32. We may suspend or cancel this Agreement at any time if we suspect fraudulent information has been provided in relation to this Agreement or your DDR. We will provide you with written confirmation anytime we suspend or cancel your DDR.