

SMART CARD USER GUIDE

What to do

Where to top up

You will be able to top up your GO GEORGE Smart Card 7 days a week at:

GO GEORGE Smart Card kiosks and top-up points:

- George Transport Hub, Cradock St: **05:00 - 20:00**
- Garden Route Mall, Blanco Triangle: **05:00 - 20:00**
- Thembaletu – Nelson Mandela Blvd, in time for roll-out: **05:00 - 20:00**
- Smart Card counter in George Municipality's finance hall
- GO GEORGE Smart Card mobile kiosks (leaflet with schedules available at all Smart Card kiosks, the Info kiosk at the Hub and downloadable at www.gogeorge.org.za)

GO GEORGE top-up vendors:

- Various GO GEORGE vendors throughout town (leaflet with list available at all Smart Card kiosks, the Info Kiosk, Transport Hub, GO GEORGE communication champions or www.gogeorge.org.za)



Top-ups

- **Trips topped up on the Smart Card never expire and stay valid until used.**
- No cash refunds once you've topped up your card!
- Keep your proof of purchase safe as it shows the balance of trips on your card.



Fare categories

Trips are loaded in your choice of the following bundles:

- **10 trips and more** - cheapest, discounted fare
- **2, 4, 6 or 8 trips** - standard fare
- **1 trip** - most expensive fare

A tariff increase takes place every year on the 1st of July. Enquire about the current tariffs at a kiosk or top-up vendor.



Enquiries

**GO GEORGE
Call Centre
0800 044 044
www.gogeorge.org.za**



What about transfers?

- Government subsidises part of the bus fare in order to make it more affordable to users while still maintaining a high quality of service.



- With the GO GEORGE Smart Card, **you will be able to transfer between routes within one hour**, without having to pay for additional trips. Keep the receipt printed by the card machine when you boarded - you will need to show that together with your Smart Card to transfer within one hour without having to pay again.



- Fares are determined by the George Municipality and will be adjusted annually on 1 July.



Lost or stolen cards

- Treat your GO GEORGE Smart Card like you treat your bank cards or cash. If you lose your card or if it is stolen, you will lose all the trips on your card.
- Lost or stolen cards can unfortunately not be replaced. No remaining trips on your lost / stolen card can be transferred to the new card.
- Go to any Smart Card kiosk or mobile vehicle where you can buy a new card.

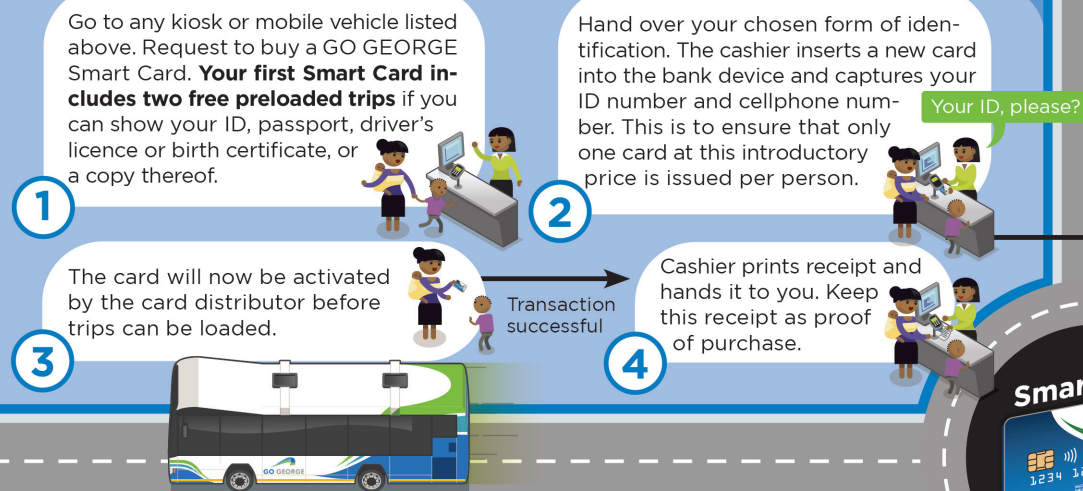
Buying cards for other people

- People can buy Smart Cards for employees or other family members at the special first-card price, including two pre-loaded trips, **provided they produce a valid form of identification, or a copy thereof, for each of these persons.**
- **If you don't have any official form of identification** to buy yourself or someone else a Smart Card at the first-card price, you can still buy a card at the normal price, with no pre-loaded trips.

1. Get and activate your GO GEORGE Smart Card

WHERE? From GO GEORGE Smart Card kiosks, 7 days a week:

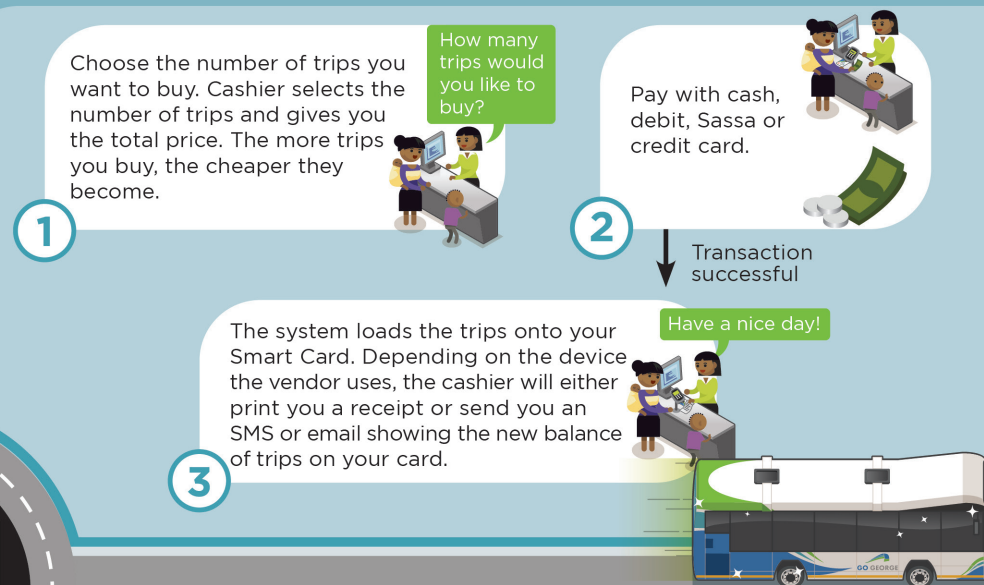
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2. Top up your GO GEORGE Smart Card

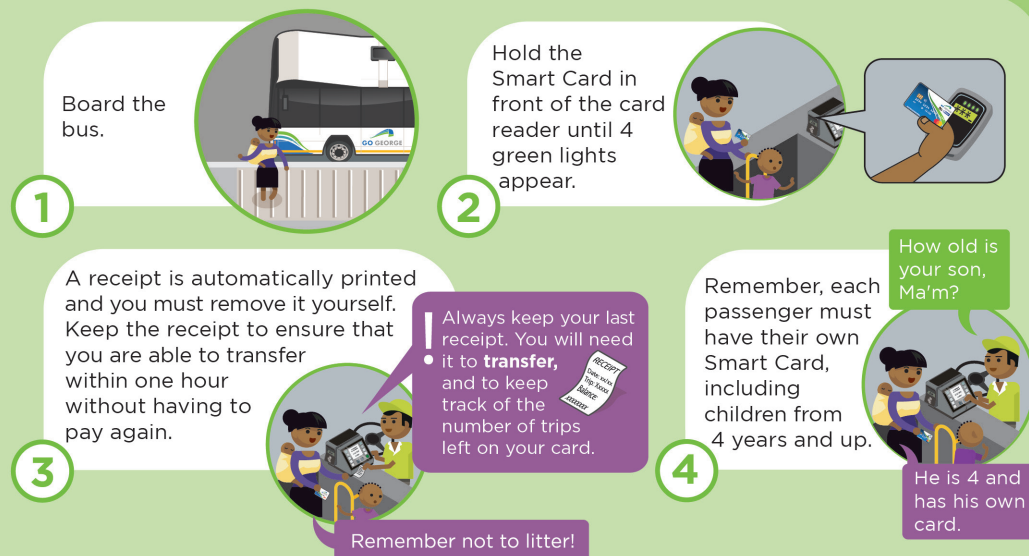
WHERE? In addition to the fixed Smart Card kiosks and mobile kiosks, you can top up your card with trips at registered GO GEORGE top-up vendors.

- list of vendors available at Smart Card kiosks, Info Kiosk at the Hub or by calling 0800 044 044



3. Using a GO GEORGE Smart Card on the bus

HOW? The GO GEORGE Smart Card may be used for only one passenger at a time / per trip. You cannot tap it more than once when you board a bus.

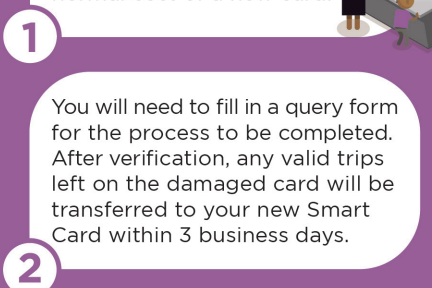


4. Report damaged or defective cards

WHERE? Only at fixed or mobile Smart Card Kiosks, NOT top-up vendors

Damaged cards

A damaged card is a card that shows visible signs of damage or wear and tear. If you have damaged your card, go to any of our fixed or mobile Smart Card Kiosks where you can buy a new Smart Card for the normal cost of a new card.



Defective cards

A defective card is a card that has no visible damage, but which cannot be read by the card reader on the bus. If your card stops working, go to any of our fixed or mobile Smart Card Kiosks and report your defective card immediately.

Your card will be tested and replaced with a new Smart Card immediately, at no cost, if it should prove to be faulty. The official will keep your old card to verify the number of remaining trips.

