

Now kids can Snapper too

We're changing the way children pay for their bus fare.



The snappier way to bus.



Why?

It's faster.

They'll be able to board the bus faster.

It's easier.

Just tag on and tag off
- it's simple.

It's cheaper than cash.

Automatic 20% discount off the cash price of a single child fare*.

It's flexible.

Travel on any GO Wellington, Valley Flyer and Airport Flyer bus services.



*Snapper charges may apply. Please see Snapper Terms and Conditions at www.snapper.co.nz. The Snapper discount does not apply to the special inner city \$1 fare and After Midnight service fares. Special event and promotion fares may be excluded from the Snapper discount. To find out more visit www.gowellingtonbus.co.nz.

What is Snapper?

Snapper is the quick and easy way to pay for everyday items, including bus fares

- Snapper comes as a card. It stores up to \$300.
- Snappers cost \$10 including GST

How do the changes affect children?

If you pay by cash

- Nothing has changed. But child fares will be 20% cheaper if they pay by Snapper*.

If children currently use a 10 trip ticket

- From **Sunday 11 October 2009**, child 10 trip tickets will no longer be sold.
- From, **Thursday 31 December 2009** they will no longer be able to be used on GO Wellington buses.
- If they pay by Snapper, they will receive a 20% discount off the cash price of a single child fare.*
- From **Friday 01 January 2010**, any remaining value on child 10 trip tickets can be refunded. Refunds are available from GO Wellington until **30 June 2010**, please download a refund form from www.gowellingtonbus.co.nz

If children currently use a monthly Bus King pass

- If they use a monthly pass (Bus King) there is no change for the moment. However, 30 day passes will be able to be loaded onto a Snapper in the near future. Watch out for when this becomes available.

Snapper for Children

All children attending full time primary, intermediate or secondary schools are entitled to an automatic 20% discount off the cash price of a single child fare* if they purchase a Child Snapper.

You can purchase either a Green Snapper (for primary/intermediate school children Years 1-8) or a Red Snapper (for secondary school children Years 9-13) which is personalised with age and school enrolment.

Children at primary and intermediate school (Years 1-8) will be able to purchase a Green Snapper from a range of retailers displaying the Snapper sign.



- Green Snappers are not required to be registered, but we strongly recommend that they are to protect the value on them if they are lost or stolen.
- Visit www.snapper.co.nz or call **0800 555 345** to register and protect your Snapper. You can also view transaction history online and new features as they become available.

Children at full time secondary school (Years 9-13): will be able to purchase a Red personalised Snapper which stores the cardholder's date of birth and flags that they are a school student, entitling them to the child fare discount. If the student already has a Snapper School ID card, then this already entitles them to the child discounted fare and they don't need another Snapper.



- They will need to complete an application form and provide proof of date of birth (eg: drivers licence, birth certificate, passport, school ID card).
- If they are 16 years or older they will also need to provide proof of enrolment at a secondary school (eg: school ID, school letter or school fee invoice).
- If a student is aged 16 or over the personalised Snapper is valid until **28 February** the following year. If they are aged 16 or over and returning to secondary school full-time they will need to renew their personalised Snapper each year.
- To find out further information on how to renew a Red personalised Snapper go to www.snapper.co.nz or call Snapper on **0800 555 345**.

How to Use Snapper

Q: How do children use a Snapper on the bus?

- Just **tag on** by holding a Snapper **flat and still** to the bus reader with the Snapper logo on it as they enter the bus. Remember that they will need to **tag off** as they exit the bus.
- The system works out how far they have travelled and charges the Snapper for the length of the trip.

How to Use Snapper (continued)

Q: How can children tell if they have tagged on or off correctly?

- When they hold the Snapper **flat and still** to the bus reader, a green circle is displayed. This means it is good to go - they have **tagged on or off** correctly.

Q: What is displayed on the bus reader when they tag on?

- The time is displayed on the bus reader in green. Once **tagged on**, the bus reader displays in red the minimum fare for that route (one zone). And if the Snapper has a low value (\$12 or less) the screen displays in green the remaining value left on the Snapper and broadcasts a message "card value low."

Q: What is displayed on the bus reader when they tag off?

- When they **tag off**, the bus reader displays the difference between the minimum fare (one zone) and the fare for the actual distance travelled e.g. if they travel three zones - they will be charged for one zone as they enter and the additional two zones as they exit.

Q: The bus reader just gives a red cross not a green circle. What is wrong?

- The Snapper may not have sufficient value stored on it to pay for the fare. If they have plenty of value on the Snapper, then it may be that the bus reader has not read the Snapper clearly. Remove the Snapper from the reader and give it five clear seconds before trying again. Remember to hold it **flat and still** against the bus reader and wait for the green circle. Then they will be good to go.

- If the registered Snapper has been hot-listed, because it was reported lost or stolen, it will also display a red cross. (See 'How to register a Snapper?').

Q: So what was the total cost of my fare?

- The total cost is the minimum fare (one zone) plus the fare that was shown when your child exited the bus.

Q: What happens if children forget to tag off as they exit the bus?

- If children **tag off** as they exit the bus they will be accurately charged for the distance they have travelled. If they forget to **tag off** when they exit the bus, they will be charged the **maximum child cash fare** from where they boarded the bus to the last destination on that route. So they must remember to **tag on** and **tag off**. It's accurate and it's simple.

Q: How does Snapper know where they got on and how far they have travelled?

- GO Wellington, Valley Flyer and Airport Flyer buses have been fitted with a new ticketing system which has Global Positioning System (GPS). The onboard GPS system knows where every bus stop is in the Wellington and Hutt Valley region.

Q: What if the Snapper doesn't have enough money on it to complete the bus trip?

- When they **tag on**, they will be able to board the bus if they have enough money on their Snapper to pay for the minimum fare on that route. That means the Snapper must have enough funds on it to pay for the shortest journey on the route they have chosen to travel.

- They **tag off** as normal when they exit the bus. The Snapper will be charged for the distance they travelled. They will need to feed the Snapper before they use it again and then the next time they pay for their bus fare by Snapper they will be charged for any outstanding balance.

Q: Are there different Snappers for Adults and Children?

- Yes. Adults can purchase a Snapper from retailers displaying the Snapper sign. Children require a different type of Snapper so that they can receive a child discounted fare. (See 'Snapper for Children').
- Persons 16 years and older and are no longer in full time secondary school education pay an adult fare.

Other Snapper Stuff

Q: Where can I purchase a Snapper for my child?

- Snappers cost \$10 including GST.
- Green Snappers are available from a range of retailers throughout central Wellington and the Hutt Valley which display the Snapper sign. Visit www.snapper.co.nz for the latest list of Snapper retailers.
- Red personalised Snappers are available from **Thursday 20 August**:

Reading Cinema - Courtenay Central, Ground Floor, 100 Courtenay Place, Wellington:

- Thursday 20 August: 12pm to 7pm
- Friday 21 August: 12pm to 7pm
- Saturday 22 August: 10am to 5pm
- Sunday 23 August: 10 am to 5pm
- Thursday 27 August: 12pm to 7pm
- Friday 28 August: 12pm to 7pm
- Saturday 29 August: 10am to 5pm
- Sunday 30 August: 10 am to 5pm

Q. How do I feed my child's Snapper?

- **A Snapper cannot be fed on the bus.**
- You can feed Snapper at any Snapper 'buy and feed' retailer. There are over 100 of these in the Wellington region including over 40 in the Hutt Valley.
- You could also purchase a \$35 Snapper Feeder, visit www.snapper.co.nz and feed your Snapper via your PC's USB port with your credit card.
- To purchase a Feeder call Snapper on **0800 555 345**. You'll need your credit card handy.

Q. What does it cost to feed a Snapper?

- It costs 25 cents each time you feed a Snapper.

Q. Do I need to register my child's Snapper?

- All Snappers must be registered if they are to be hot-listed in the event that they are lost or stolen. Registering your child's Snapper also allows you to view transaction history online.

Q. How do I view my child's transactions?

- Register your child's Snapper and then go to www.snapper.co.nz, log in and select "view transactions". There will be a listing of all the Snapper feeds and transactions.

Q. Can I register more than one Snapper to my account?

- Yes, if you want to register, for example, yours and your child's Snapper simply go to www.snapper.co.nz, log in and select "Register another Snapper".

Q. If I have purchased a Child Green Snapper is it automatically registered for hot-listing?

- No. A Child Green Snapper is not automatically registered.
- It is strongly recommended that you register your child's Snapper to help protect the value on it if lost or stolen.

Q. If I have a Red personalised Snapper is it automatically registered for hot-listing?

- Yes. The personalised Snapper is automatically registered. As part of the application for a personalised Snapper, the card details have been recorded to protect the personalised Snapper, in case it is lost or stolen. We recommend you also activate your account by registering online at www.snapper.co.nz or by calling the Snapper call centre on **0800 555 345**. Activating your account allows viewing of transaction history online and new features as they become available.

Q. How do I register a Snapper?

- Register the Snapper online at www.snapper.co.nz or call Snapper on **0800 555 345**. Registration forms are also available at Snapper retailers.

Q. What do I do if my child's Snapper is lost or stolen?

- If your child's Snapper is registered, simply call the Snapper call centre on **0800 555 345** to hot-list your card.
- Hot-listed cards are communicated to bus readers and retail terminals.
- Once the hot-list message is received, the Snapper is deactivated, so it will be declined.

- This process can take up to three business days.
- After three business days, any remaining balance can be transferred to another Snapper.
- Snapper users must register their Snapper to take advantage of this feature.

Q. If I do not have a computer how do I register my child's Snapper?

- Please contact the Snapper call centre on **0800 555 345** and the process can be completed over the phone.

Got other questions?

- For all Snapper questions call **0800 555 345**.
- For GO Wellington bus questions call **04 387 8700**.
- If you want to know about bus routes, timetables and fares call Metlink on **0800 801 700**.

