

We're changing the way you pay for your bus fare

On 14 June we're swapping
Go Rider to Snapper



The snappier way to bus.



Why?

It's faster.

You'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 adult or child fare*.

It's flexible.

Travel on any Valley Flyer, Airport
Flyer, or GO Wellington services.

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 (special introductory price).

How do the changes affect you?

If you pay by cash

- Nothing has changed.

If you use a Go Rider Fare Card to pay for your bus fare

- From **14 June**, Go Riders are being replaced by Snapper.
- From **11 June** until **21 June**, we'll swap your Go Rider for a **FREE** Snapper and transfer any money on your Go Rider to your new Snapper.
- See 'Swap your Go Rider for a Snapper' to find out how to swap.
- If you swap your Go Rider for a Snapper you will be able to travel for **FREE** on Valley Flyer and Airport Flyer buses from **11 June until 13 June 2009**. Just show your Snapper to the driver.

If you use a Go Rider monthly pass

- Go Rider monthly passes will not be available on Snapper.
- From **14 June** Hutt Valley monthly passes will be available as calendar month passes.
- These will be available for purchase from the Snapper stands listed inside this leaflet and also from the Valley Flyer Office at Waterloo Interchange, Pohutakawa Street, Lower Hutt.
Opening times: Monday to Friday 7.30am - 4.30pm.
- Hutt Valley monthly passes can also be purchased over the telephone with a Visa or Mastercard, please call Valley Flyer on **04 569 2933**.
- If your current Go Rider monthly pass is valid for travel during June you will be able to obtain a **FREE** Snapper when you swap your Go Rider card. At the same time you will also be issued with a **FREE** Hutt Valley calendar month pass for travel during June.

How do the changes affect you? (continued)

If you use a Platinum or Metlink Hutt Plus monthly pass

- There is no change.

If you use a Go Rider Fare Card to purchase daily travel deals (eg: Daytripper, Group Daytripper, STARPass, Discovery pass, Metlink Explorer)

- These will not be available on Snapper.
- You can still purchase these with cash from the bus driver.

If you currently use a transfer ticket when travelling

- From **14 June** a transfer ticket will **only** be available with Snapper. Simply **tag on** and **tag off**, the Snapper system works out the correct adult or child fare.

How to Use Snapper

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

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

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

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

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

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

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

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

Q: When I tag on, the bus reader gives me 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 you have plenty of value on your Snapper, then it may be that the bus reader has not read your Snapper clearly. Remove your Snapper from the bus 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 you are good to go.
- If your registered Snapper has been hot-listed, because it was reported lost or stolen, it will also display a red cross (see 'How do I register my Snapper?').

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

- The total cost is the boarding fare (one zone) plus the fare that was shown when you exited the bus.

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

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

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

- Valley Flyer, Airport Flyer and GO Wellington 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 Hutt Valley and Wellington region.

Q: What if I don't have enough money left on my Snapper to complete my trip on the bus?

- When you **tag on**, you will be able to board the bus if you have enough money on your Snapper to pay for the minimum fare on that route. That means your Snapper must have enough funds on it to pay for the shortest journey on the route you have chosen to travel.
- **Tag off** as normal when you exit the bus. Your Snapper will be charged for the distance you travelled. You will need to feed your Snapper and then the next time you pay for your bus fare by Snapper you will be charged for any outstanding balance.

Q: Are there different Snappers for Adults and Children?

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

Senior Fares

Q: Can I get a senior concession fare on a Snapper?

- If you have a SuperGold card you can travel free on weekdays between 9am - 3pm or after 6.30pm and any time on weekends and public holidays.
- From **14 June 2009** senior concession fares will no longer be available on Valley Flyer or Airport Flyer buses.
- If you are a senior and travel before 9am and between 3pm and 6.30pm weekdays you will need to pay the full adult fare or use Snapper and get an automatic 20% off the cash price of a single adult fare.*

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 merchants 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.
- See 'Swap your Go Rider for a Snapper' to find out how to swap your current Go Rider card for a Snapper.

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.



- You will need to complete an application form and provide proof of date of birth (eg: drivers licence, birth certificate, passport, school ID card).
- If you are 16 years or older you will also need to provide proof of enrolment at a secondary school (eg: school ID, school letter or school fee invoice).
- See 'Swap your Go Rider for a Snapper' to find out how to swap your current Go Rider card for a Snapper.
- Snapper will also be distributing personalised Snappers via many of the colleges in the Hutt Valley prior to the switch to Snapper.
- From **Monday 22 June** personalised Snappers will be available from the Valley Flyer office, Waterloo Interchange, Pohutakawa Street, Lower Hutt. Opening times: **Monday to Friday 7.30am – 4.30pm.**
- If a student is aged 16 or over the personalised Snapper is valid until 28 February the following year. If they are 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 your personalised Snapper go to www.snapper.co.nz or call Snapper on **0800 555 345**.

Other Snapper Stuff

Q: Where can I purchase a Snapper?

- Snappers are available from a range of merchants throughout the Hutt Valley and in central Wellington which display the Snapper sign. Visit www.snapper.co.nz for the latest list of Snapper merchants.
- Snappers currently cost \$10 including GST. This is an introductory offer, as they will retail at \$15 including GST in a few months time.
- If you have a Go Rider card you can obtain a **FREE** Snapper between **Thursday 11 June and Sunday 21 June** from locations in the Hutt Valley (see 'How do I swap my Go Rider for a Snapper').

Q. How do I feed my Snapper?

- You cannot feed your Snapper on the bus.
- You can feed your Snapper at any Snapper 'buy and feed' merchant. There are over 100 of these in the Wellington region including over 30 in the Hutt Valley.

- You could also purchase a \$25 Snapper Feeder, visit www.snapper.co.nz and feed your Snapper via your computer's USB port from 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 your Snapper.

Q. Do I need to register my Snapper?

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

Q. If I have a child Green Snapper am I automatically registered for hot-listing?

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

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

- Yes. Your personalised Snapper is automatically registered. As part of your application for a personalised Snapper, your card details have been recorded to protect your 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**. This allows viewing of transaction history online and new features as they become available.

Q. I have an adult Snapper, am I automatically registered for hot-listing?

- No. An adult Snapper is not automatically registered.
- It is strongly recommended that you register your Snapper to help protect the value on it if it is lost or stolen.

Other Snapper Stuff (continued)

Q. How do I register my Snapper?

- Register your Snapper online at www.snapper.co.nz or call Snapper on **0800 555 345** to register it. Registration forms are also available at Snapper merchants.

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

- If your 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 merchant 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 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 Valley Flyer bus questions call **04 569 2933**.
- If you want to know about bus routes, timetables and fares call Metlink on **0800 801 700**.

Swap your Go Rider for a Snapper

Q: How do I swap my Go Rider for a Snapper?

- Simply take your Go Rider card to one of the Snapper stands listed below anytime between **Thursday 11 June and Sunday 21 June** and you will be able to obtain a **FREE** Snapper.

Westfield Queensgate Shopping Centre

Corner Queens Drive and Bunny Street, Lower Hutt, Wellington

Opening times: Thursday 11 – Sunday 21 June

- Monday – Wednesday: 9am – 6pm
- Thursday – Friday: 9am – 9pm
- Saturday: 9am – 6pm
- Sunday: 10am – 5.30pm

Valley Flyer Office

Waterloo Interchange, Pohutakawa Street, Lower Hutt

Opening times: Monday 15 – Friday 19 June

- Monday - Friday 7.30am – 4.30pm

The Mall

Main Street, Upper Hutt.

Opening times: Friday 12 – Tuesday 16 June

- Monday – Thursday: 9am – 5.30pm
- Friday: 9am – 8.30pm
- Saturday: 9am – 5.30pm
- Sunday: 10am – 4pm

Local Colleges

Go Rider cards will be swapped over for Snappers at many of the colleges in the Hutt Valley prior to the switch over to Snapper on the Valley Flyer. For a list of colleges and Swap Out dates call Snapper on **0800 555 345** or visit www.snapper.co.nz.

Snapper Office

Level 3, 40 Johnston Street, Wellington

Opening times: Thursday 11 – Friday 12 June and Monday 15 – Friday 19 June

- Monday – Friday 9am – 5pm

- You can only swap your Go Rider for a **FREE** Snapper between **11 June and 21 June**.
- From **22 June** you will still be able to transfer any balance from your Go Rider to a Snapper however you will first need to purchase a Snapper.
- From **22 June**, Go Rider balance transfers will only be available at Valley Flyer Offices at Waterloo Interchange, Pohutakawa Street, Lower Hutt. Opening times are:
Monday to Friday 7.30am – 4.30pm.
- Go Rider balance transfers will continue at Valley Flyer Office until **30 September 2009**.

Q: What do I need to bring with me?

- **Adults:** Just bring your Go Rider card.
- **Children at primary and intermediate school (Years 1-8):** Just bring your Go Rider card.
- **Children at full time secondary school (Years 9-13):** Bring your Go Rider card and proof of date of birth (e.g: drivers licence, birth certificate, passport, school ID card).
- If you are aged **16 or over** you will also need to provide proof of enrolment at a secondary school (e.g: school ID, school letter or school fee invoice).



* 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 go to www.valleyflyer.co.nz.