

Simpler Fares FAQ's

#	Question	Response
	<i>AT HOP day pass</i>	
	I have an AT HOP Day pass. How long is it valid for?	The AT HOP Day pass is valid for the day that you first tag on with it and expires at midnight on that day. For example, if you buy a day pass, then tag on to a bus or train at 10am, it will expire at midnight that same day.
	Does my AT HOP Day pass work on the Waiheke bus?	Yes the AT HOP Day pass works on all scheduled bus and train services in Auckland except SkyBus services.
	What is the difference between the current/old AT HOP day passes and the new one	A pass purchased before 11 August is valid for 24 hours from first tag on. The new one is valid only until midnight on the day it is first used. The new one is valid for all areas of Auckland (but excluding SkyBus services) including inner harbour ferries and costs \$18. It covers the same services as the current A, B & C zone pass.
	What zones can I travel in using the new AT HOP day pass?	The new AT HOP day pass is valid for bus and train travel in all zones in Auckland except on SkyBus services. It is also valid for travel on Inner Harbour ferries (Devonport, Stanley Bay, Bayswater, Northcote Point and Birkenhead ferry services)
	What ferry services can I travel on using the AT HOP day pass?	The pass can be used on inner harbour ferry services which include Devonport, Stanley Bay, Bayswater, Northcote Point and Birkenhead ferries.
	What is the last day of sale of the current AT HOP day passes?	10 August 2016 (until midnight). Passes purchased on this day or before must be used by midnight 13 August 2016
	When can I buy the new AT HOP day pass?	14 August 2016
	<i>Cash / Paper tickets</i>	
	Can I buy a return paper ticket for bus or train trips?	No. Paper tickets are only available for a single trip.
	If I buy a ticket for 2 zones but get off in the first zone, can I get a refund for the second zone?	No. If you leave the service early, there are no refunds, and the ticket cannot be used on another service.

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	Ferry services	
	When are the AT HOP monthly passes for ferries available?	From 14 August 2016
	Can I use my AT HOP monthly ferry pass on buses or trains?	No. AT HOP ferry passes are only valid for travel on the ferries specific to that pass.
	Why can't I use my Bus/Train Monthly Pass on ferries?	The Bus/Train Monthly Pass only works on bus or train services. For ferries you can either pay with HOP money on your AT HOP card or use the correct Ferry Monthly Pass.
	Can I have an active monthly ferry pass and an active Bus/Train Monthly pass on my AT HOP card at the same time?	Yes you can have an active monthly ferry pass and an active Bus/Train Monthly pass on your AT HOP card at the same time.
	What services are included in AT HOP Ferry Inner Monthly Pass?	AT HOP Ferry Inner Monthly Pass covers all inner harbour services including Bayswater, Birkenhead, Devonport, Northcote Point, and Stanley Bay.
	What services are included in AT HOP Ferry Mid Monthly Pass?	AT HOP Ferry Mid Monthly Pass covers all mid harbour services including Hobsonville, Beach Haven, West Harbour and Half Moon Bay.
	What services are included in AT HOP Ferry Outer Monthly Pass?	AT HOP Ferry Outer Monthly Pass covers Gulf Harbour services.
	Why doesn't the Pine Harbour ferry have an AT HOP monthly pass?	At this stage we have been unable to reach agreement to have Pine Harbour included in the monthly pass. We will continue to discuss it.
	Can I use the Waiheke Ferry with any of the AT HOP ferry monthly passes?	No. For Waiheke you can pay with HOP money, or for pass options go to the Fullers website.
	Is the Waiheke Bus included in my AT HOP Monthly Ferry pass?	No. AT HOP monthly ferry passes do not include Waiheke ferry or bus services.
	Are you removing the existing ferry operator monthly passes and other passes?	At this stage there are no changes to existing ferry operator passes. The three new AT HOP ferry monthly passes will be in addition to existing options.

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	<i>Fare calculation</i>	
	When do the fares change?	14 August 2016
	If services are delayed and a journey goes over 4 hours, can I request a refund?	Please contact 09 366 4467 or visit an AT Customer Service Centre and we will investigate on a case-by-case basis.
	How do I work out my fare?	<p>You look at our zone map and count the number of zones you travel through as part of your journey. Then you look at our fare table to figure out what your AT HOP fare will be.</p> <p>You do need to tag on to each bus or train within 30 minutes of tagging off from the previous bus or train for up to five trips, and complete your journey within 4 hours to benefit from the full journey fare.</p> <p>If you are travelling within a zone overlap area as part of a journey (this means tagging on and off within the same zone overlap area), this may count as travelling through a new zone. From 14 August you can refer to AT.govt.nz/journeyplanner for the correct fare.</p>
	When Simpler fares goes live will my auto top up still work or do I have to create a new one?	Yes, your auto top up will still work and you don't need to do anything.
	If I check my balance, top up my card or buy a pass during a trip or between trips will that break my journey?	No – checking your balance, topping up your card or buying a pass will not break your journey.
	If I forget to tag on or tag off to one of the trips in a journey - will that break my journey?	<p>Yes – if you fail to tag on or off, this will break your journey.</p> <p>You will also be charged the AT HOP card penalty for failure to tag off, which will be automatically deducted the next time you tag on.</p>
	What is a journey?	<p>A journey is your entire travel between 2 points which may include travel on one or more bus or train.</p> <p>To benefit from a journey fare, you will need to meet the journey requirements which are a maximum of 5 trips with a 30 minute time from tag off to tag-on for each trip, and journey completed within 4 hours.</p>

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	How long do I have from tagging off one trip and tagging on to another?	30 minutes.
	Can I get the journey fare on any bus or train service?	The only scheduled bus service where journey fares do not apply is the SkyBus service.
	Why did you make annual changes to fares in February only to change them again now?	Many of the changes made in February were also in preparation for the launch of Simpler Fares.
	How do zone overlaps work?	<p>Zone overlap areas (shown as grey areas on the map) at some zone boundaries allow for travelling to the edge of zone borders without crossing into another zone.</p> <p>For example: If you travel from Titirangi in the Waitakere zone or from Avondale in the Isthmus zone to the New Lynn bus & train interchange, you will only be charged for one zone, \$1.80 with AT HOP.</p> <p>If you are paying with an AT HOP card and travelling within a zone overlap area as part of a journey (this means tagging on and off within the same zone overlap area), this may count as travelling through a new zone. From 14 August you can refer to AT.govt.nz/journeyplanner for the correct fare.</p> <p>Go to AT.govt.nz/simplerfares to see all the zone overlap areas.</p>
	Will the cheaper fares on CityLink still be available after Simpler Fares are launched?	Yes. The CityLink fares are not changing. See the fare table at AT.govt.nz for the fares.
	Are ferry fares affected by the Simpler Fares changes?	No. Ferry fares will remain the same as they are now with the exception of changes to the AT HOP day pass and the introduction of three new AT HOP ferry monthly passes
	Are cash fares affected by the Simpler Fares changes?	<p>Yes. A new zone map and fare table will be used to calculate cash and AT HOP fares from 14 August 2016. Use this table and map to calculate cash fares for bus and train trips.</p> <p>If you pay with cash, use the table to find the fare of each bus or train you catch then add them together to work out the total cost of your journey. Bus and train</p>

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		<p>cash fares will always work out more expensive than the equivalent AT HOP fares (except for SkyBus services)..</p>
	<p>Why are AT making these changes?</p>	<p>We are making it easier to know how much your bus and train fare will cost. Currently every route has its own fare stages and there are too many to be shown on a single map. This makes it hard to know how much journeys will cost you until you have purchased your ticket, or take the journey, or gone online to find out. The new zone map and fare table makes it easy to know how much your journey will cost you.</p> <p>Your fare is calculated on your journey from A to B (with a maximum of 5 trips with a 30 minute time from tag off to tag-on for each trip, and journey completed within 4 hours) which is the fairest way of charging for a fare. For many trips this gives you more choices. For example a bus trip plus a train trip may be quicker than staying on a single bus for your whole journey. Now both options will cost the same so you can choose based on preference not price.</p>
	<p>What is Simpler Fares?</p>	<p>Simpler Fares is the name we have given to the new fare zone system implemented for Auckland's buses and trains except SkyBus services.</p> <p>The new zone map and fare table makes it easy to know how much your journey will cost you.</p> <p>Your fare is calculated on your journey from A to B (with a maximum of 5 trips with a 30 minute time from tag off to tag-on for each trip, and journey completed within 4 hours) which is the fairest way of charging for a fare. For many trips this gives you more choices.</p> <p>If you are travelling within a zone overlap area as part of a journey (this means tagging on and off within the same zone overlap area), this may count as travelling through a new zone. From 14 August you can refer to AT.govt.nz/journeyplanner for the correct fare.</p> <p>If you pay with cash, use the fare table to find the fare of each bus or train you catch then add them together to work out the total cost of your journey. Cash fares will always be more expensive than AT HOP card fares.</p>

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	If my journey goes over 4 hours or it takes me more than 30 minutes to tag onto the next bus or train, how is my fare calculated?	If this happens the first journey will be completed and a new journey fare will begin. Separate fares will be applied for each of those journeys.
	Do I need to replace my AT HOP card when Simpler Fares is introduced?	No. There is no change to your AT HOP card or the way that you use it.
	Do I still get my SuperGold concession discount with Simpler Fares?	Yes. This does not change if you have your SuperGold concession loaded on your AT HOP card.
	Why are you increasing fares?	We are changing the way fares are calculated. For some trips this will result in a lower fare. For many people their fare will not change. And for a few their fare will increase.
	Why are cash fares so expensive?	Cash fares are more expensive than AT HOP because they have more cost to them such as the time it takes to handle and bank the cash, increased security measures required on buses, the delay to bus services while cash is paid and change given. A discount is given to payments with the AT HOP card to reflect the lower cost and to encourage people to use the card instead of cash.

Terms of use and registered prospectus for the AT HOP cards are available at AT.govt.nz/athop or at the AT Customer Service Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured.

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