

**Why do I need a ticket to travel on an ACTION bus?**

The *Road Transport (Public Passengers Services) Act 2001* and its subordinate Public Passenger Services (PPS) legislation requires that all passengers have a valid ticket to travel on an ACTION route or school service.

**What constitutes a valid ticket?**

Valid tickets include tickets purchased with cash from the driver or MyWay cards that have been correctly validated (tagged on).

- **Cash tickets** - all passengers purchasing a ticket with cash are advised to have the correct fare ready when boarding to avoid delays. Drivers have a limited cash float and may not be able to provide change for large notes. The presentation of a large note may result in refusal of travel.
- **MyWay cards** - MyWay cards enable passengers to use prepaid credit to obtain the cheapest fare. The use of MyWay cards creates faster passenger boarding times and enables ACTION to gain data about passenger travel patterns, assisting in the development of future bus networks. MyWay cards are available for purchase from MyWay Centres, Canberra Connect Shopfronts, MyWay Recharge Agents or online at [www.transport.act.gov.au/myway/buy.html](http://www.transport.act.gov.au/myway/buy.html)

**What happens if I do not have a valid ticket?**

Failure to travel with a valid ticket may result in refusal of travel on ACTION services, or an infringement notice as referred to in PPS legislation.

**Can I ask for a concession fare?**

Passengers who request a concession cash fare are required to present valid proof of concession when paying for their ticket. Failure to present valid proof of concession will result in a full fare being charged. The driver's decision is final.

Passengers can apply for a concession MyWay card at a MyWay Centre or a Canberra Connect Shopfront. Valid proof of concession must be provided.

Passengers travelling with a concession ticket must carry valid proof of concession at all times while travelling on ACTION services and present it to an authorised person on request.

**What types of concessions are accepted?**

ACTION and MyWay accept a range of concession cards. More information on concessions, including student fares, may be found on the Transport for Canberra website

[www.transport.act.gov.au/myway/concession.html](http://www.transport.act.gov.au/myway/concession.html) and  
[www.concessions.act.gov.au/transport/public\\_transport\\_action\\_buses](http://www.concessions.act.gov.au/transport/public_transport_action_buses)

**Does ACTION still provide a 90-minute transfer on tickets?**

Yes, all fares for travel on ACTION services include a 90-minute transfer. The 90-minute transfer allows passengers to board all other ACTION services within a 90-minute period from the time the ticket is purchased.

**Does ACTION issue refunds or reimbursements?**

ACTION does not generally provide refunds or MyWay credit reimbursements.

In particular, refunds or reimbursements will not be provided where:

- a passenger purchases prepaid credit and chooses not to use it for travel on ACTION
- a passenger fails to show valid proof of concession when boarding and paying for a cash fare ticket
- an ACTION service is delayed or fails to operate and the passenger uses alternate travel arrangements.

In all other cases, ACTION will consider refund requests. Requests must be made in writing and include relevant supporting evidence. All decisions on refund requests are at the discretion of ACTION Management.

**How do I provide feedback?**

All feedback and complaints about ticketing, fares and refunds will be considered in accordance with ACTION's Feedback and Complaints Handling Policy (SP002) and factsheet, which may be found on the ACTION website [http://www.action.act.gov.au/About ACTION/service policies/feedback and complaints handling](http://www.action.act.gov.au/About%20ACTION/service_policies/feedback_and_complaints_handling)