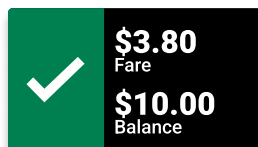


## ✓ Tagging off



As you tag off, the fare charged will display on the Snapper card reader.



If your balance is below \$12.00, or you have less than 7 days remaining on your pass, your balance is displayed when you tag off.



If you change your mind about travelling, you have 20 minutes from tagging on to tag off at the same station and not be charged. Wait for at least 10 seconds after you tag on, then tag a reader again: your travel will be cancelled and you will not be charged.



Always remember to tag off whether you're using Snapper credit or a travel pass to avoid penalties.

## Register your Snapper card

Registering your Snapper card is the only way to keep your balance safe if your card is lost or stolen. You can register, view your balance and your transaction history online.

[www.snapper.co.nz/register](http://www.snapper.co.nz/register)

## Top up your Snapper card before you board the train

There are many ways to top up – choose the one that suits you best.

[snapper.co.nz/topping-up-options](http://snapper.co.nz/topping-up-options)

## 30-Day passes

30-day travel passes can be activated on any day of the month and are then valid for unlimited rail use for 30 consecutive days.

## Explorer day passes

Explorer day passes give you and an accompanying child aged 5-15 unlimited travel for one calendar day, on Metlink buses and trains.

## Snapper credit

You can add a dollar value credit to your card, which is used to pay your fare when using your Snapper card to travel.

## For all things Snapper



[snapper.co.nz](http://snapper.co.nz)



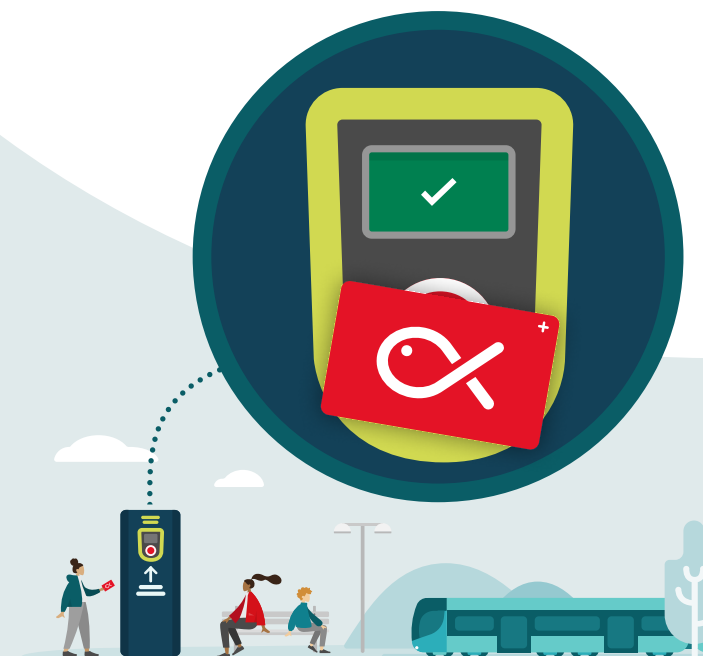
0800 555 345

The information contained in this brochure was correct at the stated printing date. For the latest information on all Snapper services, visit [snapper.co.nz](http://snapper.co.nz).

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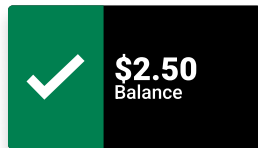
# Snapper on the Wellington train network



**Hold your Snapper card flat and still to the Snapper fish on the card reader.**

**When you hear it beep and the screen goes green you can board the train.**

# ✓ Tagging on



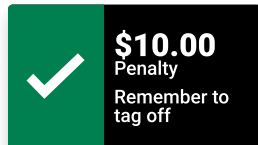
**"Beep"**

You are good to board the train. If your balance is below \$12, the reader will display the balance on your card to help remind you to top up.



**"Beep beep"**

You are good to board the train. You are using a card with a concession on it and the reader will display the concession on the screen to confirm you are paying the correct fare.

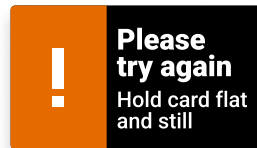


**"Please remember to tag off"**

You are good to board the train. If you failed to tag off from your last trip, when you next tag on you will receive a missing tag-off charge. It is important to tag off whether you're using Snapper credit, or a travel pass.



Snapper Ridebank cards and multi-tag options cannot be used when travelling by train.



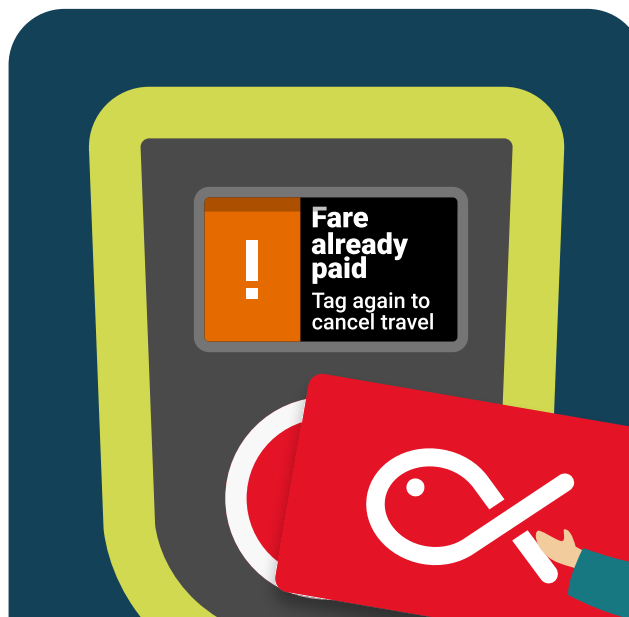
**"Beedoo, please try again"**

Hold your Snapper card flat and still to the Snapper fish on the card reader.



**"Beedoo, more than one card detected"**

Other electronic cards in your hand can interfere when reading your Snapper card. Make sure you hold just your Snapper to the card reader.



**"Beedoo"**

You have insufficient funds to tag on. You'll need to top up before you can use your Snapper to board the train. This could be the result of an IOU or forgetting to tag off the last time you travelled.



**"Beedoo"**

If the card you are using was reported lost to Snapper, it will display as blocked and cannot be used on the train.



If you have an outstanding penalty or IOU that your current balance won't cover, your 30-day rail pass will fail to tag on. Once you top up with enough credit to clear the penalty/IOU, your pass will work again.

**"Beedoo, fare already paid"**

If you try to tag your card within 10 seconds of already tagging on, a message appears to confirm the fare has already been paid.



Hold your Snapper card flat and still to the Snapper fish on the card reader.