

Available concession types

- Tertiary concession – for eligible Wellington tertiary students.
- Accessible concession – for Te Hunga Whaikaha Total Mobility cardholders* and Blind Low Vision NZ clients.
- Community Connect concession – for Community Services Card holders

Find out if you're eligible for a concession.
Visit snapper.co.nz/concessions

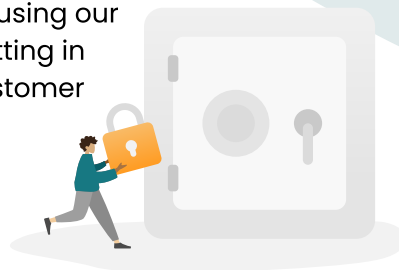
**Te Hunga Whaikaha Total Mobility cards have a built in Snapper function including an accessible concession. These cardholders do not need a Red Snapper card with added concession.*



Protect your balance

You can protect the balance on your card by registering it to a Snapper account. This means that if your card is lost, damaged, or becomes faulty, it can be blocked and have the balance (along with any passes or concessions) transferred to another Snapper card.

Register your card by visiting the Snapper website, using our mobile app, or getting in touch with our customer support team.



Need help?

Snapper customers can access support through a variety of channels.



snapper.co.nz/contact-us



0800 555 345

(Monday to Friday 8am–6pm
& Saturday 8am–1pm)



i-SITE Wellington, 111 Wakefield Street
Wellington Railway Station Information Centre



facebook.com/mySnapper



x.com/teamsnapper

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Get moving with Snapper



Snapper provides a seamless way to pay for transport on Metlink bus and rail services.

Load up your Snapper card with credit or a travel pass, remember to tag on and off – and you're on your way!



**For everything Snapper,
visit snapper.co.nz**

Snapper cards come in two types



Child card: Green Snapper cards charge the user child fares. These cards are eligible for use by those

aged 5–16, or still in secondary school. Some schools will print their student IDs on Green Snapper cards.



Adult card: Red Snapper cards charge the user adult fares by default, but can be loaded with a concession based on the user's eligibility.

Paying for your travel with a Snapper card is easy.

Snapper credit

This is a dollar value credit added to your card, which is spent when using your Snapper card to travel.

Travel passes

30-Day passes: Allow for unlimited travel within your selected zone/s, on either bus or rail. They can be activated on any day of the month and are then valid for 30 consecutive days.

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

There are multiple ways to top up your Snapper card. Find the one that suits you best.

Mobile app

The Snapper app is available on both iPhone and Android mobile devices, allowing you to top up from wherever you are.

1. Open the app, and scan your Snapper card by holding it against the back of your device.
2. Select the amount you'd like to top up.
3. Enter your credit or debit card details (and optionally, save these for next time).
4. Collect the credit onto your card by scanning it again.



Kiosks

Snapper kiosks are a self-service machine that allow you to check your balance or top up. Simply pop your card on the reader, and follow the on-screen instructions to top up your card.

You can find a list of kiosk locations at snapper.co.nz/locations

Retailers

Snapper retailers offer services including the sale of Snapper cards, topping up, checking your balance and selling travel passes.

Please note that there is a 25c fee for topping up at a retailer, e.g. if you ask for a \$20 top-up, then \$19.75 will be added to your card. This fee covers the cost for the retailer to provide the service. You may also be charged an additional fee for electronic transactions that incur a cost to the retailer.

You can find a list of retailer locations at snapper.co.nz/locations



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

