

Tertiary Concession Card

Terms of Use

Introduction

1. These terms of use (**Terms**) govern your possession and use of the Tertiary Concession Card.
2. Canterbury Regional Council (**Environment Canterbury**) has the right to vary these Terms at any time but we will give you not less than four weeks' notice of any change through the Metroinfo website, posters in buses and terminals and other means of communication with you. If you do not accept the Terms or any changes to the Terms, you need to stop using your Tertiary Concession Card and Metro bus services.

General terms

3. The Tertiary Concession Card remains the property of Environment Canterbury.

Approved Tertiary Institutes

4. To be issued with a Tertiary Concession Card, you must be currently enrolled with an approved tertiary institute in Canterbury, a list of which can be found [here](#). This includes full-time, part-time, on-campus and distance learners enrolled in a course for at least half a year (being at least one full semester, excluding enrolments for summer school courses only). Upon completion of your study at the relevant approved tertiary institute, or following termination of your enrolment (including where you transfer to a different approved tertiary institute), the tertiary institute will notify Environment Canterbury and your Tertiary Concession Card will be deactivated at least 30 days after your enrolment at that tertiary institute ends.
5. If you would like to continuing using Metro services after finishing your study or terminating your enrolment at a tertiary institute, you may request to have the remaining balance on your Tertiary Concession Card transferred to a new Metrocard (or an existing one, if you have one). It is your responsibility to contact Metroinfo to arrange for a new Metrocard to be issued when your Tertiary Concession Card is deactivated.
6. If your Tertiary Concession Card is cancelled because you have transferred to a new approved tertiary institute or you re-enrol with your previous institute, you can apply for a new Tertiary Concession Card.

Routes and Metro Services

7. The Tertiary Concession Card is available for use on all participating Christchurch and Timaru Metro bus services, except the Timaru to Temuka service. Participating Christchurch and Timaru Metro bus services are those services outlined listed at metro.co.nz/networkmap (**Metro Network**).

Discounted Fares and Balances

8. When you use the Tertiary Concession Card, you will receive a discounted fare on participating bus services in the Metro Network. The discounted fare will be equivalent to the then-current Metrocard Child fare for the relevant service, being a 40% discount of the Metrocard Adult fare. The Tertiary Concession Card must be presented in order for you to receive the discounted fares, otherwise the standard cash fare will apply. Details of the standard fares for the Metro service can be found [here](#).
9. You must have your valid student ID card with you when using the Tertiary Concession Card and provide that ID to Metro staff members for inspection, if requested.
10. Environment Canterbury is not responsible for any operators of services outside of the Metro Network that refuse to honour Tertiary Concession Card. While standard tertiary fares apply on all participating services, customers should be aware that additional fares may be charged on the Tertiary Concession Card for services that are not operated under the Metro Network. Environment Canterbury is not responsible for the quality of service provided as a consequence of the use of the Tertiary Concession Card, or liable for any losses thereby incurred.
11. Environment Canterbury together with any participating bus and ferry operators are authorised to debit bus and ferry service fees and charges to from Tertiary Concession Card. By using Metro services and your Tertiary Concession Card, you agree to Environment Canterbury's right to debit fees and charges as set out in these Terms.
12. Other than as set out in these Terms, the available credit on Tertiary Concession Card is not transferable and is non-refundable except at the discretion of Environment Canterbury. Environment Canterbury will transfer any available credit or refund it to you provided that Environment Canterbury is reasonably satisfied that the person to whom the refund or transfer is to be made is the rightful holder of the card. No interest will be paid to the cardholder for any funds on a Tertiary Concession Card.

Suspension, confiscation or termination

13. Environment Canterbury has the right to cancel a Tertiary Concession Card without notice or to confiscate or temporarily suspend any Tertiary Concession Card if:
 - a. the cardholder's tertiary institute ceases to be an approved tertiary institute (as described under the heading 'Approved Tertiary Institutes' above);
 - b. Environment Canterbury suspects it is being misused;
 - c. Environment Canterbury suspect the cardholder has damaged or defaced any bus, bus stop or equipment;
 - d. following the introduction of a new card system when an old (defunct) card is presented for travel;
 - e. where a card is lost or stolen; or
 - f. otherwise on request from the New Zealand Police or as required by law.

14. If the Tertiary Concession Card is cancelled, confiscated or temporarily suspended in any of the circumstances set out in section 13 above, then any remaining available credit will be non-refundable and forfeited to Environment Canterbury.

15. Subject the 'Pilot Programme' section 35 below, if a Tertiary Concession Card is not used for three or more years the card will expire and the balance remaining will not be refunded and will be forfeited to Environment Canterbury, but during the validity period of the Tertiary Concession Card Environment Canterbury will transfer any available credit, provided that that we are reasonably satisfied that the person to whom the transfer is to be made is the rightful holder of the card. "Use" is defined as the purchase of a trip on a bus or ferry within the Metro Network.

16. When a new Tertiary Concession Card is issued it must be loaded with a minimum value of \$5.

Privacy

17. All personal information relating to cardholders will be dealt with in accordance with the provisions of the Privacy Act 2020 (**Act**) and these Terms. Except to the extent allowed by the Act and these Terms, personal information will not be passed on to any third party without the cardholder's consent.

18. Environment Canterbury, or the cardholder's tertiary institute on behalf of Environment Canterbury, may collect the following personal information from you:

- a. Name, phone number, email address, physical address, postal address;
 - b. Data in relation to the cardholder's use of Environment Canterbury's services;
and
 - c. Payment and travel information.
19. Environment Canterbury will collect personal information by way of any communication with Environment Canterbury either directly, via phone or email.
20. Environment Canterbury may use personal information collected about you:
- a. To verify your identity.
 - b. In connection with the provision (or potential provision) of services to you, including validating concession eligibility.
 - c. To communicate with you in relation to those services.
 - d. To co-operate with government, industry, legislative or regulatory authorities. This includes, for the avoidance of doubt, the provision of information to the New Zealand Police, the Ministry of Health or the Canterbury District Health Board for the purposes of contact tracing when required to do so.
 - e. To protect and/or enforce Environment Canterbury's legal rights and interests, including defending any claim.
 - f. For any other purpose authorised by you and/or the Act.
21. Environment Canterbury will take all reasonable steps to ensure that personal information relating to cardholders, including personal information collected on behalf of Environment Canterbury by a cardholder's tertiary institute, is safe from loss, unauthorised use, modification, disclosure, and any other misuse.
22. All personal information relating to cardholders is stored electronically (requiring logins and passwords) or physically (in secured premises). Only authorised persons are permitted to access personal information relating to cardholders.

Customer rights/obligations

23. Tertiary Concession Cards must be validated for every trip taken on a participating bus or ferry service by presenting the card to the on board card-reader device. The cardholder must show their Tertiary Concession Card, and/or boarding ticket, upon demand by an operator or driver. Failure to do so may mean that an operator charges the cardholder another fare.

Registration

24. The cardholder is responsible for providing registration details either via the online website when applying for a Tertiary Concession Card. Registration is required to allow the balance of a lost or stolen Tertiary Concession Card to be transferred to a new card.
25. If a registered Tertiary Concession Card is lost or stolen it is the responsibility of the cardholder to inform Environment Canterbury. Environment Canterbury will cancel any registered cards reported lost or stolen. Cancellation will take effect the next business day following notification of the lost or stolen card. A new Tertiary Concession Card can be obtained, subject to the cardholder paying the card issuing fee (where applicable) and the value remaining on the lost or stolen card after the date of notification may be transferred to the new card. Inappropriately registered or unregistered Tertiary Concession Cards cannot be cancelled and the value remaining on a lost or stolen Tertiary Concession Card will not be refunded or transferred to a new card.
26. The cardholder is responsible for the care of their Tertiary Concession Card.

Malfunctions

27. Should a Tertiary Concession Card fail to operate; the driver will issue a receipt to the passenger. This receipt will be valid for the remainder of that business day and will allow the passenger to use Metro services for that day only. It is the passenger's responsibility to contact their tertiary institute to arrange for a new card to be issued. Once this has been issued, the passenger can contact Metroinfo to arrange for any funds transferred from the malfunctioning card to the new card. Where a replacement card has not been obtained the passenger will be charged full cash fares after the expiry of the receipt.
28. The cardholder's tertiary institute will replace any Tertiary Concession Card that is faulty unless there is evidence of abuse of or tampering with the card.
29. Before presenting a Tertiary Concession Card, cardholders need to specify the full zonal distance they require on the first leg of their journey (first trip), if they want to benefit from the free transfers when travelling beyond Zone 1.
30. On presentation of your Tertiary Concession Card, the fare will be automatically deducted. No paper receipts or tickets will be issued for fares purchased with a Tertiary Concession Card, unless you are on your last available ride.
31. Environment Canterbury has the right to deduct funds from a Tertiary Concession Card if an incorrect fare has been charged or a fee has been avoided.
32. A Tertiary Concession Card is not transferable and Tertiary Concession Card discounted fares are restricted to the cardholder.

Code of conduct

33. To make sure every bus trip is a good one, we ask you to live by [some simple rules](#).

Video camera in use

34. Video surveillance is in use on buses and ferries at all times. If you deface or damage a bus or ferry you could face up to three months imprisonment, a fine of up to \$2000 and be trespassed. No attempt is made to identify individuals from video surveillance footage except in relation to a reported or suspected incident requiring investigation.

Pilot Programme

35. You acknowledge that the Tertiary Concession Cards are being offered as part of a two-year pilot programme. Unless the programme is extended, or made permanent, all Tertiary Concession Cards will be deactivated on 30 June 2024 (or such other earlier date that Environment Canterbury may determine and notify to you in accordance with the 'Changing these Terms' section of these Terms), with the balance able to be transferred to a Metrocard (or its successor) by making a request with Metroinfo at the Bus Interchange.