

TERMS AND CONDITIONS

Card Validity End Date on 31 December 2017

Gautrain cards are valid for five (5) years from date of manufacture of the card and therefore the cards need to be replaced before this validity end date. Some Gautrain cards have reached their validity end date on 31 December 2017.

Passengers who are in possession of a card with a validity end date of 31 December 2017, may exchange it for a new Gautrain card – free of charge. This offer is available from 19 January until 2 February 2018, while stocks last.

Cards may be exchanged at any Gautrain station by visiting the individual positioned at the station available to exchange cards. The exchange desks will be open between 06h00 to 10h00 and from 14h00 to 19h00 on weekdays only.

The Small Print Eligibility

- The Gautrain card exchange offer is applicable only to cards that have a validity end date of 31 December 2017.
- Cards with a validity end date of 31 December 2017 may be exchanged for a new card between 19 January and 2 February 2018 only, while stock last.
- Individuals are available at all Gautrain stations to assist with the card exchange between 06h00 to 10h00, and from 14h00 to 19h00 on week days.
- Gautrain cards will not be exchanged at a Gautrain station Ticket Office.
- Passengers are required to produce a Gautrain Card receipt, obtained at a Ticket Vending Machine, on which the validity end date of 31 December 2017 is displayed.
- Gautrain Card receipts reflecting the validity end date must be handed to the individual at Gautrain station in order to receive a new Gautrain card.

Funds remaining on card with a validity end date of 31 December 2017

- Refund of remaining value on cards that have reached their validity end date on 31 December 2017, may be applied for.
- Refunds valued between R1 and R1500 may be applied for at www.gautrain.co.za
- Refunds valued at over R1500 must be applied for by completing a refund application form at any Gautrain station. A copy of customer ID and a bank statement should be provided with the refund application. A refund process can take up to 14 days to be completed.
- Any remaining value on a card with a validity end date of 31 December 2017 that is exchanged for a new card, will be forfeited.

General

- This offer is not open to any director, member, partner, employee or agent of, or consultant to the service provider or any other person who directly or indirectly controls or is controlled by the service provider; or to a supplier of goods or services in connection with this offer.
- We reserve the right to withdraw the offer without prior notice.
- This campaign is executed as a measure of goodwill and is only applicable to cards that have reached their validity end date on 31 December 2017. Cards with a validity end date after 31 December 2017 are to be replaced at your own cost.
- Random cards are pre-loaded with R174 value. Passengers who exchange their Gautrain Cards stand a chance to receive a new Gautrain card with a pre-loaded value balance of R174.
- Remaining funds on the cards with a validity end date 31 December 2017 that have been exchanged for a new card, will be forfeited.

