

Go Card Terms and Conditions

- 1) These terms and conditions apply to the issue and use of Go cards. Please read these terms and conditions to ensure you understand them fully. Isle of Man Transport reserves the right to amend these terms and conditions periodically and to post any amendments in our Conditions of Carriage and also on our website:
<http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/>
- 2) Isle of Man Transport is the trading name for the Public Transport Division of the Department of Infrastructure of the Isle of Man Government. IoM Transport is the supplier of Go cards and the operator of **bus vannin** and Isle of Man Railways services. Its registered office is Banks Circus, Douglas, Isle of Man, IM1 5PT.
- 3) **What is a Go card?** A Go card is a travel smartcard for travel on IoM Transport services. It enables the loading of electronic travel products on to it. Full information on all products can be found on our website. Current cards are:
 - a. Go School for obtaining the concessionary 25p school bus fares.
 - b. Go College for obtaining the concessionary 25p bus fares.
 - c. Go Explore for unlimited travel on scheduled bus and rail services for 1, 3, 5 or 7 days.
 - d. Go Explore Heritage for unlimited travel on scheduled bus and rail services and admission to Manx National Heritage sites for 5 days.
 - e. Go cards for unlimited bus travel for 1, 3, 5 or 7 days depending on the period saver purchased.
 - f. Go Places cards for multiples of 12 journeys, purchased in advance, on any fare band, providing discounts of 18-22% on full fares.
 - g. Go Platinum Bus provides unlimited bus travel on all Bus Vannin services for one year.
 - h. Go Platinum Reserve provides unlimited bus and rail travel plus admission to all Manx National Heritage sites for one year.
 - i. Go Easy cards offer unlimited bus travel for 28 consecutive days. When the 28 days are up, the cards can be topped up with another 28 days, with a 1, 3, 5 or 7 day saver, or left empty until required again. The cards cost £5 plus purchase of one of three 28 day travel products.
- 4) A standard Go card costs £2 to purchase to cover its production and activation fee. A photograph-bearing Go card costs up to £10 to cover its administration and activation fee. Go Easy cards cost £5, plus purchase of a travel product.
- 5) Credit or products must be added to your Go card in advance of using it to travel.
- 6) Go cards bearing a photograph can be used only by the card holder and they are not transferable.
- 7) Please note that cards may need to be taken from holders to connect with the electronic ticket machine. Most commercially available cardholders will not require removal of the card from the holder, however.
- 8) Improper use of a Go card will result in its withdrawal.
- 9) Defective cards that no longer function properly due to normal wear and tear will be replaced free of charge.

- 10) No refunds will be issued for lost or part expired products except in respect of Go School cards. Unwanted credit remaining on Go School cards at the end of the school year can be refunded at our card issuing stations in Douglas, Ramsey and Port Erin. The activation charge is not refundable.
- 11) **Faulty cards.** A small percentage of Go cards may be faulty and not recognised by the electronic ticket readers on IoM Transport services. Standard fares will have to be paid while the card is replaced, except for Go School cards where replacements will be issued – full details on our website: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/go-cards-faqs/#accordion>
- 12) When a Go card is faulty and the fault is not because of an action or failure by the holder, IoM Transport will replace it free of charge and will endeavour to replace any unused products. If you have to pay cash for a non-discounted fare due to a faulty card, you will need to retain your tickets to be considered for a refund up to a maximum of three days' travel. Faulty cards and tickets for any full fare journeys made need to be returned to the Welcome Centre before a replacement card can be issued free of charge.
- 13) As a security measure we will ask you to complete a 4R form before we cancel your card. Any refunds will be calculated from the time/day the form is submitted.
- 14) All applications for refunds and/or replacements should be made in person to the Welcome Centre in the Sea Terminal, Douglas. We may ask for personal identification.
- 15) Where a Go card malfunctions, is physically damaged or defaced and IoM Transport believes it has been misused or the registered holder has failed to take care of it, we reserve the right to charge for its replacement. We will transfer any outstanding credit to your replacement card if we are able to establish the amount remaining on the damaged or malfunctioning card.
- 16) Stolen cards should be reported to the police; you may be asked to provide a police incident number when reporting them stolen. We 'hotlist' or deactivate cards reported lost or stolen. No refunds will be made on hotlisted cards but any credit remaining on a hotlisted card can be transferred to a replacement card that is purchased.
- 17) If a Go card is inactive for 12-15 months the card will automatically be cancelled. Once cancelled, a card cannot be re-activated. Time limit varies according to card type. Standard Go cards – 12 months; Go Explore/Go Explore Heritage cards – 15 months.
- 18) By applying for a Go card you agree to be bound by these terms and conditions and agree to be bound by and adhere to our Conditions of Carriage.
- 19) **Who can apply** For details of eligibility to obtain Go School cards please see our website: <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/go-school/>
- 20) **How to apply** Details on how to apply for a Go card can be found on our website. Full information about the full range of Go cards will be listed when they are available. IoM Transport reserves the right to alter the application process without notice.
 - a) By completing the online application request you request IoM Transport to process your application and we agree to forward your Go Card to you within 10 working days; annual cards within 7 days.
 - b) IoM Transport will post your Go card to your home address and it will be valid for use from the start date of the bus or rail services to which it applies.

- 21) **Annual and Go Silver (60+ cards)/Go Gold cards:** IoM Transport reserves the right to charge an administration fee of £10 for the reissue of a photograph-bearing Go card, if your card is lost or stolen. That fee may be waived, at the discretion of IoM Transport, if the card is stolen and a crime reference number is provided.
- a) IoM Transport will not charge an administration fee if your Go card is faulty unless, as a result of misuse, the card appears to have been tampered with so as to make it electronically or visually unreadable.
 - b) Any remaining balance or time on an annual Go card may be transferred to a replacement card. No cash refunds will be made.
 - c) You must notify IoM Transport of any change of name or address or other contact details provided on the application form by either updating the details using your online customer account or by writing to IoM Transport at the address set out in clause 1 above. Failure to notify IoM Transport could result in us being unable to replace or to return your card if it is lost or stolen, or to refund any outstanding credit owed to you under these terms and conditions.
- 22) The Go card scheme may be withdrawn at any time at IoM Transport's sole discretion. The customer will be entitled to a full refund of the remaining value on the Go card and no administration fee will apply where the scheme is withdrawn by IoM Transport.
- 23) **Using your Go card** You may only travel with your Go card if you present your card at time of travel. **You must ensure you are eligible to use the Go card you present.**
- a) You must have your Go card available for inspection when travelling at any time. If you are not able to present your card at the time of travel you will be required to pay the standard fare for your journey even if you have credit available on your card. No reimbursements will be made for fares paid when the Go card was not presented.
 - b) Touch in with a Go card on the electronic card reader when you start your journey.
 - c) You must ensure there is sufficient payment on your card before you travel. Go School cards have an emergency 2 journeys to get the child home. This emergency fund can only be topped up at the Welcome Centre or another main card issuing station at Ramsey and Port Erin.
 - d) Other top-ups can be made online or in person at main card issuing stations. Further details including opening times can be found on our website.
 - e) IoM Transport reserves the right to refuse to issue a refund for top-up transactions made in error. To request a refund a 4R form must be submitted with the card to the Welcome Centre or by post to IoM Transport at the address in clause 1 above. Please allow up to 14 days for a refund to be received. Your Go card will be returned once the refund has been made. If you do not wish to be without a Go card during this time, a replacement should be ordered, for which the appropriate admin/activation fee will need to be paid.
- 24) **General: The Go card remains the property of IoM Transport at all times and may be withdrawn or cancelled (hotlisted) if the holder fails to comply with these terms and conditions or if IoM Transport believes the Go card has been altered, tampered with or misused. No refunds will be payable in the event of fraudulent or other misuse.**
- 25) For more information on Go Cards please visit <http://www.gov.im/categories/travel-traffic-and-motoring/bus-and-rail/go-cards/>