

AT HOP is coming to Howick & Eastern buses on 16 February 2014.



Get your AT HOP card now!
To find out if you are eligible for a free AT HOP card, go to ATHOP.co.nz

For more information visit
ATHOP.co.nz or phone 09 366 4467

@AklTransport



About the AT HOP card.

The AT HOP card is a reusable prepay smart card that will give Aucklanders one card for use on trains, ferries and buses. AT HOP allows travel on trains and buses with uniform fare types, prices and discounts across Auckland (excludes NiteRider bus service) and specific ferry fares and prices by route.

The AT HOP card stores value, either as HOP Money or as a Monthly Pass for trains and buses. HOP Money is like having pre-loaded credit on your AT HOP card. You get at least 10% discount off single trip cash fares (excludes NiteRider bus service) and travel for free on red City LINK buses, unless you have a negative balance on your AT HOP card, in which case you will need to pay the cash fare.

AT HOP establishes uniform ticketing technology on Auckland public transport service providers, which will allow the next steps in public transport ticketing over the next few years, including possible time-based travel within geographic zones.

As AT HOP continues to be rolled out across bus services, some existing cards, tickets and passes are being withdrawn up to 1 March 2014, as detailed in this brochure. Customers using these are encouraged to plan ahead to transition to the AT HOP card.

Register your AT HOP card.

Registering your card at ATHOP.co.nz allows you to:

- Help protect the balance on your AT HOP card should it be lost or stolen.
- Top up online and check your balance.
- Load a discount concession for discounted fares.

IMPORTANT

AT HOP will go live on Howick & Eastern buses on 16 February 2014.

Remember you will not be able to use your Howick & Eastern Ezi Pass for travel on Howick & Eastern buses from 16 February 2014.

Please run down the stored value balance on your Howick & Eastern Ezi Pass and use up your Multi-Journey trips by 15 February 2014, after which they will not be accepted for travel on Howick & Eastern buses.

You will not be able to use Howick & Eastern Monthly Pass, Half Moon Bay Ferry Monthly Pass and Gulf Harbour Ferry Monthly Pass on Howick & Eastern buses from 16 February 2014.

Get your free AT HOP card now!

Auckland bus users who have an existing Howick & Eastern Ezi Pass may be eligible for a free AT HOP card, so get yours now.

To apply go to ATHOP.co.nz and complete the application form.

The AT HOP card is also available now for a reduced price of \$5 until 31 July 2014 (full retail price is \$10). Terms and conditions apply. You can purchase your card online at ATHOP.co.nz or from selected retailers, train and ferry Ticket Offices and Customer Service Centres. Visit ATHOP.co.nz for retail agents.

Using the AT HOP card.

You will need to top up your AT HOP card with HOP Money or load a monthly pass before you can use your card for travel on Howick & Eastern buses. For more information on AT HOP Monthly Passes, visit ATHOP.co.nz

Money stored on your AT HOP card is called HOP Money. You can top up your AT HOP card online at ATHOP.co.nz, Top-Up machines at train stations and the Northern Busway, train and ferry Ticket Offices, Customer Service Centres or selected retailers (visit ATHOP.co.nz for retail agents).

Minimum top up is \$10, maximum top up is \$300. Most Top-Up machines accept EFTPOS, credit cards, notes and coins. There is a 25 cent fee on all one-off top ups online, at retailers, Top-Up machines at train stations and the Northern Busway, Customer Service Centres and train and ferry Ticket Offices.

There are no fees on loading Monthly Passes or for Auto Top-Ups online.

Top up online.

You can top up your AT HOP card online. Visit ATHOP.co.nz, register your card and you can then top up your card with HOP Money online.

Important: If you add funds via your online account before 10pm on any day, those funds should be available on your card the next day when you tag on to an AT HOP card reader. In some cases this may take up to 72 hours. Please note your online account balance will not update until after the top up has been loaded onto your card at tag on.

Things to remember:

1. AT HOP launches on Howick & Eastern buses on 16 February 2014.
2. If you have a Howick & Eastern Ezi Pass, you may be eligible for a free AT HOP card. To apply for a free card, visit ATHOP.co.nz
3. Register your AT HOP card at ATHOP.co.nz
4. You can top up your AT HOP card online at ATHOP.co.nz, Top-Up machines at train stations and the Northern Busway, train and ferry Ticket Offices, Customer Service Centres or selected retailers (visit ATHOP.co.nz for retail agents).
5. Apply for a discount concession if you are eligible.
6. Please run down the stored value balance on your Howick & Eastern Ezi Pass and use up your Multi-Journey trips by 15 February 2014, after which they will not be accepted for travel on Howick & Eastern buses.
7. Customers may apply to Howick & Eastern to request a refund for any unused stored value balance on their Howick & Eastern Ezi Pass.

The \$5 card offer.

Terms and conditions apply. Auckland Transport reserves the right to limit the special \$5 card offer to one card per customer and to extend the duration of the offer. The purchase price is non-refundable. The special \$5 card offer is available until 31 July 2014. Cards must be topped up before use and, where cards are purchased from train and ferry Ticket Offices, Customer Service Centres, or retail outlets, cards must be topped up at the time of purchase. Minimum top up is \$10.

You can read the full terms of use of the AT HOP cards, the registered prospectus relating to the AT HOP cards and other information regarding the AT HOP cards on our website or at the Transport Information Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured. ATHOP.co.nz

For more information
visit ATHOP.co.nz
or phone 09 366 4467



Refunds.

Customers may apply to Howick & Eastern to request a refund for any unused stored value balance on their Howick & Eastern Ezi Pass.

However, Howick & Eastern will not provide a refund for any unused monthly passes or Multi-Journey trips. These should be used up before they are no longer accepted for travel on Howick & Eastern buses (refer to the table for the exact dates).

Run down your balance.

Please run down the stored value balance on your Howick & Eastern Ezi Pass and use up your Multi-Journey trips, as you will not be able to use your card on Howick & Eastern buses from 16 February 2014.

Concessions.

The following discount concessions are available on the AT HOP card:

Child.

Children under the age of five travel free. From the age of five to 15, children are eligible for a Child Concession. Secondary school students between the ages of 16 and 19 are also eligible to apply for a Child Concession. Visit ATHOP.co.nz for more details.

Tertiary.

If you're a tertiary student, you may be eligible for a Tertiary Concession on your AT HOP card.

SuperGold.

If you are a SuperGold card holder, you can apply for a SuperGold Concession to be loaded onto your AT HOP card.

Accessible.

Customers with disabilities or limited mobility may be eligible for a free AT HOP card with an Accessible Concession.

To apply you must have a Total Mobility ID card or Royal New Zealand Foundation of the Blind ID card.

How to apply for a concession.

Before applying for a concession, you will need to register your card online at ATHOP.co.nz. Registration can take up to 24 hours to be applied to the card. Once your card has been registered, you must visit a Customer Service Centre to get your concession applied to your AT HOP card.

Child Concessions (for children up to 15 years) can be loaded online.

To find out all the details and whether you are eligible for a discount concession, visit ATHOP.co.nz or call the AT HOP Call Centre on 09 366 4467.

Fares.

Money loaded onto your AT HOP card is called HOP Money. You get at least 10% discount off single trip cash fares (excludes NiteRider bus service) by using your AT HOP card to pay for your travel. You can store up to \$300 of HOP Money on your AT HOP card. You can still travel on buses in Auckland by purchasing full price single trip tickets on board.

	Adult		Child/Accessible (with a concession loaded)		Tertiary (with a concession loaded)	
	Cash fare	AT HOP fare	Cash fare	AT HOP fare	Cash fare (Adult)	AT HOP fare
CBD Fare Zone	\$1.00	\$0.90	\$0.60	\$0.54	\$1.00	\$0.90
1 Stage	\$1.90	\$1.62	\$1.10	\$0.90	\$1.90	\$1.17
2 Stage	\$3.40	\$3.06	\$2.00	\$1.70	\$3.40	\$2.21
3 Stage	\$4.50	\$4.05	\$2.60	\$2.29	\$4.50	\$2.92
4 Stage	\$5.60	\$5.04	\$3.40	\$3.00	\$5.60	\$3.64
5 Stage	\$6.80	\$6.12	\$4.00	\$3.55	\$6.80	\$4.42
6 Stage	\$7.90	\$7.11	\$4.50	\$4.05	\$7.90	\$5.08
7 Stage	\$9.00	\$8.10	\$5.30	\$4.75	\$9.00	\$5.85
8 Stage	\$10.30	\$9.27	\$6.10	\$5.44	\$10.30	\$6.69



Key changes for Howick & Eastern customers and when they are taking place.

Ticket type:	Available for purchase on Howick & Eastern buses until:	Accepted for travel on Howick & Eastern buses until:	From 16 February 2014:
Single trip adult and child paper ticket	Continuing.	Continuing.	Continuing.
Stored value on Howick & Eastern Ezi Pass	9 February 2014.	15 February 2014.	Use an AT HOP card with HOP Money.
Multi-Journey (10 Trip)	2 February 2014.	15 February 2014.	Use an AT HOP card with HOP Money (or you will need to buy a paper ticket on board the bus for each individual journey).
Howick & Eastern Monthly Pass	14 January 2014.	15 February 2014.	Use an AT HOP card with a Monthly Pass loaded.
Howick & Eastern Family Day Pass	15 February 2014.	15 February 2014.	Use an AT HOP card with HOP Money.
Discovery Day Pass	15 February 2014.	1 March 2014.	
Discovery Monthly Pass	Available from selected ticket agents until 8 February 2014.	28 February 2014.	
Half Moon Bay Ferry Monthly Pass	Available from Fullers Ferries ticket offices until further notice.	15 February 2014.	
Waiheke Monthly Pass	Available from Fullers Ferries ticket offices until further notice.	Continuing.	Continuing.
Gulf Harbour Ferry Monthly Pass	Available from 360 Discovery until further notice.	15 February 2014.	
Concessions		15 February 2014.	Apply for a concession on an AT HOP card (we recommend eligible customers apply for a concession for their AT HOP card before 16 February 2014).
<ul style="list-style-type: none"> Child Tertiary 			
<ul style="list-style-type: none"> SuperGold 	Continuing.	Continuing.	Present a SuperGold card to drivers after 9am weekdays (and all day Saturday, Sunday and Public Holidays) or buy an AT HOP card and apply for a concession.
<ul style="list-style-type: none"> Accessible 	Continuing.	Continuing.	Present a Total Mobility ID or Royal New Zealand Foundation of the Blind ID card to the driver or apply for a free AT HOP card with a concession.

Transfer discounts.

Transfer discounts apply to customers using an AT HOP card to pay for two or more trips of their journey on routes where a transfer discount is available. A 50 cent transfer discount applies from the second and third trip of the journey, up to a maximum of two transfer discounts applied per journey (the maximum transfer discount per journey is \$1.00). Terms and conditions apply. Transfer discounts are available on bus to bus, train to train, bus to train and train to bus transfers. Transfer discounts are not available on ferries, City LINK and the NiteRider bus service. For more information and terms and conditions of transfer discounts visit ATHOP.co.nz