

# FAQs on Capital Connection 2022 Fare Changes

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## GOVERNMENT HALF PRICE INITIATIVE EXTENDED TO 31 March 2023

### Will all bus, rail and ferry fares continue to be halved until 31 March 2023?

Yes – all Capital Connection fares will be at least 50% less than the **standard** fares.

Please check the fare tables on The Great journeys of New Zealand website at: [www.capitalconnection.co.nz](http://www.capitalconnection.co.nz)

### Will concessions be half price?

Yes – Capital Connection concession fares will be at least 50% discount on the **standard** fares.

### Will Quarterly tickets be half price?

Quarterly tickets will only be sold for the period January to March at 50%. We will not Pro-Rata quarterly tickets (ie. 2 months at 50%, 1 month at full fare) during this period.

### Why are some fares discounted more than 50%?

The Government asked for half price public transport fares to be extended to 31 March 2023.

KiwiRail has ensured that every **standard** fare is discounted by at least 50%. This means that some fares are rounded to the nearest 50 cents as appropriate for the payment method.

### Can current full-price rail tickets be exchanged for half-price tickets or refunded?

No – **standard** full-price tickets need to be used before 1<sup>st</sup> April or saved until the end of the half price fares period.

### Can I use my full-price ticket to travel after 1<sup>st</sup> April during the half-price period?

Yes – but the full-price paper tickets will be clipped as normal, so the best value is obtained through purchasing a half-price ticket.

### Can I use my half-price rail tickets after 31 March?

Half-price tickets are only valid until 31 March. Refunds of half price tickets will not be available on unused portions of 50% tickets.

We recommend passengers purchase only what they need during the half-price period.

### Can I use one clip of my full price 10-trip ticket to pay for two people travelling together?

No – your full-price paper ticket will be clipped once per person per trip as at present. The best value is obtained through purchasing a half-price ticket.

**When can I purchase my half-price rail ticket?**

Half-price tickets are on sale from the following: Wellington, Paraparaumu and Waikanae, stations, Palmerston North iSite and on the Capital Connection train.

**How do I know I have a half-price paper ticket?**

The half-price tickets will be stamped with the half-price logo. It will be very easy for passengers and Capital Connection staff to know the difference from a full-price ticket.

**Will the full price tickets be available for purchase during the half-price period?**

No – only half-price tickets will be sold during the half-price until 31 March.

KiwiRail will update customers with any change to the availability or conditions of tickets and fares and will make necessary arrangements to transition back to the normal full-prices after the half price period is ended.

**Who is funding (paying for) the half price fares?**

The Government has stated that it will reimburse agreed costs of implementing the half-price fare initiative.

**What will be the new fares look like?**

Please check the fare tables on Great journeys New Zealand website at:

[www.capitalconnection.co.nz](http://www.capitalconnection.co.nz)

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