



METRO EXPRESS LTD
CONDITIONS OF
TRAVEL

Contents

1.0 Purpose and Legal Status	1
2.0 Validity of Tickets and Passenger Obligations	2
2.1 Contract between passengers and Rail Operator	2
2.2 Ownership of tickets	2
2.3 Passenger obligations.....	2
3.0 Fares	3
3.1 Validity of tickets.....	3
3.2 Validity of damaged tickets and concessions	3
3.3 Validity of tickets - delayed, disrupted or replaced services	3
3.4 Entitlements to use tickets.....	4
3.5 Mobile Ticketing.....	Error! Bookmark not defined.
4.0 Other Conditions Regarding Passenger Services	5
4.1 Liability of Metro Express Ltd as an operator	5
4.2 Complaints.....	5
5.0 Concessions and free travel	6
5.1 Child.....	6
5.2 Primary / Secondary/Tertiary Students	7
5.3 Old Age Person (OAP).....	8
5.4 Person with Disability (PWD)	8
6.0 Personalised Tickets	9
7.0 Light Rail Ticket (Ticket of Stored Value)	10
7.1 Terms and conditions of use	10
7.2 Payments and Transactions	10
7.3 Ownership	10
7.4 Expiry.....	10
7.5 Blacklisting.....	10
8.0 Tap In and Tap Out Conditions	12
8.1 MCard (Ticket of Stored Value).....	12
8.2 Tap In and Tap Out Operation.....	12
8.3 Tap In and Tap Out period (Also referred as dwell time)	13
8.3.2 Change of mind and Cancelling your journey (Station dwell time)	13
8.4 The Ticket Holder agrees:.....	13
9.0 Default fares – Ticket of Stored Value	14
9.1 Failure to Tap In and Tap Out correctly – default fare.....	14
9.2 Failure to Tap In- default fare	14

10.0	Lost or stolen ticket of stored value	15
11.0	Light Rail Ticket (Ticket of Single Trip)	16
11.1	Tap In Tap Out	16
12.0	Ticketing replacements, refunds and reimbursements	17
12.1	Ticket Replacements	17
12.2	Replacements - Lost or stolen Ticket	17
12.3	Ticket Refunds	17
12.4	Refunds – lost or stolen Tickets	18
12.5	Ticket Reimbursements.....	18
12.5.1	Severe service disruption	18
12.5.3	Ticketing equipment faults	18
13.0	Validity	19
13.1	Stored Value Concessions and Full fare	19
13.2	Tickets.....	19
14.0	Fare Evasion, Offences and Administrative Charges	20
14.1	Offences	20
14.1.1	Loss of Ticket	20
14.1.2	Overtravel	20
14.1.3	Overstay.....	20
14.2	Administrative charges.....	21
15.0	Accessible transport.....	22
16.0	Bicycles, animals and luggage	23
16.1	Dangerous goods and Prohibited goods	23
16.2	Bicycles	23
16.3	Folding bicycles	23
16.4	Prams, shopping jeeps and similar Items.....	23
16.5	Food and beverages	23
16.6	Assistance animals	23
Annex 1.....		24
Annex 2.....		24
Annex 3.....		27
Annex 4.....		27
Annex 5.....		28

1.0 Purpose and Legal Status

The purpose of this document is to set out the conditions to which an entitlement to use Metro Express Ltd as a public transport is to be subject, as stipulated in the Light Rail Act 2019. Under Section 27 of the Light Rail Act 2019, the light rail operator can set Conditions of Use for the purpose of fare enforcement and administrative charges.

These Conditions take effect as from 17 march 2023 including 28 June 2021 for all ticket categories specified below and govern the entitlement to use the public transport services specified in these Conditions, in respect of which those tickets are issued.

Customers who use Metro Express Ltd services to which these Conditions apply are required to comply with these Conditions in addition to the Act and the Light Rail Regulations.

These Conditions apply to the following tickets—

- a) Adult MCard;
- b) OAP MCard;
- c) PWD MCard;
- d) Student MCard;
- e) Child MCard;
- f) Single Use Ticket;

These Conditions may be amended or replaced from time to time and customers must ensure they are referring to, and complying with, the most up-to-date version of these Conditions.

These Conditions and any amendments may be viewed at mauritiustmetroexpress.mu .

If you require further information regarding Metro Express Ltd services and ticketing conditions please visit mauritiustmetroexpress.mu or call **460 0460** 09am to 05pm Monday to Friday.

2.0 Validity of Tickets and Passenger Obligations

2.1 Contract between passengers and Rail Operator

A ticket issued by or on behalf of the Light Rail Operator is evidence of a contract to convey the passenger to the destination shown on the ticket, between the passenger who holds the ticket and the operator.

2.2 Ownership of tickets

A ticket issued by or on behalf of the Light Rail Operator remains the property of that operator at all times.

2.3 Passenger obligations

Regulations

When using Metro Express Ltd services, all customers must comply with the obligations and requirements applicable prior to boarding a Light Rail Vehicle (LRV) as set out in the ACT and regulation and any amendments made there, the Light Rail Fares and Light Rail Tickets Regulations as now in addition to these Conditions.

These include, but are not limited to, the obligations to—

In the case of ticket of single trip

- a) pay the appropriate fare for the journey on which he intends to travel; and
- b) on payment of the appropriate fare, obtain a ticket of single trip from the ticket vending machine, or from an authorised officer;

In the case of ticket of stored value, ensure –

- a) the ticket of stored value contains a minimum stored value as determined in the conditions of use; and
- b) the ticket of stored value is validated and accepted by the ticket validator in the light rail station at which he/she boards the light rail vehicle.

Any passenger shall –

- a) retain his light rail ticket until the end of his journey and leave the light rail premises at the destination shown in the ticket;
- b) at the end of his journey, validate his light rail ticket at the ticket validator in the light rail station at which he alights the light rail vehicle;
- c) on demand, produce his ticket to an authorised officer
- d) hold a valid ticket;
- e) produce a ticket valid for travel at any point during the trip
- f) produce evidence of entitlement to rely on a concession ticket for travel
- g) board and alight the light rail vehicle with the appropriate light rail ticket;
- h) Not travel with a damaged, forged, altered or defaced light rail ticket;
- i) Not travel with a light rail ticket that has expired; or
- j) with a light rail ticket which he is not entitled to use

3.0 Fares

A customer who undertakes a journey in a Light Rail Vehicle shall pay the correct fare. The light rail fare shall be such amount as the Minister may prescribe.

If a customer uses the ticket of stored value as a ticket to pay for his/her fare for a journey, but does not tap out the ticket of stored value in accordance with the Conditions contained in, a default fare according to the Conditions of Use is charged, the default fare is deemed to be the fare for the journey plus dwell time limit charges, subject to any concession entitlements that may apply.

3.1 Validity of tickets

The Light Rail Ticket Regulations state that—

- a) A ticket is valid for the whole of a person's travel in a light rail vehicle if the ticket authorises the whole of the travel with information such as
 - i. fare paid
 - ii. date issue
 - iii. boarding station
 - iv. the light rail station beyond which the passenger shall not travel
 - v. the validity of the ticket of single trip
- b) This ticket of stored value is validated and accepted by the ticket validator in the light rail station at which he boards the light rail vehicle.
- c) A ticket is not valid for the whole of a person's travel in a passenger vehicle if any part of that travel is not authorised by the ticket.
- d) if the ticket is used in accordance with all other Conditions for its use.

3.2 Validity of damaged tickets and concessions

A ticket is invalid if:

- a) it has been altered, defaced or mutilated in any material particular way; or
- b) it becomes, or has been made, illegible in any material particular way; or
- c) information stored in an electronic chip in or on the has been altered or destroyed or made inaccessible in any material particular way.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence (other than a ticket):

- a) has been altered, defaced or mutilated in any material particular way; or
- b) becomes, or has been made, illegible in any material particular way.

3.3 Validity of tickets - delayed, disrupted or replaced services

When replacement vehicles (Bus Bridging) are provided, tickets are valid on the replacement services to the same extent as they applied on the original service.

3.4 Entitlements to use tickets

A ticket that is used for a journey in contravention of these Conditions of Use is invalid for that journey or entry.

4.0 Other Conditions Regarding Passenger Services

4.1 Liability of Metro Express Ltd as an operator

Metro Express Ltd as an operator shall not, in respect of any customer, be liable for any loss, damage or delay caused by or arising from an act of God (Force Majeure) or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.

Metro Express Ltd as an operator may use any mode of transport to carry customers and may substitute the mode of transport used at any time, including during a journey.

Metro Express Ltd shall not be liable to a customer for—

- a) any consequences arising from any variation in the time of arrival at or departure from any station or stop of any passenger vehicle; or
- b) any loss or damage as a result of a cancellation of a passenger service or any variation of the time of arrival at, or departure from, any station or stop of a Light Rail Vehicle.

Metro Express Ltd may cancel wholly or in part the scheduled passenger services shown in the operator's timetables or may vary the point at which passenger services will pick up and set down customers.

Metro Express Ltd does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.

A customer is not entitled to any allowance or compensation due to a change in the time of the service or any reduction in the service.

Metro Express Ltd shall not be liable to a customer for any losses, damages, expenses, claims, liability and costs (including cost on a solicitor and client basis) that a ticket Holder may incur or suffer in connection with:

- a) the use of any ticket and/or as a means of Fare Payment when using the LRT system.
- b) any delay in the issuance of any ticket or in the case of any retained ticket, the return of such ticket
- c) the retention, suspension, discontinuance or revocation of any ticket;
- d) any breakdown or fault in the ETS System; or
- e) any damaged, corrupted, defective, faulty ticket.

4.2 Complaints

Any complaint about Metro Express Ltd services may be raised directly with the Operator or with the regulator NLTA.

A complaint in relation to ticketing can be made at mauritiusmetroexpress.mu, by calling the hotline 86001 9am to 5pm Monday to Friday, or by contacting the ticket office commonly known as the TOM office located at Rose Hill Central Station.

5.0 Concessions and free travel

Concession fares

Concession fares apply on Metro Express Ltd services as specified in annex 2 to these Conditions.

Only a customer who is eligible for a concession may make use of a concession ticket.

The concession eligibility criteria in this document apply to concession ticket holder ONLY, unless otherwise specified.

A Concession Ticket automatically calculates fares at the concession rate when customers tap in and tap out.

Concession fares are not applicable on purchase of ticket of single trip.

Concession Ticket

A Concession ticket must be encoded with a customer category that reflects the customer's concession eligibility.

If a customer's entitlement to concession expires, the customer must not travel using a Concession Ticket and the customer must obtain a new concession ticket or purchase a ticket of single trip.

Where a change in a customer's circumstance results in a requirement to carry a different Concession Ticket type (for example, a child changes to student above 13 years of age), the customer must obtain a new Concession Ticket.

Concession categories, eligibility criteria and benefits

The following conditions specify the concession categories available which allow eligible customers to travel on Metro Express with specified benefits. The conditions include the applicable concession eligibility criteria and benefits for each category.

5.1 Child

Customers who are under 13 years of age is eligible to apply for a Child category ticket of stored value.

MECard Child will be sold at the Ticket Office Machine with the payable amount of card price (child) plus top-up options.

MECard Child is non-personalised, therefore it is transferrable but only usable by passenger entitled for child fare category.

Eligibility

To be eligible for a Child concession, a customer must be 3 to 12 years old (inclusive).

Customers aged below 13 years old must apply child concession ticket through their guardians at our Ticket Office Machine and must produce the following documents:

- a) Birth Certificate or;
- b) Passport and;
- c) Guardian's NIC.

Benefits

A customer who is eligible for and uses a Child concession ticket pays the fare as prescribed in concession fare structure table.

In the event the child above three years of age does not possess the required category of ticket, he/she will be required to purchase a ticket of single trip.

5.2 Primary / Secondary/Tertiary Students

Customers who are **full time students ONLY** are eligible for a Student category ticket.

Student Ticket will only be available for purchase from educational institutions with the payable amount, deposit (student).

The Educational Institution must provide all information as requested by the operator and validate that the student is enrolled on a full-time basis.

Student ticket is personalised and not transferrable. Each student shall only possess one active Student Ticket at a single time.

Any active fare incentives shall be applicable during non-school days (when student fare is not applicable).

In the event the student does not possess the required category of ticket, he/she will be required to purchase a ticket of Single trip.

Concession Student fares are not applicable on purchase of a ticket of single trip.

Students who wish to update their Student Ticket details shall first update their details with their respective educational institutions and the NLTA.

Students who are required to update their student concession (origin) or student concession (destination) will be required to make the request through their respective educational institutions with proof of evidence.

Students who are required to update their name will require a new Student Ticket to be issued. Student Ticket replacement policy applies.

Eligibility

To be eligible for a primary, secondary or tertiary student concession ticket, a customer must be a full-time primary, secondary or tertiary student who attends a primary, secondary or tertiary educational institution in Mauritius;

Students above 13 years old need to carry NLTA bus pass as a proof of ID and also Students aged 18 years and above who use a Student concession must carry one of the following types of proof of age or concession entitlement-

- a) NIC or
- b) NLTA Bus Pass or
- c) Driving Licence (If applicable)

International students (including Special Category Visa holders) are not eligible for Student Concession Ticket.

A customer who is eligible for and uses a Student concession ticket will be entitled to free travel during school period from the nearest station of his place of residence to his educational institution.

Any student travelling outside their corridor and /or outside school hours and days will be required to pay adult or child fee as defined in the Light Rail Regulations Part 3 Third Schedule.

Students not in possession of a student ticket or appropriate ID as proof will be required to purchase a ticket of single trip. Administrative charges may apply.

Any breach of the above conditions may result in administrative charges being issued to passengers

5.3 Old Age Person (OAP)

The old age person ticket also referred as OAP shall be procured at the Ticket Office Machine (TOM) located at Rose Hill Central Station. On presentation of the Mauritian National Identity Card inscribed with the 'SC' logo the OAP ticket shall be issued free of charge.

OAP ticket is a personalised ticket with personal details and is not transferrable. Customers eligible for an OAP ticket shall only possess only one active OAP ticket at a single time.

In the event an OAP ticket is declared lost, a police report shall be presented stating lost card and owner's personal details. A card fee is chargeable if new OAP ticket is to be issued and initialised.

Customers eligible for the OAP ticket need to carry their Mauritian NID card as a proof of ID in order to benefit from the concession entitlement when traveling in a LRV.

OAP not in possession of an OAP ticket or appropriate ID as proof will be required to purchase a ticket of single trip. Administrative charges may apply.

Concession OAP fares are not applicable on purchase of a ticket of single trip.

Eligibility

To be eligible for an OAP ticket, a customer must be 60 years of age and above.

Benefits

A customer who is eligible for and uses an OAP concession ticket will be entitled to free travel at all times provided he/she can show proof of MID when traveling.

5.4 Person with Disability (PWD)

The Person with Disability ticket also referred as PWD shall be procured through the Ministry of Social Security free of charge.

PWD ticket is a personalised ticket with personal details and is not transferrable. Customers eligible for a PWD ticket shall possess only one active PWD ticket at a single time.

In the event an PWD ticket is declared lost, a police report shall be presented stating lost card and owner's personal details. A card fee is chargeable if new PWD ticket is to be issued and initialised.

Customers eligible for the PWD ticket need to carry their Mauritian NID card or 'Carte Invalide' as a proof of ID in order to benefit from the concession entitlement when traveling in a LRV.

PWD not in possession of a PWD ticket or appropriate ID (carte invalide) as proof will be required to purchase a ticket of single trip. Administrative charges may apply.

Concession PWD fares are not applicable on purchase of a ticket of single trip.

Eligibility

To be eligible for an PWD ticket, a customer must be a holder of a 'carte invalide' issued by Ministry of Social Security.

Benefits

A customer who is eligible for and uses a PWD concession ticket will be entitled to free travel at all times provided he/she can show proof of ID when travelling.

6.0 Personalised Tickets

Personalised Tickets can only be used by the named holder of the ticket. The ticket is encrypted with your NID number or any other equivalent document number (NLTA number). You should identify yourself with the documents like NLTA bus pass or NIC or Driver's license. Whenever you are asked to show the ticket. Otherwise, it is deemed that you do not have a valid ticket and it may be withdrawn. The most common personalised tickets are the Student, OAP and PWD cards.

On request, a full fare ticket of stored value can also be personalised. Once the ticket is personalised, it protects the card holder against loss of the ticket, stored value refund and balance transfer.

7.0 Light Rail Ticket (Ticket of Stored Value)

7.1 Terms and conditions of use

A Ticket of Stored Value also referred as Smartcard or MECard is issued by the Operator and must be used subject to these Conditions.

Only one person at a time can use a Ticket of Stored Value (MECard) for travel.

The purchase of the MECard and/or the subsequent use thereof by the Ticket Holder shall be deemed to be acceptance by the Ticket Holder of these Conditions and any revisions to these Conditions.

A Ticket Holder shall show his/her ticket to an Authorised Officer upon demand whenever the same is presented for the purposes of Fare payment.

7.2 Payments and Transactions

Where a ticket holder makes a payment from value on the ticket of stored value in accordance with the Conditions, the amount of the payment will be deducted from that value.

The maximum value a ticket holder is permitted to have on a ticket of stored value is Rs 5000. A transaction which would result in the stored value on the ticket of stored value exceeding Rs 5000 will be rejected.

The ticket of stored value may not be able to be used if the value falls below the relevant minimum amount of 40 rupees required for travel.

The ticket holder, as is applicable, is liable to pay the fees and charges as published in and applied by these Conditions from time to time. The applicable fees and charges may be deducted from the Value on the MECard.

7.3 Ownership

A MECard is and remains the property of the Operator Metro Express Ltd.

Metro Express Ltd owns all data and expressions of that data resulting from, or in respect of transactions generated or processed in relation to, the use or operation of the MECard.

Metro Express Ltd or its authorised representatives may inspect, deactivate, suspend or take possession of a MECard or require its return at any time in their discretion without notice to the cardholder or any account holder. The cardholder and any account holder must comply with any directions of the Operator or its representatives.

The cardholder and any account holder must not alter, tamper or interfere with the MECard or knowingly use a defective MECard.

7.4 Expiry

MECard expires after a period of time and cannot be used by a customer once expired.

A MECard will be operational for 10 years from the day of purchase or is initialised/encoded before expiry.

The Stored Value on a MECard is valid for use and deduction for three (3) years from the date of its last top up operation from the ETS Device and thereafter the Stored Value shall expire.

7.5 Blacklisting

Blacklisting a Ticket of Stored Value is a fraud management method intended to protect both the Operator and its customers against fraudulent activities and fare payment frauds. It is also a process to detect fraudulent and high-risk customers to minimize payment loss and chargebacks.

MEL may at its discretion blacklist any MCard:

- a) suspected of being counterfeited, stolen, lost, tampered with or fraudulently issued or procured; or
- b) the Stored Value on the Ticket have been fraudulently or illegally revalued, or
- c) the Ticket are or are otherwise suspected of being faulty, damaged or invalid for use.

Where any Ticket has been blacklisted, the Card Holder shall not be entitled to use the Ticket, and the Stored Value on the blacklisted Ticket shall not be refunded to the Card Holder except with the approval of MEL.

8.0 Tap In and Tap Out Conditions

A Ticket shall be tapped in and tapped out for each journey.

A Ticket shall be tapped in before entering a Light rail vehicle and tapped out on alighting the LRV and before leaving the station in accordance with these Conditions.

If a customer is not able to tap in or tap out the Ticket as required in these Conditions because an operational ticket card reader (TCR) is not available, the requirements set out under this section, 'Tap in and tap out do not apply.

An operational ticket card reader is to be taken as being 'not available' only if—

- a) no TCR near where the customer boards or alights the vehicle is able to be operated so as to enable the ticket to be tapped in or tapped out and it would be unreasonable to require the customer to tap in or tap out the ticket at a TCR which is able to be so operated; or
- b) the customer is unable to tap in or tap out the ticket because of a physical or intellectual disability and is unable to have the ticket tapped in or tapped out on their behalf by an accompanying person or an authorised person.

8.1 MECard (Ticket of Stored Value)

A Ticket of stored value (MECard) is valid for a journey —

- a) if the MECard has been tapped in and tapped out in accordance with the Conditions contained in this document
- b) if the MECard is being used for a journey it meets the minimum required balance to travel in accordance with the applicable conditions of use.
- c) if the MECard is a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- d) if the MECard is used in accordance with all other Conditions for its use.

A MECard is also valid for a journey in an LRV, although the ticket was not tapped out in accordance with the Conditions contained under section 8, tap in and tap out operations, if—

- a) the MECard was tapped in for that journey in accordance with these Conditions; and
- b) after the MECard was touched on, there was recorded on the ticket and either:
 - I. balance that authorised that journey; or
 - II. a default fare at least equal to the correct fare for that journey.

8.2 Tap In and Tap Out Operation

A green light, accompanied by proceed signal, means that your ticket has been accepted for travel. A red light, accompanied by a warning tone and do not proceed signal, means your ticket has been rejected. Your ticket should be accepted for travel before boarding a light rail vehicle.

Upon tapping-in the MECard, initial fare also referred as maximum fare will be deducted from the stored value and upon tapping-out the MECard, fare will be automatically computed and retrieved from the initial fare. Balance between the initial fare and the fare shall be returned to the stored value according to the fare structure established.

If the MECard is tapped in and not tapped out after you alight the light rail vehicle, a default fare (annex 3) will be deducted from your stored value. Your ticket of stored value will only calculate the correct fare for your journey when you tap in and tap out. Failing to do this means your ticket of stored value will not know when your journey began or ended.

If you do not tap in and tap out correctly, you may be charged a default fare. You may also be liable to an administrative charge or you may be prosecuted.

Any breach of the above conditions may result in administrative charges being issued to passengers.

8.3 Tap In and Tap Out period (Also referred as dwell time)

8.3.1 Maximum Journey Time

Failure to tap in and tap out correctly within the period where it is described will result in a default amount being deducted from your stored value balance and administrative charges may apply. Your ticket of stored value will only calculate the correct fare for your journey when you tap in and tap out. Failing to do this means your ticket of stored value will not know when your journey began or ended and to avoid multiple unvalidated entries and exits of passengers at intermediate stations before reaching end of journey.

The next time you use your ticket the TCR will show that you have been charged a default amount.

8.3.2 Change of mind and Cancelling your journey (Station dwell time)

Station dwell time is the length of time a passenger stands at the station platform for the purpose of boarding a light rail vehicle usually after tapping in and decides to end his/her journey at that same station without travelling.

Cancelling your journey. If you've already tapped in but no longer need to travel, you have up to 5 minutes to cancel your journey without being charged. Failure to tap out within the prescribed time will result in a default fare being deducted from your stored value balance.

If you decide to end your journey at the same station after tapping in and failed to tap out before leaving the station within the network dwell time (maximum journey time) a default fare will be deducted from your stored value balance. Failing to tap out within the maximum journey time means your ticket of stored value will not know when and where your journey ended.

If using a ticket of single trip, cancelling your journey will not entertain any reimbursement of fares.

8.4 The Ticket Holder agrees:

- a) to comply with all the notices, guidelines, rules and instructions pertaining to the use of the ticket as issued by Metro Express Ltd from time to time, including operating rules and/or policies that may be published from time to time by MEL;
- b) to abide by all applicable laws and regulations for the use of a light rail ticket.

If you do not tap in and tap out correctly, you may be charged a default fare. You may also be liable to administrative charges or you may be prosecuted.

Any breach of the above conditions may result in administrative charges being issued to passengers.

9.0 Default fares – Ticket of Stored Value

In order for the electronic ticketing system (ETS) to calculate the fare amount, customers must tap in and tap out in accordance with these Conditions.

If a customer does not tap out in accordance with these Conditions, then a default fare will be charged. The electronic ticketing system (ETS) does not have all the information required to calculate the exact fare. As a result, the customer will be charged a default fare equals to fare plus maximum journey time limit charge. The default fare shall be subject to the tap in tap out period as prescribed in section 8 (Tap in Tap out conditions) i.e.;

- a) Same Station Dwell time (Cancelling your Journey). If tapping out process is completed after 5 minutes – Default fare as per annex 3 is deducted from the stored value.
- b) Network dwell time (Maximum Journey Time). If the tap out process is not completed within the network dwell time- Default fare as per annex 3 is deducted from the stored value.

9.1 Failure to Tap In and Tap Out correctly – default fare

If a customer fails to tap in and tap out in accordance with these Conditions, a default fare or default amount may be charged the next time the customer touches on.

Default fares are specified in annex 3 of these Conditions.

9.2 Failure to Tap In- default fare

Where a customer attempts to tap out but did not tap in accordance with the Conditions earlier in this document relating to usage of ticket, the tap out will be processed by the system as a tap in. In this case a default amount may subsequently be charged.

A customer who has not tapped in in accordance with the Conditions earlier in this document relating to usage of Ticket, may be subject to administrative charges.

10.0 Lost or stolen ticket of stored value

The Ticket holder or must file in a report at the nearest police station and inform the operator as soon as possible if a ticket of stored value is lost or stolen.

Once the report is filed and presented to the operator, the card will then be deactivated to prevent fraudulent use of same. The ticket holder has no liability in respect of the ticket or for any cost incurred using that ticket after the time the lost or theft is notified.

A replacement ticket may be obtained and may involve payment of a fee and charges. Stored value on ticket of stored value are transferable only on personalised tickets. Protection of balance is available on personalised ticket of stored value.

11.0 Light Rail Ticket (Ticket of Single Trip)

If you do not have a ticket of stored value, you will need to purchase a ticket of single trip available at all stations from the Added Value Vending Machines (AVVM) and can also be issued by Portable Inspection Equipment (PIE). Designed as a back-up option, the ticket is available at fixed fees only. Concession fares (Child, Student, OAP, PWD) are not available if you want to purchase a ticket of single trip.

Ticket of Single trip is valid for one trip and gives the right to travel to the end of the journey in the chosen direction only. It cannot be used in the opposite direction and as return ticket. You will need to buy a new ticket each time you board the light rail vehicle. The ticket also needs to be tapped in and tapped out at the TCRs and failure to comply with the process may result in administrative charges being issued.

There is a limit of 5 single trip tickets in a single transaction. Tickets are valid for 60 minutes on the day once dispensed from the Added Value Vending Machine or PIE. Tickets not used during such period will expire after the 60 minutes period and the value of the ticket is not refundable.

Expired ticket is not valid for travel and in the event the TCR reads the ticket as expired while tapping out, passenger will be instructed to upgrade the ticket at the AVVM with the payable amount equals to the maximum fare plus administration charge.

Before boarding the LRV, passengers are to ensure that their ticket of single trip is correct for their destination and that it is valid for the zones and stages they wish to travel. Passengers are to hold their ticket in good condition until the end of their journey. You should not throw it away until you tap out and leave the station, as you may be asked to show it to an authorised officer.

Any person who improperly destroys or damages the Ticket while still in the system and that any ETS equipment fails to read the data shall be liable to pay for another ticket. The Operator also reserves the rights to collect administrative charges for any breach of the conditions of use.

11.1 Tap In Tap Out

In the event a passenger taps out at the station before the designation station that is prescribed on the ticket, the ticket will be considered tapped out. Correspondingly, the TCR will display a standard tap out screen.

In the event a passenger taps out at the station beyond the station that is prescribed on a ticket, or at the station opposite to the direction of travel, the TCR will display the message instructing the passenger to validate the ticket at the AVVM with the payable fare adjustment. The payable fare adjustment shall be the amount equal to the difference of the fare and the paid fare plus administration charge (adjustment). If the fare is less than the paid fare, the difference of the fare shall be 0 (i.e. non-negative).

12.0 Ticketing replacements, refunds and reimbursements

12.1 Ticket Replacements

A ticket is considered 'defective' if it is unable to be electronically read, or if it processes fares incorrectly, and the ticket has not been visibly damaged or electronically interfered with. In these cases where a customer is eligible for a replacement of a ticket, no payable amount will be charged to customer.

Replacement of tickets shall be performed at the TOM only.

Replacement of ticket is only permissible if the ticket of stored value is returned and the following conditions are met:

- a) The ticket of stored value is returned to the TOM for replacement within 5 years from the date it was encoded for use.
- b) The TOM at its discretion determine that the ticket of stored value is defective, and has not been damaged whether intentionally or by failure to take proper care of same
- c) The ticket of stored value is not de-laminated, peeled, broken or otherwise damaged due to wear and tear;
- d) The printed/engraved CIN is legible as determined by the TOM;

If the ticket of stored value is electronically unreadable, the printed CSN (Card Serial Number) on the ticket of stored value must be physically legible. In such case, MEL may retain the MCard along with its stored value for investigations to determine replacement and the amount of stored value to refund.

If the conditions of replacement are met, a new ticket of stored value will be issued and the stored value of the corrupted/defective ticket will be transferred over to the new the ticket of stored value.

If a customer is entitled to a free replacement, the replacement ticket must be of the same category as the original ticket.

Customers with a personalised ticket who want a replacement that is personalised cannot obtain a replacement on-the-spot and must apply for a personalised ticket through the different mechanisms put in place by MEL.

Any replacement of a working ticket of stored value in good condition shall be processed under the refund policy.

No replacement for expired ticket is allowed.

If a customer is required to surrender their ticket to an authorised officer due to breach of the conditions in this document, specific Conditions apply. No replacement will be issued.

12.2 Replacements - Lost or stolen Ticket

Customers may request a replacement of a lost or stolen ticket at the TOM. A payable amount will be charged.

12.3 Ticket Refunds

Tickets of Single Trip is not refundable

Refunds of Ticket of Stored value and balance are available to passengers' subject to the following conditions;

Refund of stored value balance is permissible only for personalised tickets and if the validity period of the stored value ticket has not lapsed. A chargeable administration fee is deductible from the stored value balance being refunded.

TOM operator will determine at its own discretion if the ticket of stored value has been taken proper care of and is not badly worn or scratched (e.g. any printing has not significantly faded, no signs of abrasion), intentionally damage before issuance of any refund.

If the MEGCard Adult is electronically unreadable, the printed CSN on the MEGCard must be physically legible. In such case, MEL may retain the MEGCard Adult along with its stored value for investigations to determine the amount of stored value to refund.

Refunds shall only be performed at the TOM.

Only full refunds can be made.

If a customer is required to surrender their ticket to an authorised officer due to breach of the conditions in this document, specific Conditions apply. No refund will be issued.

The refunded ticket of stored value shall be returned to the ticket holder. Notwithstanding the foregoing, the operator may require the ticket to be retained for investigations. Once balance is refunded the ticket is deactivated and can no longer be used for travel.

Refund of concession ticket shall be the same as other tickets except that the original card shall be retained instead of returning it to the ticket holder.

The cost of a ticket of stored value (card fee) itself is non-refundable.

12.4 Refunds – lost or stolen Tickets

A ticket or any balance on the ticket of stored value that is lost or stolen is not eligible for a refund.

12.5 Ticket Reimbursements

12.5.1 Severe service disruption

In the event of prolonged severe service disruption or industrial action the operator will produce communiqués to advise of reimbursement arrangements.

Eligibility criteria for reimbursements due to severe service disruption will be determined and published by the operator for each event.

On each occasion where reimbursements are made available, affected and eligible customers will be identified and compensation amounts will be paid.

To be eligible for a reimbursement due to severe service disruption, ticket that the reimbursement is being requested for must have been—

- a) valid for travel during the stoppage or disruption; and
- b) not used on alternative or replacement services during the stoppage or disruption.

12.5.3 Ticketing equipment faults

Where an ETS equipment fault has caused a customer to be incorrectly charged, the customer may seek a reimbursement by—

- a) calling **86001**;
- b) contacting the TOM (Ticket Office Machine) and completing a feedback form

Payment of a reimbursement that is requested due to an ETS equipment fault will be subject to verification of the fault by the operator. Reimbursement payments can take up to 15 working days before being issued.

13.0 Validity

13.1 Stored Value Concessions and Full fare

The minimum stored value valid to start a journey for tickets of stored value shall be Rs40 that is maximum fare (longest trip fare) plus dwell time limit charge.

13.2 Tickets

A ticket of stored value is valid for use for ten (10) years from the date that it is encoded for use by the operator (the “Card Validity Period”), and thereafter the MCard shall expire. The operator may at its discretion and from time to time modify or extend the Card Validity Period for any or all types tickets.

A ticket of single trip is valid for 60minutes and thereafter shall expire and will be invalid.

14.0 Fare Evasion, Offences and Administrative Charges

Fare evasion occurs when a passenger is identified in the LRV, or attempts to board the LRV, not possessing a valid ticket and/or does not satisfy the conditions of this document. If caught by the ticket Inspector, the passenger will be issued a Fare Notice containing the QR code by the Portable Inspection Equipment (PIE). Thereafter, the passenger will be escorted to the next available Added Value Vending machine to settle the administrative charges or on refusal will be referred to the police.

Travelling with invalid tickets or traveling without having tapped in your ticket of stored value correctly on a TCR at the start of your journey, may result in administrative charges being issued. Additionally, improper use of ticket may result in the ticket not being accepted for travel and those involved may be liable to card being withdrawn or administrative charges or prosecution.

14.1 Offences

There are four (4) distinct scenarios which may lead to offences and administrative charges or prosecution being applied, namely:

- a) Loss of Ticket
- b) Overtravel
- c) Overstay
- d) Fare evasion

It is possible for more than one scenario to occur at one time. In such case, the scenario which attracts the most administrative charge applies.

14.1.1 Loss of Ticket

A passenger who, on his own initiative, reports to the ticket inspector that he/she has lost his/her ticket, will be liable to administrative charge under ticket loss (Annex 1). The passenger will be issued a Fare Notice and will be escorted to the next available AVVM to settle the on the spot administrative charge. A moratory of 28 days may be requested to the Operator. Passengers failing to comply with these conditions will be referred to the police and may face prosecution.

14.1.2 Overtravel

Overtravel is only possible when ticket of single trip is used, e.g. Passenger taps-off at the station beyond the journey prescribed on the ticket S (including travelling towards the opposite direction);

If a passenger over -travels and is identified by the ticket inspector on the LRV or leaving station without fare adjustments, he/she will be liable to administrative charges under overtravel offence and will be issued a Fare Notice (Annex 1). Thereafter, the passenger will be escorted to the next available AVVM to settle the administrative charges or may request a moratory of 28 days. Passengers failing to comply with these conditions will be referred to the police and may face prosecution.

14.1.3 Overstay

Overstay is when a passenger is identified in the LRV beyond the network dwell time. Administrative charges under overstay offence will apply when identified by a Ticket Inspector (Annex 1).

For passengers using ticket of single trip, fare notice will be issued in accordance with its conditions of use. In the event a passenger intentionally leaves station without completing the fare adjustments and identified by an authorised officer before leaving the station premises he/she will be liable to administrative charges.

For passengers using ticket of stored value and is identified by the ticket inspector, he/she will liable to administrative charges under overstay offence. The ticket inspector is authorised to deduct administrative charge from stored value if balance is sufficient to settle the offence. In the case store value balance is insufficient, passenger will be escorted to the nearest AVVM for fare notice settlement. Passengers failing to comply with these conditions may be referred to the police and may face prosecution.

14.2 Administrative charges

Any person who, being the holder of a light rail ticket and who, without reasonable excuse, remains in a light rail vehicle or refuses to leave a light rail vehicle within such period as may be specified in the conditions of use, shall be liable to an administrative charge as prescribed in annex 1. Where the person refuses to pay the administrative charge, the ticket inspector shall refer the matter to the Police. Please refer to annex 4 for process on how the matter may be referred to the police.

Where a person who is travelling or attempting to travel or has travelled in a light rail vehicle, is evading or has evaded payment for a light rail fare, or is travelling with an expired ticket, the ticket inspector shall request that person to pay an administrative charge as prescribed in annex 1. Where the person refuses to pay the administrative charge, the ticket inspector shall refer the matter to the Police.

Where a person has lost his light rail ticket in a light rail vehicle, and on his own initiative, report the loss to an authorised officer shall be liable to an administrative charge as prescribed in annex 1.

15.0 Accessible transport

Mobility aid specifications

Customers that use a mobility aid (wheelchair, scooter or motorised vehicle) may be unable to be accommodated to travel on LRVs if their mobility aid does not meet the following specifications.

The mobility aid should—

- a) Dimensions and weight
- b) fit within a space 1500mm long by 600mm wide;
- c) weigh no more than 300kg with its user in it plus any attendants, as this is the maximum load for boarding devices such as ramps;

Stability

- a) have effective brakes to help maintain stability;
- b) have fully inflated wheels and foot supports

Manoeuvrability

- a) move backwards and forwards;
- b) turn 180 degrees within an area 1500mm x 1540mm;
- c) go up and down a ramp;

16.0 Bicycles, animals and luggage

In addition to these Conditions, all customers must comply with the obligations and requirements regarding their conduct the Light Rail Regulations.

16.1 Dangerous goods and Prohibited goods

Items likely to injure or endanger other persons are not permitted to be carried on light rail vehicles. Prohibited items include, but are not limited to—

- a) flammable liquids and gases (petrol, kerosene, LPG, propane);
- b) firearms (assembled or disassembled);
- c) explosives; and
- d) corrosive or acidic chemicals.
- e) Animals like poultry, cats, birds etc
- f) Oversize items such as Wooden Boards, Iron Sheets, Steel bars etc
- g) Sacks, rucksacks, hessian sacks, burlap bags, polypropylene bags exceeding 300mm x 400mm

16.2 Bicycles

The following conditions apply regarding the carriage of bicycles.

Bicycles are not permitted on LRVs, at any time, with the exception of folding bicycles that meet the size specifications as mentioned in section 16.3. Where bicycles are permitted to be carried, they must not obstruct passageways or doorways and must not inconvenience other customers. They are carried at the customers own risk.

16.3 Folding bicycles

The following additional conditions apply to the carriage of folding bicycles.

When folded, folding bicycles must not exceed the dimensions of 82cm long x 69cm high x 39cm wide and have wheel rims no more than 51cm in diameter.

Folding bicycles must be folded before boarding when using Metro Express Services.

16.4 Prams, shopping jeeps and similar Items

Prams, pushers, shopping jeeps and similar items can be carried on public transport services, provided that the comfort, access and safety of other customers are not affected.

16.5 Food and beverages

Consumption of food and drinks are strictly prohibited on Metro Express services with the exception of potable water.

Passengers failing to comply with these conditions will be referred to the police and may face prosecution.

16.6 Assistance animals

Guide dogs, hearing dogs, guide or hearing dogs in training are permitted to travel on all Metro Express services.

All other animals are not permitted on board Metro Express Ltd LRVs.

Annex 1

Offence when identified by the Ticket Inspector	Scenario	Administrative Charge
Overtravel	If a passenger is found travelling beyond what he has paid for the journey e.g. passenger pays for PLV-CRM and is caught at BBS with same ticket.	Rs2000
Overstay	If a passenger is found to be in the LRT system beyond the prescribed allowable period which is currently 60 minutes.	Rs2000
Fare Evasion	If a passenger does not possess a valid light rail ticket when travelling on the LRT.	Rs5000
Lost Ticket (Voluntary reporting)	If a passenger has lost his light rail ticket and on his own initiative reports same to an authorised officer.	Rs500

Annex 2

STAGE	MECard			SINGLE USE TICKET
	ADULT	STUDENT	CHILD	
1	32	17	15	35
2	38	22	20	40
3	43	25	22	45
4	47	28	25	50
5	52	30	27	55

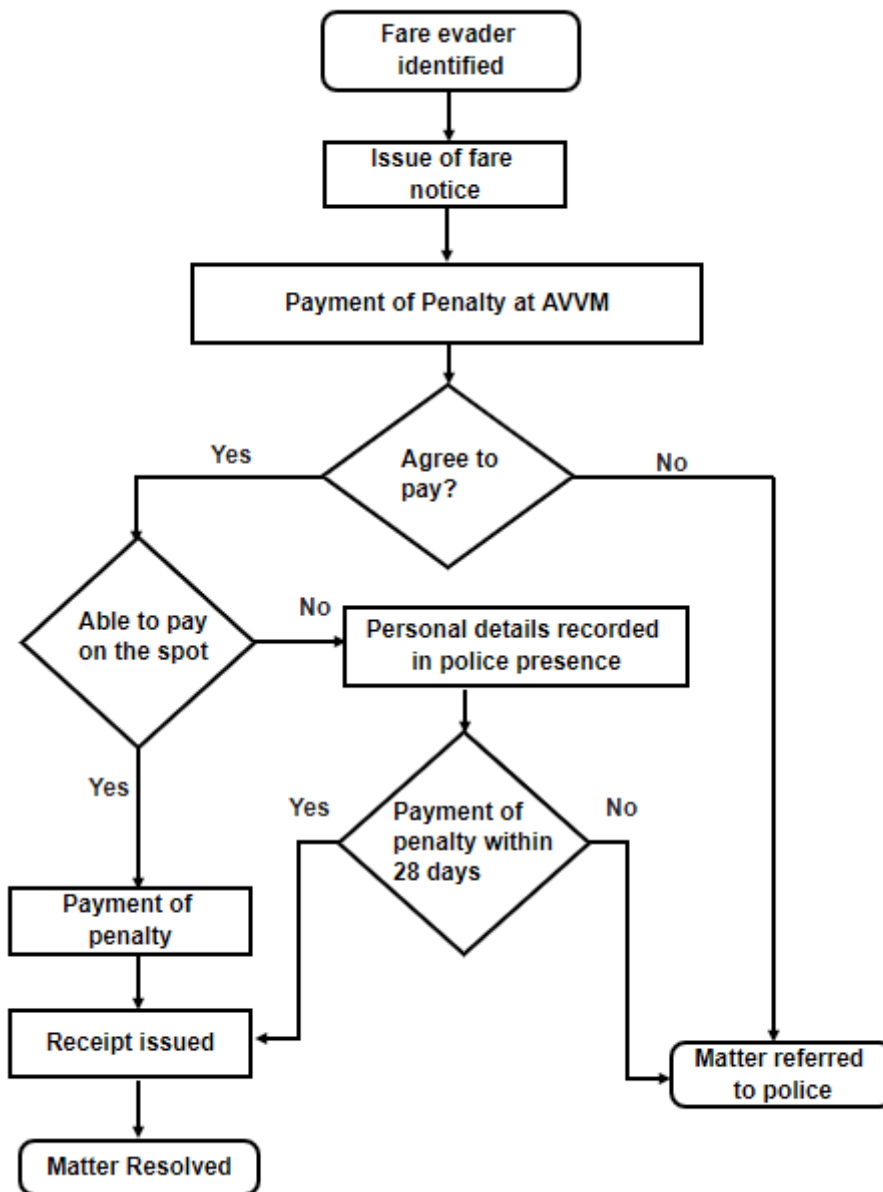
STAGE	Curepipe Central	Curepipe North	Floreal	Sadally	Vacoas Central	Palmerston	Phoenix Mall	Phoenix	Trianon	St Jean	Quatre Bornes Central	Belle Rose	Rose Hill Central	Vandermeersch	Beau Bassin	Barkly	Coromandel	St Louis	Port Louis Victoria	Place D'Armes	Ebene Cybercity	Mahatma Gandhi
Curepipe Central	0	1	1	1	2	2	2	2	3	3	3	3	3	4	4	4	4	4	5	5	4	4
Curepipe North	1	0	1	1	2	2	2	2	3	3	3	3	3	4	4	4	4	4	5	5	4	4
Floreal	1	1	0	1	1	1	2	2	2	2	3	3	3	3	4	4	4	4	4	4	3	4
Sadally	1	1	1	0	1	1	2	2	2	2	3	3	3	3	3	3	4	4	4	4	3	3
Vacoas Central	2	2	1	1	0	1	1	1	2	2	2	2	3	3	3	3	4	4	4	4	3	3
Palmerston	2	2	1	1	1	0	1	1	1	1	2	2	2	3	3	3	4	4	4	4	3	3
Phoenix Mall	2	2	2	2	1	1	0	1	1	1	1	1	2	2	2	2	3	4	4	4	2	2
Phoenix	2	2	2	2	1	1	1	0	1	1	1	1	2	2	2	2	3	4	4	4	2	2
Trianon	3	3	2	2	2	1	1	1	0	1	1	1	1	2	2	2	3	3	4	4	2	2
St Jean	3	3	2	2	2	1	1	1	1	0	1	1	1	1	2	2	3	3	4	4	1	2
Quatre Bornes Central	3	3	3	3	2	2	1	1	1	1	0	1	1	1	1	2	3	3	3	3	1	1
Belle Rose	3	3	3	3	2	2	1	1	1	1	1	0	1	1	1	1	2	3	3	3	1	1
Rose Hill Central	3	3	3	3	3	2	2	2	1	1	1	1	0	1	1	1	2	2	2	2	1	1
Vandermeersch	4	4	3	3	3	3	2	2	2	1	1	1	1	0	1	1	2	2	2	2	1	1
Beau Bassin	4	4	4	3	3	3	2	2	2	2	1	1	1	1	0	1	2	2	2	2	1	1
Barkly	4	4	4	3	3	3	2	2	2	2	2	1	1	1	1	0	2	2	2	2	1	2
Coromandel	4	4	4	4	4	4	3	3	3	3	3	2	2	2	2	2	0	1	1	1	2	3
St Louis	4	4	4	4	4	4	4	4	3	3	3	3	2	2	2	2	1	0	1	1	3	3
Port Louis Victoria	5	5	4	4	4	4	4	4	4	4	3	3	2	2	2	2	1	1	0	1	3	3
Place D'Armes	5	5	4	4	4	4	4	4	4	4	3	3	2	2	2	2	1	1	1	0	3	3
Ebene Cybercity	4	4	3	3	3	3	2	2	2	1	1	1	1	1	1	1	2	3	3	3	0	1

Mahatma Gandhi	4	4	4	3	3	3	2	2	2	2	1	1	1	1	1	2	3	3	3	3	1	0
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Annex 3

Description	Fare (Rs)	Dwell time Limit Charge (Rs)	Default fare (Rs)
Tap in but no tap out	47	10	47
No Tap in but Tap out	47	10	47
Tap in and tap out same station within 5 minutes	0	0	0
Tap in and tap out same station beyond 5 minutes	0	10	10

Annex 4



Annex 5

SN	SECTION	DESCRIPTION
1	Section 8	Usage of MECards- Tapping in and Tapping Out.
2	Section 11	Validity of Single Use Ticket.
3	Section 12	Refund Policy for Single Use Ticket.
4	General	In the event a Child/Student/OAP/PWD does not possess the required category of card, he/she will be required to purchase the SUT for travel.
5	General	Concession/Personalised MECards users shall have a proof of identification e.g. NLTA bus pass, NIC, Driver's license etc. when travelling in the LRT travel.
6	General	Concession fares are not applicable on purchase of single journey ticket.
7	General	A card fee (Rs100) is chargeable if new Concession/Personalised MECard is to be reissued and reinitialised.
8	Section 14.2	Settlement of Fine Notice
9	Section 14	Fare Evasion and Fare Notice for Improper Usage of MECard.
10	Section 14.1	Types of Penalties for both MECard and Single Use Ticket
11	Section 7.2	Minimum stored value