



Access Transit

Outstanding Fare Policy

This policy will improve door-to-door service for all passengers and make it as cost-effective as possible, and may impact travel on Access Transit.

Outstanding Fares

Access Transit staff will keep a record of any trips that have not been paid for. Customers are expected to pay all unpaid fare at the time of their next trip. Reminders of the fares owing will be provided at the time of booking. Please arrange to pay your outstanding fare on your next trip.

Customers are able to book a trip if they have an unpaid fare, but once the threshold of **8 unpaid trips is reached**, service will be **suspended**. Customers who are in the arrears of 8 unpaid fares will not be allowed to board or book a **trip until all unpaid fares have been collected and the current trip has been paid in full**. *Trips for medical appointments during suspension will be reviewed by an Access Transit supervisor.*

Access Customers are responsible for the fares of their companions. In the event fares are unpaid by companions, this will count towards your account and could interrupt your ability to travel on Access Transit.

Please note, customers paying by cash are required to pay with the exact change as operators are unable to provide change.

Contact

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