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Purchasing A Gautrain Card

Gautrain Cards may be purchased at any Gautrain station using either the Ticket Vending Machines (https://www.youtube.com/watch?v=_1x8Q0pXtwo) (TVM) or the Ticket Office.

The TVMs are similar to an ATM bank terminal and accept cash and bank cards. So, avoid the queues at the Ticket Office and give the TVM a go!

How to use the ticket vending machine (TVM)

The TVMs are similar to an ATM bank terminal and accept cash and bank cards. TVMs can be used to purchase a Gautrain Card, top-up pay-as-you-go value, purchase a Train Pass and to view the last four transactions on your Gautrain Card. So avoid the queues at the Ticket Office and give the TVM a go!

Step 1: Select "Buy Gautrain Card" on the touch screen or place Gautrain Card onto the card reader

Step 2: Select a Product* or Pay-As-You-Go

Step 3: Pay-As-You-Go** users select amount to load on card

Step 4: Select payment method: "Cash" or "Bank Card"

Step 5: Follow instructions to insert Bank Card or Cash

Step 6: Collect new or loaded Gautrain Card from slot or take from the card reader

* Regular travellers using the same two stations can save money by selecting a Weekly or Monthly Travel Product.

** Unused Pay-As-You-Go value will expire three years from date of last use.

What is a Contactless bank card

Nowadays banks are issuing bank cards that may be used to make transactions at various retailers without the need to enter a Personal Identification Number (PIN).

If your bank card has this symbol  , then you have a Contactless bank card.

You may use your Contactless bank card to travel on Gautrain, train, buses and parking included.

Contactless bank cards that are accepted include:

- Debit Cards
- Credit Cards
- Cheque Cards
- National Department of Transport (NDoT) cards, such as Areyeng Card, Rea Vaya and My CiTi PayPasses

Register Your Gautrain Card or Contactless bank card

Users are encouraged to register their Gautrain Cards on the website or at any Gautrain station Ticket Office.

A registered Gautrain Card allows you to load value or purchase products online and to block your Card in the event of it being lost or stolen. Once your Gautrain Card has been blocked you may then apply to have the funds on the lost/stolen Gautrain Card transferred to a new registered Gautrain Card. If you have value remaining on a blocked Gautrain card, you may submit a claim request online or complete a refund application at a

station Ticket Office. If your Contactless bank card is lost or stolen, please contact your bank to have the card blocked.

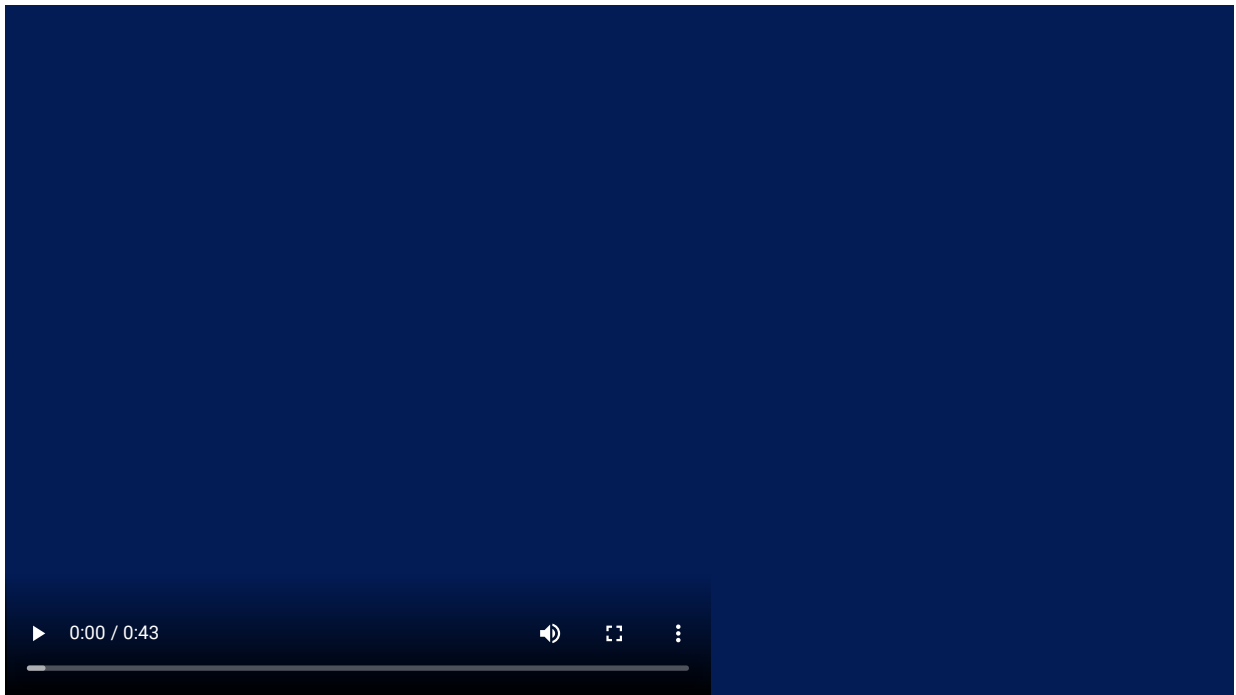
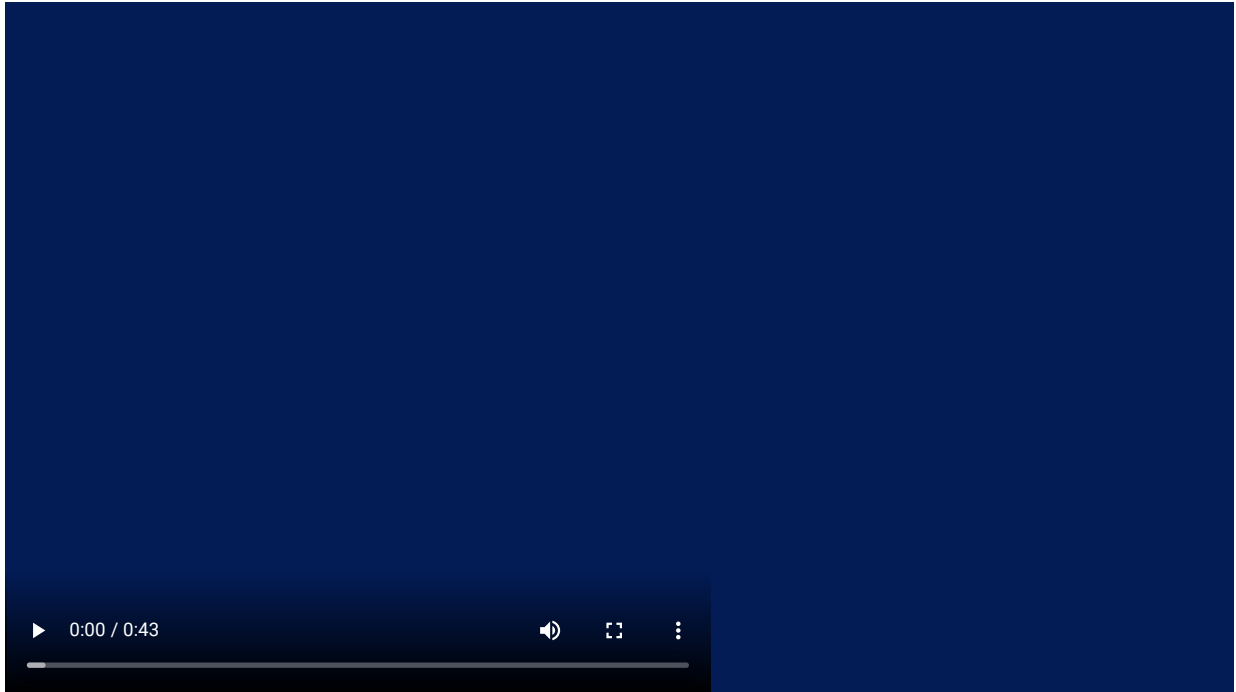
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Watch videos here for information on how to use Contactless bank card



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