

go card

visitor information pack – Sunshine Coast



Conditions of use

1. The cardholder is deemed to have accepted these conditions of use when the *go card* is made active by TransLink.
2. The cardholder must comply and guarantee that any authorised user complies with:
 - these conditions of use
 - the *go card* user guide part 1, *go card* user guide part 2
 - the *go card* guide to balance transfers and refunds
 - all legislation relating to smart cards, including the *Transport Operations (Passenger Transport) Act 1994*; and, if the cardholder or authorised user fails to comply with the above, the cardholder indemnifies TransLink for all loss, damage, costs and expenses incurred by TransLink as a result of such failure.
3. The *go card* may be used for travel on a designated TransLink service, provided that:
 - the service is equipped with an operational card reader
 - the *go card* has a sufficient balance to commence a journey
 - the *go card* has not expired, or been cancelled or blocked.
4. The *go card* must be touched to a card reader at the start and finish of travel on a TransLink service, to obtain a response from the card reader indicating that the *go card* has been read successfully. The number of *go cards* used for each trip must equal the number of cardholders travelling.

5. The cardholder will be liable for all fares, fees and charges incurred by the use of the *go card* by any person until the *go card* is cancelled. Fares, fees and charges relating to *go cards* are outlined in the *go card* user guide.
6. TransLink will deduct a fixed amount from the *go card* every time the card is touched on at the start of travel on a TransLink service. When the card is touched off at the end of travel on a TransLink service, the correct fare is calculated and the cardholder's *go card* balance is adjusted accordingly.
7. If the cardholder fails to touch on at the start of travel or touch off at the end of travel on a TransLink service, the correct fare cannot be calculated and the fixed amount will remain deducted from the card balance and the cardholder forfeits any right to have the *go card* balance adjusted to reflect the correct fare for that journey, except in accordance with the 'Balance adjustments' section of the *go card* user guide.
8. The *go card* must only be used by the authorised user or by the cardholder if no authorised user is nominated.
9. The *go card* remains the property of TransLink and the card must be produced for inspection or surrendered to TransLink upon request.
10. TransLink may block, cancel or retain the *go card* in accordance with the *go card* guide to balance transfers and refunds.
11. Where the *go card* has expired or been inactive for a period of 2 years, any balance on the card is returned to TransLink. The cardholder authorises TransLink to transfer that card balance to TransLink's account in accordance with the *go card* guide to balance transfers and refunds.

The cardholder may claim the balance at any time provided the *go card* was registered or the unregistered *go card* can be produced.

12. The cardholder may apply for a refund on the card in accordance with the *go card* guide to balance transfers and refunds.
13. The *go card* user guide and the *go card* guide to balance transfers and refunds are published on the TransLink website translink.com.au. Copies of the guides are also available by calling TransLink on **13 12 30**.
14. TransLink may change these terms and conditions and related material (such as the TransLink *go card* user guide and the *go card* guide to balance transfers and refunds) at its discretion. Updated terms and conditions and related materials will be published on the TransLink website translink.com.au and are also available by calling TransLink on **13 12 30**. TransLink will use its best efforts to advertise changes to these terms and conditions before they commence.
15. The cardholder must only access the cardholder's *go card* account, including travel information, address and contact information, balances and credit card account information, through ordinary use of the translink.com.au website by methods purposely made available on this website. The cardholder must not enable or permit any other person, electronic application or system to access the information, including by entering the cardholder's user name and password into such an application or system.

16. You can use your *go card* on all TransLink bus, train and ferry services, and Airtrain*. (*Special conditions apply for Airtrain. Visit translink.com.au or call **13 12 30**.)

17. A cardholder may link their registered *go card* to a CityCycle long-term subscription account by selecting the *go card* subscription option as part of their subscription details on the CityCycle website. A cardholder will still have to maintain separate accounts for both the *go card* and CityCycle account. *go card* funds cannot be used to pay for CityCycle subscriptions or trips.

18. Journeys cannot be transferred from one card to another to receive 9 and free.

Conditions of Travel

Integrated travel using any TransLink train, ferry and bus service is only permitted with a valid *go card*, *SEEQ card*, a TransLink pass or a valid single ticket.

Ticket types other than those listed above are for travel with specified operators only.

All TransLink ticketing products remain the property of TransLink and are not transferable from one customer to another.

Privacy

If you register your *go card*, all personal information will be held in accordance with *go card* privacy provisions.

For a copy of the privacy statement please visit translink.com.au or phone **13 12 30**.



Welcome to the Sunshine Coast

With clean wide-open spaces, uncluttered towns and beaches, and abundant fresh air, the Sunshine Coast is naturally refreshing. A safe and popular destination, the Sunshine Coast has a year round climate that's the envy of many other regions. From the family friendly playground of Caloundra to vibrant Mooloolaba or the sophisticated lifestyle of Noosa - there's plenty to see and do on the Sunshine Coast.

For more activities on the Sunshine Coast go to visitsunshinecoast.com.au.

Getting around the Sunshine Coast

Your purchase of this *go card* is your first step to getting around the Sunshine Coast and South East Queensland. It's environmentally friendly and the easiest way to travel on TransLink's integrated public transport network of buses, trains and ferries and explore the Sunshine Coast, the surrounding regions of Brisbane, west of Brisbane and the Gold Coast. For short trips around the coastal strip, why not walk, catch a taxi or ride a bus.

- » Walking is a great way to explore Sunshine Coast beaches and parks. For more information about the Coastal Pathway visit www.sunshinecoast.qld.gov.au or call 07 5475 7272.
- » The Sunshine Coast is well serviced by taxi companies. Call SunCoast Cabs on 131 008.

A quick guide to easy travel using your *go* card

Follow these simple steps for an easy and enjoyable travel experience on the Sunshine Coast and across South East Queensland.



1 Always touch on and touch off

As you board a bus or ferry, or enter the train station or platform, touch your *go* card flat to the card reader. Look for the green or amber light and listen for the beeps – signalling you have used your *go* card correctly. Repeat as you exit and the fare and any remaining card balance will be displayed. If you forget to touch off, you will be charged a non-refundable fixed amount which will be displayed next time you touch on.



2 Top up your *go* card



Top up regularly so you always have enough money to travel. You can top up at selected *go* card locations where you see the 'top up' icon (for a full list visit translink.com.au), at fare machines on train stations and selected busway stations as well as onboard selected buses (except Brisbane Transport services), CityCats and CityFerries.

3 Transferring between services

Your *go* card lets you easily transfer between bus, train or ferry services – simply touch on and touch off for each trip of the journey. You have 60 minutes to continue your journey from within the same or adjoining zone.

You can make up to three transfers in a journey and must start your final transfer within three and a half hours of your initial touch on. Your maximum journey time is six hours.

If you're transferring between train services only, there's no need to touch off between services to continue your journey, unless you leave the station or platform for any reason.

4 Obtain your refund*

Any unused travel credit and the deposit on your *go* card can be refunded. When a refund is issued, your *go* card will be cancelled and cannot be used for travel again. Refunds can be obtained at selected retailers and Queensland Rail stations.

**Conditions apply, visit translink.com.au or call 13 12 30.*

5 Where can I use my *go* card?

On all TransLink bus, train and ferry services including: Airtrain*, Bribie Island Coaches, Brisbane City Council Ferries, Brisbane Transport, Buslink, Bus Queensland Lockyer Valley, Caboolture Bus Lines, Clarks Logan City Bus Service, Hornibrook Bus Lines, Kangaroo Bus Lines, Mt Gravatt Bus Lines, Park Ridge Transit, Queensland Rail, Sunshine Coast Sunbus, Surfside Bus Lines, Thompson Bus Service, Veolia Transport and Westside Bus Company.

**Special conditions apply for Airtrain.*

Visit translink.com.au or call 13 12 30.



Planning your journey

For assistance on how and where to travel around the Sunshine Coast visit **translink.com.au** and use the online journey planner or call **13 12 30**.

You can also access travel information via TransLink's mobile website. Visit **translink.com.au** on your mobile phone and find out how easy travel can be on the Sunshine Coast.

Key

- Sunshine Coast line
- Caboolture line
- Ipswich/Rosewood line
- Ferry Grove line
- Beenleigh line
- Doomben line
- Cleveland line
- Shorncliffe line
- Airtrain line* (Special fares apply)
- Gold Coast line
- Exhibition line and station
- (Open for special events only. Special fares apply.)
- South East Busway
- Northern Busway
- Eastern Busway
- Nambour-Caboolture railbus
- Helidon-Rosewood railbus
- Toogoolawah-Ipswich railbus
- Connecting station
- Zone number
- Wheelchair access
- Assisted wheelchair access

Diagrammatic map - not to scale.



Travelling by bus

The Sunshine Coast's extensive bus network can take you almost anywhere you need to go, day and night. When travelling by bus:

- » Wait at the bus stop or lead stop at major stations where the driver can see you and raise your hand to signal the driver to stop.
- » Stand back from the kerb and wait for the bus to come to a complete stop before boarding.
- » Do not ride in the cab area or speak to the driver while the bus is moving.



Travelling by train

See everything Brisbane, the Sunshine Coast, Gold Coast and west of Brisbane has to offer by train. When travelling by train:

- » Stand well behind the yellow line when a train approaches the platform.
- » Mind the gap between the platform and the train.
- » Move down the carriage so as not to obstruct doorways.



Travelling by Brisbane ferry

A favourite among the locals, ferries are an enjoyable and easy way to get around and see the sights of Brisbane. When travelling by ferry:

- » Line up along the ferry terminal walkway to the left.
- » Give way to exiting passengers.
- » Wait for the ferry operator to signal that it is safe to board.

Top things to see and do on the Sunshine Coast with *go card*

Planning your stay on the Sunshine Coast is fun – that's why we've compiled a recommended list of attractions on the Sunshine Coast. Getting to and from these attractions is easy with *go card*. To experience more of what the Sunshine Coast has to offer, visit the nearest Sunshine Coast Visitor Information Centre, go to visitsunshinecoast.com.au or freecall 1800 644 969.

1. Noosa Heads

A stylish yet relaxed beachside precinct, Noosa is a haven of fashionable boutiques, cosmopolitan dining and fine art galleries. Home to one of Australia's few coastal national parks, Noosa National Park has abundant flora and fauna and is only a short walk from Hastings Street.

2. Sunshine Beach

Renowned for its sand, surf and proximity to chic boutiques, cafes and restaurants, Sunshine Beach is perfect for a dip in the ocean, catching that wave or spending an idle hour soaking up the atmosphere with a refreshment.

3. Eumundi

Home to the Sunshine Coast's largest markets held every Wednesday and Saturday, Eumundi also boasts boutique shops, gourmet eateries and historical pubs.

4. Coolum Beach

Coolum beach is one of the Sunshine Coast's most pristine surf beaches. Beachfront parks, such as Tickle Park are home to shady picnic areas and BBQ's which are free of charge to the public. Also try one of Coolum's cafe's or restaurants for a meal.

5. Maroochydore

Popular destination of locals and tourists alike, Maroochydore is conveniently located at the centre of the Sunshine Coast. Maroochydore boasts sandy beaches, fishing and water sports as well as waterside dining. It also features the largest shopping precinct on the Sunshine Coast, with over 200 retailers and a Sunday Market where you can stock up on local fare.

6. Alexandra Headland

A coastal town with a relaxed and laidback atmosphere, Alexandra Headland is the perfect place to relax and unwind. Home to a patrolled beach, the Sunshine Coast's best outdoor skate park and numerous picnic spots.

7. Mooloolaba

The perfect mix of sophisticated yet relaxed, Mooloolaba offers a range of activities for the whole family. Explore the marina and wharfs, organise a diving or fishing trip, or head to Mooloolaba Beach, one of the Sunshine Coast's safest beaches. Mooloolaba Beach is bordered by shady parks, picnic areas and playgrounds.

8. Kings Beach

One of Caloundra's most lively and popular surf beaches, with rock pools to explore, snorkelling and an oceanfront seawater swimming pool. The Kings Beach foreshore also boasts picnic and BBQ facilities, an interactive water feature and playground for the whole family. Enjoy alfresco dining along the Esplanade.

9. Caloundra

Nestled between the ocean and the Glasshouse Mountains, Caloundra is home to a mix of entertainment, recreation and dining. The start of a 25 kilometre coastal path from which you can explore the scenery from Golden Beach in the south to Point Cartwright. Explore historic sites including a World War II Military Jetty and Lighthouse built in 1898.

10. Landsborough

Historic Landsborough is home to the region's largest history museum, including stories of indigenous and non-indigenous peoples with heritage in the region. Landsborough also houses a quality art gallery featuring leading local and national artists.

