

Gautrain Rules



The Gautrain rules have been implemented to ensure that the Gautrain system, including trains, stations, parking facilities and buses are maintained to the very highest international standards of safety, cleanliness and efficiency. Your cooperation will help us ensure that this world-class system is maintained.



Gautrain Cards expire 3 years from date of last use and any remaining value on the card will be forfeited. (Defective cards to be replaced at your own cost).



The use of helmets, hoodies, balaclavas and soiled clothes is not allowed.



Each person travelling on board the Gautrain must have a valid Gautrain Card with a minimum value of R30 loaded onto it. One Gautrain Card must be used per passenger.



The same Gautrain Card must be used to tag into and out of the stations, bus and parking.



Each person travelling on board the Gautrain must have their own Gautrain Card. You may not use different cards to travel on a single trip. A penalty fee may also be applied.



Fares are automatically calculated upon exit. When tagging into and out of a station within 10 minutes, no fare will be applied.



Gautrain Cards are valid for 5 years from date of manufacture. It is recommended that Gautrain Cards be replaced every 5 years.



Please be sure to tag out of the station. If you fail to tag out, your journey will not be registered and standard parking fares will be deducted. A penalty fee may also be applied.



Drop-off and exit within 15 minutes of entering the parking and no fare will be applied.



Guide dogs for the visually impaired are welcome aboard all trains and buses. No other pets are allowed.



Cash is not accepted on buses, trains or at parking exit booms.



Do not leave your luggage unattended. All unattended luggage will be removed.



Minors under the age of 12 must be accompanied by an adult at all times. (Children under the age of 3 travel free when accompanied by a fare-paying adult. Carry non-paying children or ask an attendant for assistance).



No dangerous, flammable goods or liquids are allowed within Gautrain premises.



Passengers are prohibited from carrying firearms or other dangerous weapons, including but not limited to traditional weapons, in any Gautrain premises, including trains and buses.



No disturbance of the peace. (No loud music, shouting, or similar disturbances).



Eating, drinking or chewing gum is not permitted within the Gautrain stations, including trains and buses.



No vandalism or unauthorised advertising. (Malicious damage to public property is a criminal offence punishable by law).



Smoking is not permitted within a 10 meter distance from any Gautrain building, in underground parking, on trains or buses. This includes electronic cigarettes. (Please use designated smoking areas).



Begging, loitering and gambling is prohibited.



Please refrain from littering. Use the bins provided.



The use of roller skates, roller blades, skateboards or similar is prohibited. Bicycles permitted only in travel bags.



Informal trading is not permitted on Gautrain premises.



Bribery is prosecutable by law.



For safety reasons, no bare feet.

Thank you for your co-operation

*Detailed Gautrain rules are available upon request from any Gautrain station office and on the Gautrain website www.gautrain.co.za

CUSTOMER CARE LINE:
0800 GAUTRAIN (428 87246)

