

# Rules for Gautrain website and mobile app purchases

## After completing your online purchase:



Please allow at least 30 minutes before tagging at a fare gate or onto a bus.



Travel must occur within 7 days of making your online purchase.



If travel does not occur within 7 days the value will remain on the card. Access through the fare gate will however not be permitted and a refund for the value may be requested via the website.



Refunds for online purchases must be submitted via the website only.

*Note: Online refunds are processed in 3 to 5 working days, up to 14 working days.*

### *Why must travel occur within 7 days of an online purchase?*

When a customer makes an online purchase, the transaction populates a file called an action list. The action list is sent out at approximately 10 minute intervals to all fare gates. Only when a customer tags in, is the purchase removed from the action list and loaded to the card. If a customer does not tag in within 7 days of the online purchase, the transaction is automatically removed from the action list in order to reduce the file size, thereby ensuring that the fare gates operate as optimally as possible to make the tag in experience quick and efficient.

