

Give Public Transport a Go Trial

Terms & Conditions

1. By participating in the “Give Public Transport a Go” Trial participants agree to be bound by these terms and conditions and the AT HOP card terms of use.
2. The purpose of the “Give Public Transport a Go” trial is to facilitate behaviour change and promote the use of public transport as a commuting mode.
3. Participation in the trial is determined by eligibility, is **not** open to all and is delivered via selected organisations and travel planning events in the Travelwise Business Programme.
4. All persons interested in the trial will complete the “Give Public Transport a Go” registration survey to determine eligibility. The survey is available online for some organisations at Auckland Transport’s discretion, with a paper version delivered at travel expos or other travel planning events.
5. Eligibility will be determined by Auckland Transport in its sole discretion.
6. Registrants who do not meet the initial criteria will receive an on-screen acknowledgement thanking them for their interest in the trial. If the survey is completed by hand, the travel planner will explain this message.
7. Registrants who meet the initial criteria will receive an automatic message (online registration) or be advised by the travel planner if registering by paper explaining that they will be considered for the trial and if eligible, will receive a “Give Public Transport a Go” AT HOP card one week before the trial start date.
8. By accepting the “Give Public Transport a Go” AT HOP card, the recipient agrees that:
 - a. They will not share the pass with any other person
 - b. The fourteen day pass on the card is not refundable, transferable or exchangeable.
 - c. They will use it for the purposes of travelling to and from work or study based on the information provided in the registration form
 - d. On-going use of the “Give Public Transport a Go” AT HOP card will be monitored solely for the purposes of determining the impact of the trial and establishing behaviour change.

These criteria will be stated in the letter accompanying the “Give Public Transport a Go” AT HOP card and recipients will be notified that by accepting this fourteen day pass, they agree to these terms and conditions of use and the AT HOP Card terms of use available here: <https://at.govt.nz/about-us/about-this-site/terms-conditions/at-hop-card-terms-of-use/> .
9. Participation is not open to any person who receives the online registration link otherwise than directly from Auckland Transport (for example, to a person to whom the “Give Public Transport a Go” registration form from Auckland Transport is forwarded).
10. Employees and contractors of Auckland Transport and agencies are eligible to participate in the “Give Public Transport a Go” trial with delivery through the Auckland Transport travel plan only.
11. The “Give Public Transport a Go” trial commencement date is determined in conjunction with the organisation undertaking the trial and “Give Public Transport a Go” AT HOP cards will be provided within one week of the trial start date.
12. A fourteen day pass which allows free travel on Auckland’s scheduled buses and trains will be loaded onto each eligible participant’s “Give Public Transport a Go” AT HOP card.
13. The fourteen day pass will be valid from the date it is activated by the first tag on for a 14 consecutive calendar day period until 23:59pm of the 14th consecutive day following first tag on e.g. if customer first tags on 2nd day of the month at 11:00am then the fourteen day pass will be valid for 14 calendar days until the 15th day of the month at 23:59pm.
14. The fourteen day pass must be activated within 2 years of the “Give Public Transport a Go” AT HOP card being issued to the participant.
15. Only publically advertised timetable services qualify for the trial. In addition, this trial does not include journeys undertaken on:
 - School services.
 - Special event services.

- Skybus services
- Any ferry service

16. A participant will be disqualified from the “Give Public Transport a Go” trial (and will have the “Give Public Transport a Go” AT HOP card and fourteen day pass cancelled) if Auckland Transport believes that the participant has met the qualifying criteria by or through dishonest means, fraud or illegal activity, or has not complied with these terms and conditions.

17. Auckland Transport may at its sole discretion, offer participants a one day pass or a twenty-eight day pass instead of a fourteen day pass. All conditions in these terms associated with the use of the fourteen day pass will also apply to the use of a one day pass and a twenty-eight day pass.

18. The one day pass will be valid from the date it is activated by the first tag until 23:59pm of that day.

19. The twenty-eight day pass will be valid from the date it is activated by the first tag on for a 28 consecutive calendar day period until 23:59pm of the 28th consecutive day following first tag on e.g. if customer first tags on 2nd day of the month at 11:00am then the twenty-eight day pass will be valid for 28 calendar days until the 29th day of the month at 23:59pm.

20. Auckland Transport’s decisions on all matters relating to the “Give Public Transport a Go” trial are final.

21. Auckland Transport takes no responsibility for any human error, technical malfunctions, lost/delayed data transmission, omission, interruption, deletion, defect, line failures, failures of computer equipment or software, inability to access telecommunications network services, or any other error or malfunction that results in a participant not qualifying for, or not receiving, the “Give Public Transport a Go” AT HOP card and fourteen day pass.

22. To the extent permitted by law, Auckland Transport and its associated agencies are not liable in any way (including, without limitation, in negligence) for any loss, damage or injury (including indirect and consequential loss) suffered or sustained in connection with participation in the “Give Public Transport a Go” trial or the monetary value.

23. Auckland Transport reserves the right to withdraw the “Give Public Transport a Go” trial or alter any aspect of the trial (including these terms and conditions) at any time at its sole discretion, without notice to participants.

24. Auckland Transport collects and holds personal information about participants of the “Give Public Transport a Go” trial. By participating in the “Give Public Transport a Go” Trial or through the use of a “Give Public Transport a Go” AT HOP card, AT’s Customer Privacy Policy (<https://at.govt.nz/about-us/about-this-site/customer-privacy-policy>) will apply. For an explanation of Auckland Transport’s practices and policies relating to the collection, use, and storage of personal information, please refer to the Customer Privacy Policy (<https://at.govt.nz/about-us/about-this-site/customer-privacy-policy>) which forms part of these Terms.

25. The promoter of the “Give Public Transport a Go” trial is Auckland Transport, 6 Henderson Valley Road Henderson, Private Bag 92250, Auckland 1142.