

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).



Informal trading is not permitted on Gautrain premises.



Each person travelling on board the Gautrain must have a Contactless bank card or a valid Gautrain Card with a minimum value of R32 loaded onto it.



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



The same Gautrain Card or Contactless bank card must be used to tag into and out of the station, bus and parking. If different cards are used for a single trip, penalty fares may be applied.



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



Each passenger travelling on board the Gautrain is required to have their own Gautrain Card or Contactless bank card. More than one passenger may not travel using the same card, even if there is sufficient value on the card. A penalty fee may be applied.



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).



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



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



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



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).



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.



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 vandalism or unauthorised advertising. (Malicious damage to public property is a criminal offence punishable by law).



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



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



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



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



Please refrain from littering. Use the bins provided.



Begging, loitering and gambling is prohibited



For safety reasons, no bare feet.



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



Bribery is prosecutable by law.

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)

