



Fares & Schedule

Effective 01 June 2023



Welcome aboard the Gautrain!

Thank you for choosing Gautrain, South Africa's first, premier rapid rail transport system that has been built to exacting international transportation and safety regulations, so you may be assured of a speedy, safe, and comfortable journey with us.

The Gautrain commenced operations in 2010 and to date we have over 120 million passengers entries at stations. With an average punctuality of 98.55%, the Gautrain is one of the most reliable passenger train services in the world – an achievement that we are exceptionally proud of. Travelling at a maximum speed of 160 kilometres per hour, it connects Hatfield station with Johannesburg Park station in approximately 42 minutes, and Sandton station with the OR Tambo International Airport in less than 15 minutes.

Gautrain operates across Johannesburg, Tshwane and Ekurhuleni and connects to the OR Tambo International Airport. A fleet of Gautrain buses service over twenty bus routes that provide access to nine of our ten train stations (OR Tambo excluded). Parking and drop-off facilities are available at all stations, except for the OR Tambo station. In addition, a midi-bus service provides an additional shuttle service along select routes.

We understand that in addition to your time, you value your safety and that is why we go to great lengths to safeguard both. We have over 1000 Close Circuit Television (CCTV) surveillance cameras that are linked to a state-of-the-art security control room, manned by staff who are in constant communication with roaming on-site security personnel, ensuring your safety when using the Gautrain service.

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Train fares

Fares effective 01 June 2023

Pay-As-You-Go Single Train Fares

High Peak

For a trial period, High Peak Fares (Red Fares) have been suspended when expect more congested trains, platforms and stations. For your comfort,

Depending on capacity constraints, we may re-introduce the high-peak

travelling in the high peak period. While the High Peak Fares no longer apply, we recommend that you travel off-peak.

fares at a later date.

Pay-As-You-Go Single Train Fares

Peak

	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo
Hatfield		R34	R44	R70	R82	R87	R93	R100	R93	R234
Pretoria	R34		R39	R56	R76	R82	R87	R93	R87	R234
Centurion	R44	R39		R45	R56	R72	R75	R82	R80	R234
Midrand	R70	R56	R45		R39	R45	R52	R56	R53	R217
Marlboro	R82	R76	R56	R39		R34	R38	R45	R39	R206
Sandton	R87	R82	R72	R45	R34		R34	R38	R50	R206
Rosebank	R93	R87	R75	R52	R38	R34		R34	R53	R217
Park	R100	R93	R82	R56	R45	R38	R34		R56	R217
Rhodesfield	R93	R87	R80	R53	R39	R50	R53	R56		206
OR Tambo	R234	R234	R234	R217	R206	R206	R217	R217	R206	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

Note: Valid between 06h00 and 08h30 and between 15h00 and 18h30 on weekdays, based

on time of entry. These fares also apply on weekends and public holidays.

Pay-As-You-Go Single Train Fares (+/- 20% Saving on Peak Fares)

Off-Peak

	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo
Hatfield		R27	R35	R56	R66	R70	R74	R80	R74	R234
Pretoria	R27		R31	R45	R61	R66	R70	R74	R70	R234
Centurion	R35	R31		R36	R45	R58	R60	R66	R64	R234
Midrand	R56	R45	R36		R31	R36	R42	R45	R42	R217
Marlboro	R66	R61	R45	R31		R27	R30	R36	R31	R206
Sandton	R70	R66	R58	R36	R27		R27	R30	R40	R206
Rosebank	R74	R70	R60	R42	R30	R27		R27	R42	R217
Park	R80	R74	R66	R45	R36	R30	R27		R45	R217
Rhodesfield	R74	R70	R64	R42	R31	R40	R42	R45		R206
OR Tambo	R234	R234	R234	R217	R206	R206	R217	R217	R206	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

Note: Valid between opening time and 06h00, between 08h30 and 15h00 and between 18h30

and closing time on weekdays, based on time of entry.



Penalty and other fees

Penalty Fees

	Penalty	If Paid < 30 days
Level 1	R480	R240
Level 2	R600	R300
Level 3	R840	R420

Other Fees

Gautrain Card Cost	R20
Refund Fee	R0
Minimum Card Balance	R34

Note: We may re-introduce a refund fee should the need arise.



Train Products

Weekly Train Product

(10 train trips valid for 10 days)

Hatfield		R315	R407	R648	R759	R805	R861	R925	R861
Pretoria	R315		R361	R518	R703	R759	R805	R861	R805
Centurion	R407	R361		R417	R518	R666	R694	R759	R740
Midrand	R648	R518	R417		R361	R417	R481	R518	R491
Marlboro	R759	R703	R518	R361		R315	R352	R417	R361
Sandton	R805	R759	R666	R417	R315		R315	R352	R463
Rosebank	R861	R805	R694	R481	R352	R315		R315	R491
Park	R925	R861	R759	R518	R417	R352	R315		R518
Rhodesfield	R861	R805	R740	R491	R361	R463	R491	R518	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield

Save up to
7,5%



Monthly Train Product

(44 train trips valid for 44 days)

Hatfield		R1 272	R1 646	R2 618	R3 067	R3 254	R3 479	R3 740	R3 479
Pretoria	R1 272		R1 459	R2 095	R2 843	R3 067	R3254	R3 479	R3 254
Centurion	R1 646	R1 459		R1 683	R2 095	R2 693	R2 805	R3 067	R2 992
Midrand	R2 618	R2 095	R1 683		R1 459	R1 683	R1 945	R2 095	R1 983
Marlboro	R3 067	R2 843	R2 095	R1 459		R1 272	R1 422	R1 683	R1 459
Sandton	R3 254	R3 067	R2 693	R1 683	R1 272		R1 272	R1 422	R1 870
Rosebank	R3 479	R3 254	R2 805	R1 945	R1 422	R1 272		R1 272	R1 983
Park	R3 740	R3 479	R3 067	R2 095	R1 683	R1 422	R1 272		R2 095
Rhodesfield	R3 479	R3 254	R2 992	R1 983	R1 459	R1 870	R1 983	R2 095	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield

Save up to
15%



Single Trip Product

(Fares charged at Peak Period Rates)

Hatfield		R34	R44	R70	R82	R87	R93	R100	R93	R234
Pretoria	R34		R39	R56	R76	R82	R87	R93	R87	R234
Centurion	R44	R39		R45	R56	R72	R75	R82	R80	R234
Midrand	R70	R56	R45		R39	R45	R52	R56	R53	R217
Marlboro	R82	R76	R56	R39		R34	R38	R45	R39	R206
Sandton	R87	R82	R72	R45	R34		R34	R38	R50	R206
Rosebank	R93	R87	R75	R52	R38	R34		R34	R53	R217
Park	R100	R93	R82	R56	R45	R38	R34		R56	R217
Rhodesfield	R93	R87	R80	R53	R39	R50	R53	R56		R206
OR Tambo	R234	R234	R234	R217	R206	R206	R217	R217	R206	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

Note: Single and Return Train Trip Products are recommended if travelling during peak period.

Return Trip Product

Fares charged at Peak Period Rates

Hatfield		R68	R88	R140	R164	R174	R186	R200	R186	R468
Pretoria	R68		R78	R112	R152	R164	R174	R186	R174	R468
Centurion	R88	R78		R90	R112	R144	R150	R164	R160	R468
Midrand	R140	R112	R90		R78	R90	R104	R112	R106	R434
Marlboro	R164	R152	R112	R78		R68	R76	R90	R78	R412
Sandton	R174	R164	R144	R90	R68		R68	R76	R100	R412
Rosebank	R186	R174	R150	R104	R76	R68		R68	R106	R434
Park	R200	R186	R164	R112	R90	R76	R68		R112	R434
Rhodesfield	R186	R174	R160	R106	R78	R100	R106	R112		R412
OR Tambo	R468	R468	R468	R434	R412	R412	R434	R434	R412	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

If travelling during off-peak periods, we recommend that you use Pay-As-You-Go as the fare will be lower.

Note: Single and Return Train Trip Products are recommended if travelling during peak period. If travelling during off-peak periods, we recommend that you use Pay-As-You-Go as the fare will be lower.
Note: Train products (Monthly, Weekly, Return and Single Train Products) can not be loaded onto a Contactless bank card. Train Products can only be loaded onto Gautrain cards.



Passengers may use a Gautrain Card or Contactless bank card to travel on a train, bus and parking included. To qualify for rail-user discounts, you must use the same card for your entire trip. Failing to use the same card will result in a penalty fee on each card.



Gautrain Cards expire 3 years from the date of last use and any remaining value on the Card will be forfeited. To ensure that your Gautrain Card does not expire, please be sure to make use of it at least once in a 3 year period.



About Contactless bank cards

One Contactless bank card, »»» One person, One trip.

What is a Contactless bank card:

Increasingly banks are issuing bank cards that may be used to make transactions at various retailers without the need to enter a Personal Identification Number (PIN). If your bank card has this symbol, then you have a Contactless bank card.

Gautrain is pleased to advise that you may use your Contactless bank card to travel on Gautrain, train, buses and parking included.

Contactless bank cards that are accepted include:

- Debit cards
- Credit cards
- Cheque cards
- National Department of Transport (NDoT cards), including: Areyeng Card, Rea Vaya and My CiTi PayPasses

Note: When using a NDoT card at Gautrain, please make sure that you have sufficient value on the card to pay for your 'complete trip' as you will not be able to load value on NDoT cards at a Gautrain station. Part-payments are not accepted at Gautrain. As such, you cannot use a NDoT card together with your Contactless bank card, cash or a Gautrain card to pay for your travel. Please ensure that you tag in and out using the same card. Penalty fees will otherwise apply to each Contactless bank card.



Benefits of paying with a Contactless bank card

Tag 'n Ride with a Contactless bank card!

To speed up your travel at Gautrain, simply use your Contactless bank card.

You may:

- Avoid queues and save time
- Have an alternate payment option
- Enjoy cashless travel
- Foreign cards are accepted making it easy for tourists to access the system

Note: Rail-user discounts and other special offers will still apply when travelling with your Contactless bank card, as long as you use the same Contactless bank card for your entire journey, including train, bus and parking. However, Train Products (Monthly, Weekly, Return and Single Train Products) can only be loaded onto a Gautrain card.



The biggest benefit is saving time





How to use the Train Service



1. First time users, purchase and load your Gautrain Card at the station or you may use a Contactless bank card.



2. A Contactless bank card or Gautrain Card with a minimum of R34 Pay-As-You-Go value or a valid Train Product is required to enter the Fare Gates.



3. Tap your Gautrain Card or Contactless bank card to the ticket reader on the Fare Gate.



5. Enjoy your ride!



6. Tap the **same** Contactless bank card or Gautrain Card that you tagged in with to the ticket reader.



4. A green light and a beep sound will indicate validation and the glass barrier will open. Proceed swiftly.



7. A green light and a beep sound will indicate validation and the glass barrier will open. Proceed swiftly.



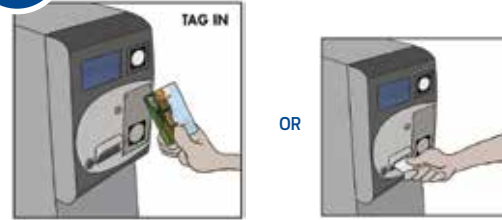
The Gautrain train service operates 7 days a week, 365 days a year. A detailed train schedule with arrival and departure times may be accessed either using the Gautrain mobile app, or alternatively, unfold this page.

During **Peak Times** trains depart at 10-minute intervals

During **Off-Peak Times** trains depart at 20-minute intervals.

To access the Gautrain train service each passenger is required to possess a Gautrain Card with a minimum value of R34 loaded onto it.

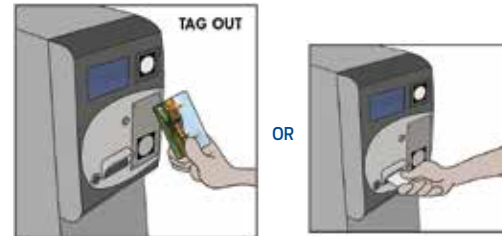
Alternatively, you may use your Contactless bank card to travel on Gautrain train, bus and parking included.



1. Tap your Contactless bank card or Gautrain Card to the ticket reader on the Fare Gate, or, if you don't have a Gautrain Card, press the button to request a paper ticket.

Note: When using a Contactless bank card, rail-user discount will not be applied when receiving a paper ticket on parking entry.

2. Wait for the boom to open. Drive in.



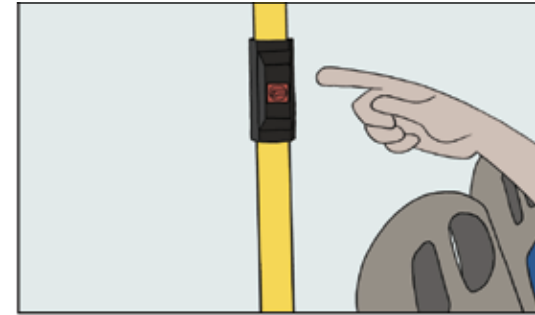
3. Tap your Contactless bank card or Gautrain Card to the ticket reader, or, insert your paper ticket and present your valid Gautrain Card at the exit gate.

Parking Fares - Rhodesfield and Hatfield

Parking Period	Rail-User Return Train Trip	Non-Rail User Return Train Trip
0 - 45min	Free	Free
45min - 1hr	R18	R18
1hr - 24hr	R22	R126
Two days	R60	R252
Three days	R93	R378
Four days	R126	R504
Five days	R159	R630
Six Days	R192	R756
Seven Days	R225	R882
Eight days	R258	R1 008
Nine Days	R291	R1 134
Ten Days	R324	R1 260
After 10 days	R324 plus R126 for every extra day	R1260 plus R126 for every extra day

Parking Fares - (Pretoria, Centurion, Midrand, Marlboro, Sandton, Rosebank and Park stations)

Parking Period	Rail-User Return Train Trip	Non-Rail User Return Train Trip
0 - 15min	Free	Free
15min - 1hr	R18	R18
1hr - 24hr	R22	R126
Two days	R60	R252
Three days	R93	R378
Four days	R126	R504
Five days	R159	R630
Six days	R192	R756
Seven days	R225	R882
Eight days	R258	R1 008
Nine days	R291	R1 134
Ten days	R324	R1 260
After 10 days	R324 plus R126 for every extra day	R1260 plus R126 for every extra day



5. Press the buzzer to indicate to the driver your intention to disembark at the next stop.



6. Every second Gautrain bus is equipped with wheelchair ramps and bays. Please ask your driver for assistance, if required.



7. No tag out is required when leaving the bus.

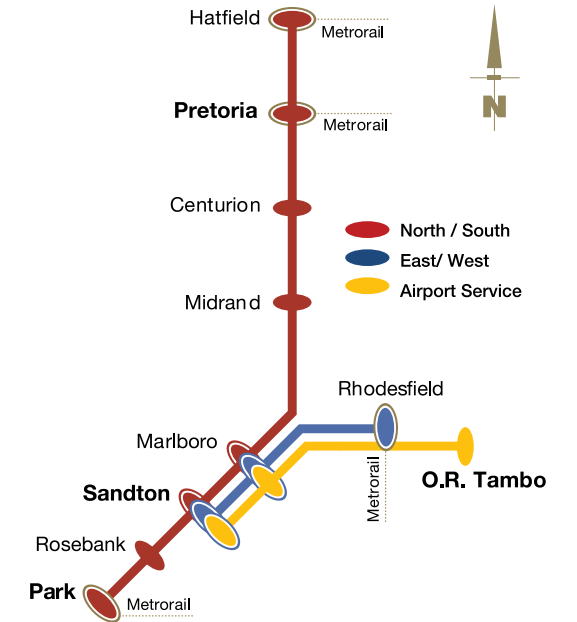
Note: If you tag out using your Contactless bank card, you will be charged for two bus trips instead of one.

Note: To track your bus in real-time, please use the Gautrain mobile app.

Bus Fares

Rail User - Peak	R12
Rail User - Off-Peak	R5
Non-Rail User - Peak	R27
Non-Rail User - Off-Peak	R20

Note: Peak bus times are between 06h00 and 08h30 and between 15h00 and 18h30.





Train Schedule

North - South Line

Weekdays (Excluding Public Holidays)

South to North							
Depart Park	Depart Rosebank	Depart Sandton	Depart Marlboro	Depart Midrand	Depart Centurion	Depart Pretoria	Arrive Park
05:29	05:33	05:37	05:41	05:48	05:57	06:05	06:11
05:39	05:43	05:47	05:51	05:58	06:07	06:15	06:21
05:49	05:53	05:57	06:01	06:08	06:17	06:25	06:31
05:59	06:03	06:07	06:11	06:18	06:27	06:35	06:41
06:09	06:13	06:17	06:21	06:28	06:37	06:45	06:51
06:19	06:23	06:27	06:31	06:38	06:47	06:55	07:01
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19:29	19:33	19:37	19:41	19:48	19:57	20:05	20:11
19:39	19:43	19:47	19:51	19:58	20:07	20:15	20:21
19:49	19:53	19:57	20:01	20:08	20:17	20:25	20:31
19:59	20:03	20:07	20:11	20:18	20:27	20:35	20:41
20:09	20:13	20:17	20:21	20:28	20:37	20:45	20:51
20:19	20:23	20:27	20:31	20:38	20:47	20:55	21:01
20:29	20:33	20:37	20:41	20:48	20:57	21:05	21:11

North to South							
Depart Hatfield	Depart Pretoria	Depart Centurion	Depart Midrand	Depart Marlboro	Depart Sandton	Depart Rosebank	Arrive Park
05:24	05:32	05:39	05:48	05:54	05:59	06:03	06:07
05:34	05:42	05:49	05:58	06:04	06:09	06:13	06:17
05:44	05:52	05:59	06:08	06:14	06:19	06:23	06:27
05:54	06:02	06:09	06:18	06:24	06:29	06:33	06:37
06:04	06:12	06:19	06:28	06:34	06:39	06:43	06:47
06:14	06:22	06:29	06:38	06:44	06:49	06:53	06:57
06:24	06:32	06:39	06:48	06:54	06:59	07:03	07:07
06:34	06:42	06:49	06:58	07:04	07:09	07:13	07:17
06:44	06:52	06:59	07:08	07:14	07:19	07:23	07:27
06:54	07:02	07:09	07:18	07:24	07:29	07:33	07:37
07:04	07:12	07:19	07:28	07:34	07:39	07:43	07:47
07:14	07:22	07:29	07:38	07:44	07:49	07:53	07:57
07:24	07:32	07:39	07:48	07:54	07:59	08:03	08:07
07:34	07:42	07:49	07:58	08:04	08:09	08:13	08:17
07:44	07:52	07:59	08:08	08:14	08:19	08:23	08:27
07:54	08:02	08:09	08:18	08:24	08:29	08:33	08:37
08:04	08:12	08:19	08:28	08:34	08:39	08:43	08:47
08:14	08:22	08:29	08:38	08:44	08:49	08:53	08:57
08:24	08:32	08:39	08:48	08:54	08:59	09:03	09:07
08:34	08:42	08:49	08:58	09:04	09:09	09:13	09:17
08:44	08:51	08:59	09:07	09:14	09:19	09:23	09:26
09:04	09:11	09:19	09:27	09:34	09:38	09:42	09:46
09:24	09:31	09:39	09:47	09:54	09:58	10:02	10:06
09:44	09:51	09:59	10:07	10:14	10:18	10:22	10:26
10:04	10:11	10:19	10:27	10:34	10:38	10:42	10:46
10:24	10:31	10:39	10:47	10:54	10:58	11:02	11:06
10:44	10:51	10:59	11:07	11:14	11:18	11:22	11:26
11:04	11:11	11:19	11:27	11:34	11:38	11:42	11:46
11:24	11:31	11:39	11:47	11:54	11:58	12:02	12:06
11:44	11:51	11:59	12:07	12:14	12:18	12:22	12:26
12:04	12:11	12:19	12:27	12:34	12:38	12:42	12:46
12:24	12:31	12:39	12:47	12:54	12:58	13:02	13:06
12:44	12:51	12:59	13:07	13:14	13:18	13:22	13:26
13:04	13:11	13:19	13:27	13:34	13:38	13:42	13:46
13:24	13:31	13:39	13:47	13:54	13:58	14:02	14:06
13:44	13:51	13:59	14:07	14:14	14:18	14:22	14:26
14:04	14:11	14:19	14:27	14:34	14:38	14:42	14:46
14:24	14:32	14:39	14:48	14:54	14:59	15:03	15:07
14:34	14:42	14:49	14:58	15:04	15:09	15:13	15:17
14:44	14:52	14:59	15:08	15:14	15:19	15:23	15:27
14:54	15:02	15:09	15:18	15:24	15:29	15:33	15:37
15:04	15:12	15:19	15:28	15:34	15:39	15:43	15:47
15:14	15:22	15:29	15:38	15:44	15:49	15:53	15:57
15:24	15:32	15:39	15:48	15:54	15:59	16:03	16:07
15:34	15:42	15:49	15:58	16:04	16:09	16:13	16:17
15:44	15:52	15:59	16:08	16:14	16:19	16:23	16:27
15:54	16:02	16:09	16:18	16:24	16:29	16:33	16:37
16:04	16:12	16:19	16:28	16:34	16:39	16:43	16:47
16:14	16:22	16:29	16:38	16:44	16:49	16:53	16:57
16:24	16:32	16:39	16:48	16:54	16:59	17:03	17:07
16:34	16:42	16:49	16:58	17:04	17:09	17:13	17:17
16:44	16:52	16:59	17:08	17:14	17:19	17:23	17:27
16:54	17:02	17:09	17:18	17:24	17:29	17:33	17:37
17:04	17:12	17:19	17:28	17:34	17:39	17:43	17:47
17:14	17:22	17:29	17:38	17:44	17:49	17:53	17:57
17:24	17:32	17:39	17:48	17:54	17:59	18:03	18:07
17:34	17:42	17:49	17:58	18:04	18:09	18:13	18:17
17:44	17:52	17:59	18:08	18:14	18:19	18:23	18:27
17:54	18:02	18:09	18:18	18:24	18:29	18:33	18:37
18:04	18:12	18:19	18:28	18:34	18:39	18:43	18:47
18:15	18:23	18:30	18:39	18:45	18:50	18:54	18:58
18:25	18:33	18:40	18:49	18:55	19:00	19:04	19:08
18:35	18:43	18:50	19:00	19:15	19:25	19:30	19:34
19:15	19:23	19:30	19:39	19:45	19:50	19:54	19:58
19:35	19:43	19:50	19:59	20:05	20:10	20:14	20:18
19:55	20:03	20:10	20:19	20:25	20:30	20:34	20:38
20:15	20:23	20:30	20:39	20:45	20:50	20:54	20:58
20:35	20:43	20:50	20:59	21:05	21:10	21:14	21:18



Bus Service

How to use the Bus Service



1. Flag your bus to indicate your intention to board.



2. To board a Gautrain bus, each passenger is required to possess a Gautrain Card with a minimum value of R34 loaded onto it or a Contactless bank card.



3. Tap your Gautrain Card or Contactless bank card to the ticket reader on the bus. A green light and beep sound will indicate validation.



4. Relax. Enjoy your bus ride.



How to use the Midi-bus Service

To use the midi-bus service, each passenger is required to purchase a midi-bus ticket at a cost of R12. For your convenience, tickets are available at the departing station. Gautrain Cards, Contactless bank cards or cash payments are not accepted forms of payment to use the midi-bus service.

A midi-bus service is provided along select routes, which are continually evaluated and where a need is identified, we endeavour to provide a service along that route. As such, the midi-bus service offering is continually expanding.

We currently operate the following routes:

Centurion:

Highveld and Midstream

Hatfield:

Queenswood/Waverley

Marlboro:

Lakeside, Buccleuch, Greenstone, Kelvin, Linbro Park and Woodlands Office Park



To use a midi-bus service, passengers are required to purchase a midi-bus ticket at a station at a cost of R12. Swift Cards, Contactless bank cards and cash payments are not accepted forms of payment.



Lost something?

We may have found it.

Contact our Lost and Found department on 011 253 0254 or 072 620 2137, Monday to Friday between 07h00 and 16h00. You may also log a query on www.gautrain.co.za/contactus



Q: Where do I purchase a Gautrain Card?

A: *Gautrain Cards may be purchased at any Gautrain station using either the Ticket Vending Machines (TVM) or the Ticket Office. The TVMs are similar to an ATM bank terminal and accept cash and bank cards.*

Q: What is the cost of a Gautrain Card?

A: *Cards can be purchased at any Gautrain station Ticket Office or at a Ticket Vending Machine at a cost of R20.*

Q: Is there a minimum balance required on my Gautrain Card?

A: *Yes. In order to access the Gautrain train or bus service, each passenger is required to possess a Gautrain Card with a minimum value of R34 loaded onto it.*

Q: How do I load value onto my Gautrain Card?

A: *Value can be loaded onto a Gautrain Card at a Station Ticket Office, at a Ticket Vending Machine, or by registering an account on the Gautrain website or mobile app.*

Q: Which Contactless bank cards that are accepted at Gautrain?

A: *Debit cards, Credit cards, Cheque cards and the National Department of Transport (NDot cards) including foreign cards.*

Q: Can I view the balance on my Gautrain Card or Contactless bank card?

A: *Yes. You may view the balance on your Gautrain card only. To view your travel history on the Contactless bank card or Gautrain Card, simply visit a Ticket Office, Ticket Vending Machine (TVM) or register an account online or via the Gautrain mobile app.*

Q: Can more than one person tag into a station or onto a bus using the same Gautrain Card or Contactless bank card?

A: *No. Each passenger is required to possess their own Contactless bank card or Gautrain Card with a minimum value of R32 loaded onto it. If more than one passenger travels on a single card a penalty fee may apply.*

Q: Can I tag in and tag out at the same station?

A: *Yes. When tagging into and out of the same Gautrain station within ten minutes, no fare will be applied. If you tag out of the same station after ten minutes of having tagged in, a penalty fee will be applied.*

Q: Why is my Contactless bank card blocked?

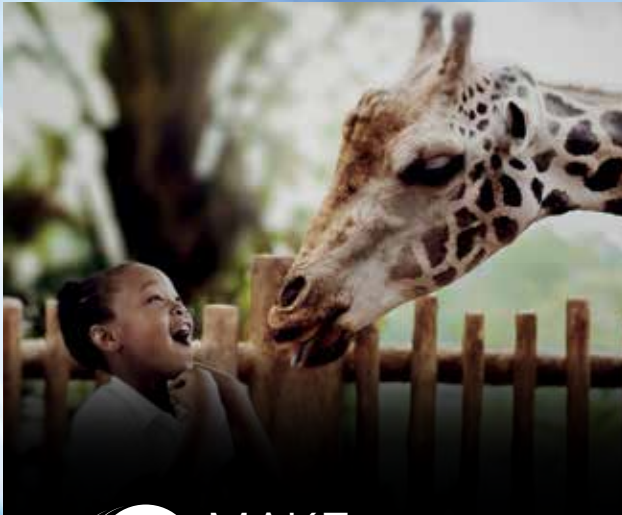
A: *If your bank rejects a transaction, your Contactless bank card will be blocked prohibiting any further transactions from being made at Gautrain. You may settle your debt at the Ticket Office or on the website/App to continue using your card at Gautrain.*

Q: What are the contact details for the lost and found department?

A: *Please contact our Lost and Found department on 011 253 0254, Monday to Friday, between 07h00 and 16h00. You can also log a lost and found query at www.gautrain.co.za/contactus.*

Q: Does the Gautrain system accommodate people with disabilities?

A: *Yes. Our stations, trains and buses are wheelchair friendly. Clear signage, and audio announcements and warnings are some of the many features we have to assist passengers with disabilities. Guide dogs to assist the visually-impaired are welcome onboard.*



MAKE LEARNING AN ADVENTURE

**RIDE THE TRAIN AND EXPLORE
AMAZING DESTINATIONS WITH
OUR SCHOOL TOUR PACKAGES.**

An exciting learning adventure on Gautrain awaits! With the Gautrain Schools Excursion Programme, we will provide a train ride and a bus trip to get you to and from an exciting excursion destination. Simply register on the Gautrain website and get discounted entry fees at selected points of interest. For more information, please contact our Customer Care Centre on 0800 428 87246 (0800 GAUTRAIN) daily between 05h30 and 20h00. Send an email to gautrainexcursion@bombela.com to get started on a learning adventure that your learners will never forget.



Get your bags wrapped **FREE*** at Sandton station **PLUS** check-in, print your flight boarding pass amongst other things on our self-service kiosk when travelling to OR Tambo International Airport.



* Visit gautrain.co.za for Terms and Conditions.



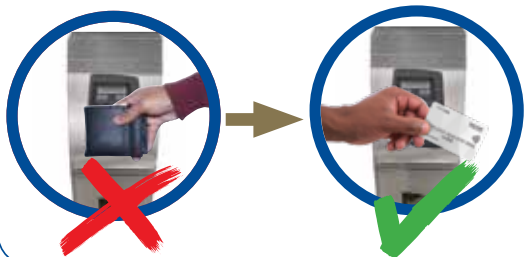
Paying with a Contactless bank card? Be mindful of card clash

What is card clash?

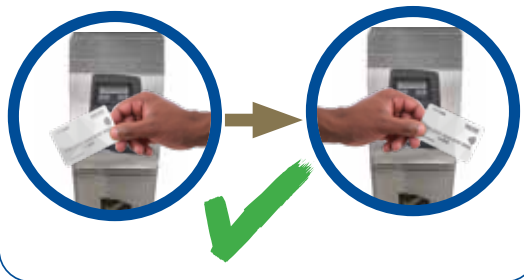


In addition to your Gautrain card, you may have one or more Contactless bank cards in your wallet or purse. If you tag in by touching your wallet or purse to a fare gate, you may experience card clash as the fare gate reader will not know which card you intend to make payment with. This may result in charges on more than one card. This is referred to as card clash. To avoid card clash, remove the card that you intend to pay with from your wallet or purse and tag with the card itself.

Do not use your wallet or purse to tag in or out at the fare gates as the card reader may not identify the card you intend to pay with. In addition, more than one card may be charged and penalties may be applied.



Remember to tag in and out using the same Contactless bank card or the same Gautrain card.



TAG IN

TAG OUT

One card, One trip, One person

Failing to tag in and out with the same Contactless bank card will result in you being charged a penalty fee of R200 on each of your Contactless bank cards.



TAG IN

TAG OUT

Each Gautrain passenger is required to possess their own Contactless bank card or Gautrain card. More than one passenger may not travel using a single card, even if there is sufficient value on the card.



TAG IN/OUT



Contactless bank cards
can be registered online at:
www.gautrain.co.za to
manage your card.



Online Gautrain account

Benefits of registering an account on the website

Register your Gautrain Card or Contactless bank card



Register an account on the Gautrain website or mobile app and link your Gautrain Card or Contactless bank card to access features like:

Gautrain Card:

- Reloading value onto your Gautrain Card
- Purchasing a Train Product
- Check Gautrain Card Validity End Date
- View transaction history
- Block a lost or stolen Gautrain Card
- Manage your profile
- Submit a refund request

Contactless bank card:

- View transaction history
- Block a lost or stolen Contactless bank card
- Submit a refund request

How to use the ticket vending machine (TVM)

The TVMs are like an ATM bank terminal and accept cash and bank cards. It can be used to purchase a Gautrain Card, top-up Pay-As-You-Go value, purchase a Train Product or to view the last four transactions on your Gautrain Card. So, avoid the queues at the Ticket Office and use the TVM instead.



Vending machine

Step 1: Select 'Buy Gautrain Card' on the touch screen or place your Gautrain Card onto the card reader



Step 2: Select a Product* or Pay-As-You-Go option

Step 3: For Pay-As-You-Go** users, select an amount to load on Card

Step 4: Select payment method: 'Cash' or 'Bank Card'

Step 5: Follow instructions to insert Bank Card or Cash

Step 6: Take your new or loaded Gautrain Card from slot or off the card reader

How to apply for a Train Product refund

To apply for a refund on a Train Product, the following steps may assist:

STEP 1: First, calculate your Cost Per Trip by using this formula: $\text{Cost of Product} \div \text{Total Number of Trips} = \text{Cost Per Trip}$

STEP 2: Secondly, calculate your refund amount by using this formula: $\text{Cost Per Trip} \times \text{Remaining Trips on Product} = \text{Refund Amount}$

How to apply for a refund at a Gautrain station

You may apply for a refund at a Gautrain station, but, before you do so, please remember to bring along a copy of your ID and bank statement.

Please note that refunds applied for at a Gautrain station take up to 14 business days to be processed.

How to apply for a refund online

Refund requests are made easy on the Gautrain website. Simply, link your Gautrain Card or Contactless bank card as a transit card to an online profile to submit a refund request.



Please note that refund requests for **online purchases** must be submitted via the Gautrain website.

Online refunds are processed in 3 to 5 business days and up to 14 business days.

Rules for website and mobile app purchases

After completing your online purchase:



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



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.



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



Refund requests for online purchases must be submitted via the website only.

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'. This action list is sent out at approximately 10-minute intervals to all fare gates. Only when a customer tags at a station fare gate or onto a Gautrain bus, is the purchase removed from the action list and loaded onto the Card. If the 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 process quick and efficient.

* Regular travellers using the same two stations can save by selecting a Weekly or Monthly Train Product.
** Unused Pay-As-You-Go value will expire three years from date of last use.



Control of access to public premises and vehicles act

General Notification

Access to the Gautrain Premises, vehicles and network is regulated in terms of the Control of Access to Public Premises and Vehicles Act, No. 53 of 1985 ("Act") and the Gautrain Rules*.

Contravention of this Act can result in a fine not exceeding R2,000.00 or imprisonment for a period not exceeding two years, or both fine and imprisonment.

A Gautrain Security Official/Gautrain Official may, under section 2(2) of the Act, require a passenger/person:

- to furnish his or her name, address and any other relevant information required by the Gautrain Security Official/Gautrain Official;
- to produce proof of his or her identity to the satisfaction of the Gautrain Security Official/Gautrain Official;
- to declare whether he or she has any dangerous object in his or her possession, or custody or under his or her control;
- to declare what the contents are in any vehicle, suitcase, attaché case, bag, handbag, folder, envelope, parcel, or container of any nature that he or she has in his or her possession or custody or under his or her control, and to show those contents to the Gautrain Security Official/Gautrain Official;
- intending to enter a designated area or found inside such area to subject him or herself and/or any object or controlled or uncontrolled substance which he or she has in or on his or her possession or custody under his or her control, and to subject themselves to an examination by an electronic or other apparatus in order to determine the presence of any dangerous object;
- to hand to a Gautrain Security Official/Gautrain Official anything which he or she has in his possession or custody or under his control for examination or custody until he or she leaves the Gautrain network; and
- to be searched by a Gautrain Security Official/Gautrain Official; and
- to be subject to CCTV monitoring.



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 R34 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.	

For safety reasons, bare feet are not allowed at stations. Passengers must wear shoes when tagging into a station and while at a station. Wearing shoes reduces the risk of injury, when, for example, using the escalators, which have sharp corners and edges.

This, as well as other rules, help to ensure that the Gautrain system is maintained to the highest international standards of safety, cleanliness, and efficiency.



Download the official Gautrain App free of charge to access details on fares, train and bus routes, schedules and to track your bus in real-time.

To register for Gautrain service updates SMS the word 'ALERT' to 44181 at a once-off cost of R1.

To receive SMS alerts on the Bus service, SMS the word "Bus" to 43347.

To receive SMS alerts on the Midi-bus service, SMS the word "Midibus" to 43354.

For queries, complaints or compliments please visit www.gautrain.co.za and send us your feedback via the Contact Us Page.

Customer Care Centre:
0800 GAUTRAIN (428 87246)

Disclaimer

The Gauteng Provincial Government, Bombela Concession Company, Bombela Operating Company and their respective shareholders, directors, officers, employees, subcontractors, agents and/or affiliates, in whole or in part, shall not be liable, to the extent permissible by law, for any loss, injury and/or damage (including but not limited to consequential or special damages or loss of profits) of whatsoever nature and howsoever arising whether or not by way of negligence to any passenger and/or other person (third party). The waiver referred to in paragraph 1 above will be binding on the heirs, dependents, assignees, executors, trustees or other legal representatives of the passenger or person which are conveyed or in respect of which there is a failure to convey, as the case may be. Should the Gauteng Provincial Government, Bombela Concession Company and Bombela Operating Company, through necessity or choice, employ the vehicles or services of other operators in respect of the whole or any portion of any journey to be carried out by it, then to the extent that such other operator provides or, having the obligation to provide, fails to provide any such vehicle or service, such provision or failure to provide such vehicle or service will be subject to the relevant conditions of such other operator. The Gauteng Provincial Government, Bombela Concession Company and Bombela Operating Company shall, to the extent permissible by law, have no liability of any nature whatsoever to any passenger or person to whom a ticket as contemplated in paragraph 1 above is issued.