GAUTRAIN

FOR PEOPLE ON THE MOVE

FARES & SCHEDULE

EFFECTIVE 01 JUNE 2021

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 860 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.

Contents

Fares effective 01 June 2021	2
Train Products	4
How to use the Train Service	6
Train Schedule	See Foldout
How to use the Bus Service	8
How to use the Parking Facility	10
How to use the Midi-bus Service	11
Benefits of registering an account on the website	12
About Refunds	13
Frequently Asked Questions	14
Gautrain rules	15
General Notification	16
Free Bag Wrap Service	17

Fares effective 01 June 2021

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, we may re-introduce the high-peak fares at a later date.

Peak

Pay-As-You-Go Single Train Fares				
Hatfield		R30	R39	R62
Pretoria	R30		R34	R49
Centurion	R39	R34		R40
Midrand	R62	R49	R40	
Marlboro	R72	R67	R49	R34
Sandton	R77	R72	R63	R40
Rosebank	R81	R77	R66	R45
Park	R88	R81	R72	R49
Rhodesfield	R81	R77	R70	R46
OR Tambo	R206	R206	R206	R191
	Hatfield	Pretoria	Centurion	Midrand

Note: Valid between 06h00 and 08h30 and between 16h00 and 18h30 on weekdays, based on time

Off-Peak

Pay-As-You-Go Single Train Fares				
Hatfield		R24	R31	R50
Pretoria	R24		R27	R39
Centurion	R31	R27		R32
Midrand	R50	R39	R32	
Marlboro	R58	R54	R39	R27
Sandton	R62	R58	R50	R32
Rosebank	R65	R62	R53	R36
Park	R70	R65	R58	R39
Rhodesfield	R65	R62	R56	R37
OR Tambo	R206	R206	R206	R191
	Hatfield	Pretoria	Centurion	Midrand

Note: Valid between opening time and 06h00, between 08h30 and 16h00 and between 18h30 and

Parking Fares - Rhodesfield and Hatfield

Parking Period	Rail-User Return Train Trip	Non-Rail User Train Trip
0 - 45min	Free	Free
45min - 1hr	R17	R17
1hr - 24hr	R25	R119
Two days	R56	R238
Three days	R87	R357
Four days	R118	R476
Five days	R149	R595
Six Days	R180	R714
Seven Days	R211	R833
Eight days	R242	R952
Nine Days	R273	R1 071
Ten Days	R304	R1 190
After 10 days	R304 plus R119 for every extra day	R1 190 plus R119 for every extra day

Bus Fares

Rail-User Peak	R10
Rail-User Off-Peak	R3
Non-Rail User Peak	R23
Non-Rail User Off-Peak	R16

Note: Peak bus times are between 06h00 and 08h30 and between 16h00 and 18h30.

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

R72	R77	R81	R88	R81	R206
R67	R72	R77	R81	R77	R206
R49	R63	R66	R72	R70	R206
R34	R40	R45	R49	R46	R191
	R30	R33	R40	R34	R181
R30		R30	R33	R44	R181
R33	R30		R30	R46	R191
R40	R33	R30		R49	R191
R34	R44	R46	R49		R181
R181	R181	R191	R191	R181	
Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

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

R58	R62	R65	R70	R65	R206
R54	R58	R62	R65	R62	R206
R39	R50	R53	R58	R56	R206
R27	R32	R36	R39	R37	R191
	R24	R26	R32	R27	R181
R24		R24	R26	R35	R181
R26	R24		R24	R37	R191
R32	R26	R24		R39	R191
R27	R35	R37	R39		R181
R181	R181	R191	R191	R181	
Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

closing time on weekdays, based on time of entry.

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

Parking Period	Rail-User Return Train Trip	Non-Rail User Train Trip	Centurion Rail-User Train Trip
0 - 15min	Free	Free	Free
15min - 1hr	R17	R17	R17
1hr - 24hr	R25	R119	R17
Two days	R56	R238	R56
Three days	R87	R357	R87
Four days	R118	R476	R118
Five days	R149	R595	R149
Six days	R180	R714	R180
Seven days	R211	R833	R211
Eight days	R242	R952	R242
Nine days	R273	R1 071	R273
Ten days	R304	R1 190	R304
After 10 days	R304 plus R119 for every extra day	R1 190 plus R119 for every extra day	R304 plus R119 for every extra day

Note: Parking fares at Centurion differs to parking fares at all other stations.
The same parking fare is applicable to both the new and existing parking at Centurion station.

Penalty Fees

	Penalty	If Paid < 30 days
Level 1	R400	R200
Level 2	R500	R250
Level 3	R700	R350

Other Fees

Gautrain Card Cost	R19
Admin Fee*	R19
Minimum Card Balance	R30

*An admin fee may be applicable to refunds and transfer of funds from one card to another.

Train Products

Weekly Train Product (10 train trips valid for 10 days)					
Hatfield		R278	R361	R574	R666
Pretoria	R278		R315	R454	R620
Centurion	R361	R315		R370	R454
Midrand	R574	R454	R370		R315
Marlboro	R666	R620	R454	R315	
Sandton	R713	R666	R583	R370	R278
Rosebank	R750	R713	R611	R417	R306
Park	R814	R750	R666	R454	R370
Rhodesfield	R750	R713	R648	R426	R315
	Hatfield	Pretoria	Centurion	Midrand	Marlboro

Monthly Train Product (44 train trips valid for 44 days)					
Hatfield		R1 122	R1 459	R2 319	R2 693
Pretoria	R1 122		R1 272	R1 833	R2 506
Centurion	R1 459	R1 272		R1 496	R1 833
Midrand	R2 319	R1 833	R1 496		R1 272
Marlboro	R2 693	R2 506	R1 833	R1 272	
Sandton	R2 880	R2 693	R2 357	R1 496	R1 122
Rosebank	R3 030	R2 880	R2 469	R1 683	R1 235
Park	R3 292	R3 030	R2 693	R1 833	R1 496
Rhodesfield	R3 030	R2 880	R2 618	R1 721	R1 272
	Hatfield	Pretoria	Centurion	Midrand	Marlboro

Single Trip Product (Fares charged at Peak Period Rates)				
Hatfield		R30	R39	R62
Pretoria	R30		R34	R49
Centurion	R39	R34		R40
Midrand	R62	R49	R40	
Marlboro	R72	R67	R49	R34
Sandton	R77	R72	R63	R40
Rosebank	R81	R77	R66	R45
Park	R88	R81	R72	R49
Rhodesfield	R81	R77	R70	R46
OR Tambo	R206	R206	R206	R191
	Hatfield	Pretoria	Centurion	Midrand

Return Trip Product (Fares charged at Peak Period Rates)				
Hatfield		R60	R78	R124
Pretoria	R60		R68	R98
Centurion	R78	R68		R80
Midrand	R124	R98	R80	
Marlboro	R144	R134	R98	R68
Sandton	R154	R144	R126	R80
Rosebank	R162	R154	R132	R90
Park	R176	R162	R144	R98
Rhodesfield	R162	R154	R140	R92
OR Tambo	R412	R412	R412	R382
	Hatfield	Pretoria	Centurion	Midrand

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

Note: Train products (Monthly, Weekly, Return and Single Train Products) can not be loaded onto a Contactless

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.

R713	R750	R814	R750
R666	R713	R750	R713
R583	R611	R666	R648
R370	R417	R454	R426
R278	R306	R370	R315
	R278	R306	R407
R278		R278	R426
R306	R278		R454
R407	R426	R454	
Sandton	Rosebank	Park	Rhodesfield

Save up to
7,5%

R2 880	R3 030	R3 292	R3 030
R2 693	R2 880	R3 030	R2 880
R2 357	R2 469	R2 693	R2 618
R1 496	R1 683	R1 833	R1 721
R1 122	R1 235	R1 496	R1 272
	R1 122	R1 235	R1 646
R1 122		R1 122	R1 721
R1 235	R1 122		R1 833
R1 646	R1 721	R1 833	
Sandton	Rosebank	Park	Rhodesfield

Save up to
15%

R72	R77	R81	R88	R81	R206
R67	R72	R77	R81	R77	R206
R49	R63	R66	R72	R70	R206
R34	R40	R45	R49	R46	R191
	R30	R33	R40	R34	R181
R30		R30	R33	R44	R181
R33	R30		R30	R46	R191
R40	R33	R30		R49	R191
R34	R44	R46	R49		R181
R181	R181	R191	R191	R181	
Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

R144	R154	R162	R176	R162	R412
R134	R144	R154	R162	R154	R412
R98	R126	R132	R144	R140	R412
R68	R80	R90	R98	R92	R382
	R60	R66	R80	R68	R362
R60		R60	R66	R88	R362
R66	R60		R60	R92	R382
R80	R66	R60		R98	R382
R68	R88	R92	R98		R362
R362	R362	R382	R382	R362	
Marlboro	Sandton	Rosebank	Park	Rhodesfield	OR Tambo

off-peak periods, we recommend that you use Pay-As-You-Go as the fare will be lower.
bank card. Train Products can only be loaded onto Gautrain cards.

3 YEARS

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.

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 R30 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.

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

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 R10. 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, and all available midi-bus routes may be viewed at the Gautrain website.

Gautrain midi-bus service routes 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.

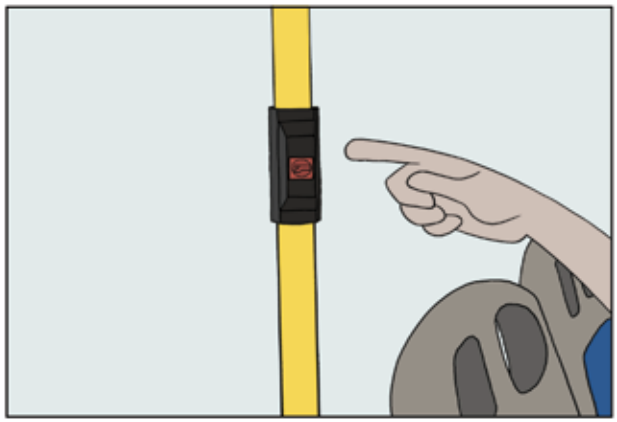
We currently operate the following routes:

Centurion:
Highveld and Midstream

Hatfield:
Queenswood/Waverley

Marlboro:
Buccleuch, Greenstone, Kelvin, Linbro Park and Woodlands Office Park

Sandton:
Montecasino: The Gautrain offers WEEKEND midi-bus services between Sandton Station and Monte Casino. This service operates between 08h15 and 19h30, departing every
45 minutes from each end point.



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

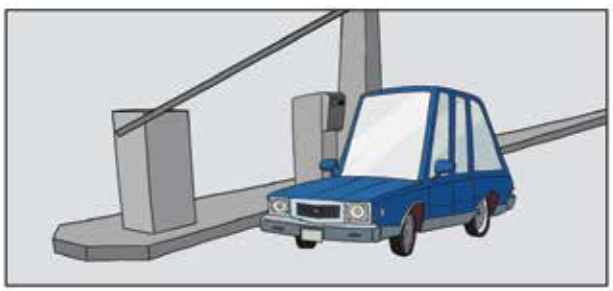
6. Every second Gautrain bus is equipped with wheelchair ramps and bays. Please ask your driver for assistance, if required.

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.

How to use the Parking Facility

OR

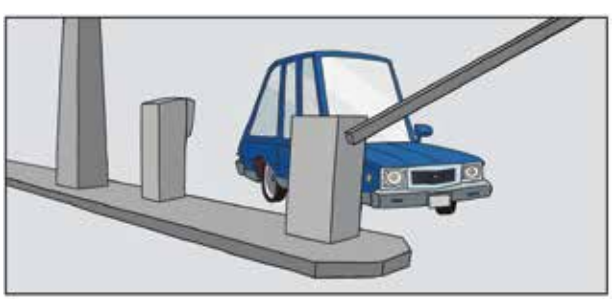
1. Tap your Contactless bank card or Gautrain Card to the ticket reader on the Fare Gate, or, if you don't have a Gautrain Card, press the button to request a paper ticket.
Note: Rail-user discount will not be applied when receiving a paper ticket on parking entry when using a Contactless bank card.



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

OR

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.

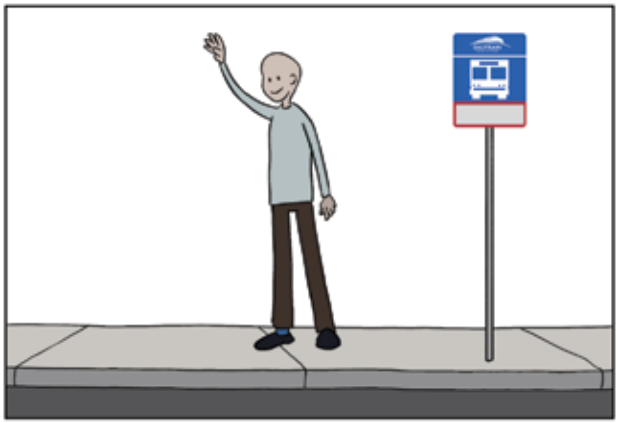


4. Wait for the boom to open. Drive out.

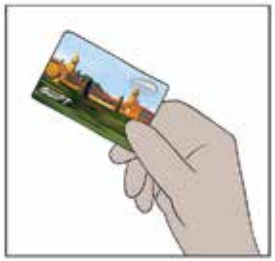
5. Enjoy your ride!

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

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



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 R30 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.

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 Hatfield
05:29	05:33	05:37	05:41	05:48	05:57	06:06	06:13
05:39	05:43	05:47	05:51	05:58	06:07	06:16	06:23
05:49	05:53	05:57	06:01	06:08	06:17	06:26	06:33
05:59	06:03	06:07	06:11	06:18	06:27	06:36	06:43
06:09	06:13	06:17	06:21	06:28	06:37	06:46	06:53
06:19	06:23	06:27	06:31	06:38	06:47	06:56	07:03
06:29	06:33	06:37	06:41	06:48	06:57	07:06	07:13
06:39	06:43	06:47	06:51	06:58	07:07	07:16	07:23
06:49	**06:53**	**06:57**	**07:01**	**07:08**	**07:17**	**07:26**	**07:33**
06:59	07:03	07:07	07:11	07:18	07:27	07:36	07:43
07:09	**07:13**	**07:17**	**07:21**	**07:28**	**07:37**	**07:46**	**07:53**
07:19	07:23	07:27	07:31	07:38	07:47	07:56	08:03
07:29	07:33	07:37	07:41	07:48	07:57	08:06	08:13
07:39	07:43	07:47	07:51	07:58	08:07	08:16	08:23
07:49	07:53	07:57	08:01	08:08	08:17	08:26	08:33
07:59	08:03	08:07	08:11	08:18	08:27	08:36	08:43
08:09	08:13	08:17	08:21	08:28	08:37	08:46	08:53
08:19	08:23	08:27	08:31	08:38	08:47	08:56	09:03
08:29	08:33	08:37	08:41	08:48	08:57	09:06	09:13
08:39	**08:43**	**08:47**	**08:51**	**08:58**	**09:07**	**09:16**	**09:23**
08:49	08:53	08:57	09:01	09:08	09:17	09:26	09:33
08:59	**09:03**	**09:07**	**09:11**	**09:18**	**09:27**	**09:36**	**09:43**
09:15	09:19	09:23	09:27	09:34	09:43	09:52	09:59
09:30	09:34	09:38	09:42	09:49	09:58	10:07	10:14
09:45	09:49	09:53	09:57	10:04	10:13	10:22	10:29
10:00	10:04	10:08	10:12	10:19	10:28	10:37	10:44
10:15	10:19	10:23	10:27	10:34	10:43	10:52	10:59
10:30	10:34	10:38	10:42	10:49	10:58	11:07	11:14
10:45	**10:49**	**10:53**	**10:57**	**11:04**	**11:13**	**11:22**	**11:29**
11:00	11:04	11:08	11:12	11:19	11:28	11:37	11:44
11:15	11:19	11:23	11:27	11:34	11:43	11:52	11:59
11:30	11:34	11:38	11:42	11:49	11:58	12:07	12:14
11:45	11:49	11:53	11:57	12:04	12:13	12:22	12:29
12:00	12:04	12:08	12:12	12:19	12:28	12:37	12:44
12:15	12:19	12:23	12:27	12:34	12:43	12:52	12:59
12:30	**12:34**	**12:38**	**12:42**	**12:49**	**12:58**	**13:07**	**13:14**
12:45	12:49	12:53	12:57	13:04	13:13	13:22	13:29
13:00	13:04	13:08	13:12	13:19	13:28	13:37	13:44
13:15	13:19	13:23	13:27	13:34	13:43	13:52	13:59
13:30	13:34	13:38	13:42	13:49	13:58	14:07	14:14
13:45	13:49	13:53	13:57	14:04	14:13	14:22	14:29
14:00	14:04	14:08	14:12	14:19	14:28	14:37	14:44
14:15	**14:19**	**14:23**	**14:27**	**14:34**	**14:43**	**14:52**	**14:59**
14:30	14:34	14:38	14:42	14:49	14:58	15:07	15:14
14:45	14:49	14:53	14:57	15:04	15:13	15:22	15:29
15:00	15:04	15:08	15:12	15:19	15:28	15:37	15:44
15:15	15:19	15:23	15:27	15:34	15:43	15:52	15:59
15:30	15:34	15:38	15:42	15:49	15:58	16:07	16:14
15:45	15:49	15:53	15:57	16:04	16:13	16:22	16:29
15:59	**16:03**	**16:07**	**16:11**	**16:18**	**16:27**	**16:36**	**16:43**
16:09	16:13	16:17	16:21	16:28	16:37	16:46	16:53
16:19	16:23	16:27	16:31	16:38	16:47	16:56	17:03
16:29	**16:33**	**16:37**	**16:41**	**16:48**	**16:57**	**17:06**	**17:13**
16:39	16:43	16:47	16:51	16:58	17:07	17:16	17:23
16:49	16:53	16:57	17:01	17:08	17:17	17:26	17:33
16:59	17:03	17:07	17:11	17:18	17:27	17:36	17:43
17:09	17:13	17:17	17:21	17:28	17:37	17:46	17:53
17:19	17:23	17:27	17:31	17:38	17:47	17:56	18:03
17:29	17:33	17:37	17:41	17:48	17:57	18:06	18:13
17:39	17:43	17:47	17:51	17:58	18:07	18:16	18:23
17:49	**17:53**	**17:57**	**18:01**	**18:08**	**18:17**	**18:26**	**18:33**
17:59	18:03	18:07	18:11	18:18	18:27	18:36	18:43
18:09	18:13	18:17	18:21	18:28	18:37	18:46	18:53
18:19	**18:23**	**18:27**	**18:31**	**18:38**	**18:47**	**18:56**	**19:03**
18:29	18:33	18:37	18:41	18:48	18:57	19:06	19:13
18:39	18:43	18:47	18:51	18:58	19:07	19:16	19:23
18:49	18:53	18:57	19:01	19:08	19:17	19:26	19:33
18:59	19:03	19:07	19:11	19:18	19:27	19:36	19:43
19:09	19:13	19:17	19:21	19:28	19:37	19:46	19:53
19:19	19:23	19:27	19:31	19:38	19:47	19:56	20:03
19:29	19:33	19:37	19:41	19:48	19:57	20:06	20:13
19:45	**19:49**	**19:53**	**19:57**	**20:04**	**20:13**	**20:22**	**20:29**
20:00	20:04	20:08	20:12	20:19	20:28	20:37	20:44
20:15	20:19	20:23	20:27	20:34	20:43	20:52	20:59
20:30	20:34	20:38	20:42	20:49	20:58	21:07	21:14

North to South

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

Weekends and Public Holidays

South to North

Depart Park	Depart Rosebank	Depart Sandton	Depart Marlboro	Depart Midrand	Depart Centurion	Depart Pretoria	Arrive Hatfield
05:30	05:34	05:38	05:42	05:49	05:58	06:07	06:14
06:00	06:04	06:08	06:12	06:19	06:28	06:37	06:44
06:30	06:34	06:38	06:42	06:49	06:58	07:07	07:14
07:00	07:04	07:08	07:12	07:19	07:28	07:37	07:44
07:30	07:34	07:38	07:42	07:49	07:58	08:07	08:14
08:00	08:04	08:08	08:12	08:19	08:28	08:37	08:44
08:30	08:34	08:38	08:42	08:49	08:58	09:07	09:14
09:00	09:04	09:08	09:12	09:19	09:28	09:37	09:44
09:30	09:34	09:38	09:42	09:49	09:58	10:07	10:14
10:00	10:04	10:08	10:12	10:19	10:28	10:37	10:44
10:30	10:34	10:38	10:42	10:49	10:58	11:07	11:14
11:00	11:04	11:08	11:12	11:19	11:28	11:37	11:44
11:30	11:34	11:38	11:42	11:49	11:58	12:07	12:14
12:00	12:04	12:08	12:12	12:19	12:28	12:37	12:44
12:30	12:34	12:38	12:42	12:49	12:58	13:07	13:14
13:00	13:04	13:08	13:12	13:19	13:28	13:37	13:44
13:30	13:34	13:38	13:42	13:49	13:58	14:07	14:14
14:00	14:04	14:08	14:12	14:19	14:28	14:37	14:44
14:30	14:34	14:38	14:42	14:49	14:58	15:07	15:14
15:00	15:04	15:08	15:12	15:19	15:28	15:37	15:44
15:30	15:34	15:38	15:42	15:49	15:58	16:07	16:14
16:00	16:04	16:08	16:12	16:19	16:28	16:37	16:44
16:30	16:34	16:38	16:42	16:49	16:58	17:07	17:14
17:00	17:04	17:08	17:12	17:19	17:28	17:37	17:44
17:30	17:34	17:38	17:42	17:49	17:58	18:07	18:14
18:00	18:04	18:08	18:12	18:19	18:28	18:37	18:44
18:30	18:34	18:38	18:42	18:49	18:58	19:07	19:14
19:00	19:04	19:08	19:12	19:19	19:28	19:37	19:44
19:30	19:34	19:38	19:42	19:49	19:58	20:07	20:14
20:00	20:04	20:08	20:12	20:19	20:28	20:37	20:44
20:30	20:34	20:38	20:42	20:49	20:58	21:07	21:14

North to South

Depart Hatfield	Depart Pretoria	Depart Centurion	Depart Midrand	Depart Marlboro	Depart Sandton	Depart Rosebank	Arrive Park
05:24	05:33	05:41	05:49	05:56	06:00	06:04	06:08
05:54	06:03	06:11	06:19	06:26	06:30	06:34	06:38
06:24	06:33	06:41	06:49	06:56	07:00	07:04	07:08
06:54	07:03	07:11	07:19	07:26	07:30	07:34	07:38
07:24	07:33	07:41	07:49	07:56	08:00	08:04	08:08
07:54	08:03	08:11	08:19	08:26	08:30	08:34	08:38
08:24	08:33	08:41	08:49	08:56	09:00	09:04	09:08
08:54	09:03	09:11	09:19	09:26	09:30	09:34	09:38
09:24	09:33	09:41	09:49	09:56	10:00	10:04	10:08
09:54	10:03	10:11	10:19	10:26	10:30	10:34	10:38
10:24	10:33	10:41	10:49	10:56	11:00	11:04	11:08
10:54	11:03	11:11	11:19	11:26	11:30	11:34	11:38
11:24	11:33	11:41	11:49	11:56	12:00	12:04	12:08
11:54	12:03	12:11	12:19	12:26	12:30	12:34	12:38
12:24	12:33	12:41	12:49	12:56	13:00	13:04	13:08
12:54	13:03	13:11	13:19	13:26	13:30	13:34	13:38
13:24	13:33	13:41	13:49	13:56	14:00	14:04	14:08
13:54	14:03	14:11	14:19	14:26	14:30	14:34	14:38
14:24	14:33	14:41	14:49	14:56	15:00	15:04	15:08
14:54	15:03	15:11	15:19	15:26	15:30	15:34	15:38
15:24	15:33	15:41	15:49	15:56	16:00	16:04	16:08
15:54	16:03	16:11	16:19	16:26	16:30	16:34	16:38
16:24	16:33	16:41	16:49	16:56	17:00	17:04	17:08
16:54	17:03	17:11	17:19	17:26	17:30	17:34	17:38
17:24	17:33	17:41	17:49	17:56	18:00	18:04	18:08
17:54	18:03	18:11	18:19	18:26	18:30	18:34	18:38
18:24	18:33	18:41	18:49	18:56	19:00	19:04	19:08
18:54	19:03	19:11	19:19	19:26	19:30	19:34	19:38
19:24	19:33	19:41	19:49	19:56	20:00	20:04	20:08
19:54	20:03	20:11	20:19	20:26	20:30	20:34	20:38
20:30	20:39	20:47	20:55	21:02	21:06	21:10	21:14

Indicates 8-car trains. All other trains are 4-cars.

Peak Fares

Peak fares indicated in orange are applied when you access the Gautrain system between 06h00 and 08h30, between 16h00 and 18h30 on weekdays and all day on weekends and public holidays.

Off-Peak Fares

Off-Peak fares indicated in green are applied when you access the Gautrain system before 06h00, between 08h30 and 16h00 or after 18h30 on weekdays.

Comfort Key

Applicable weekdays only

LOW CONGESTION

MODERATE CONGESTION

Note: Consider the comfort key when deciding on time to travel.

East - West Line and OR Tambo Service

Weekdays (Excluding Public Holidays)

East to West

Depart OR Tambo	Depart Rhodesfield	Depart Marlboro	Arrive Sandton
05:30	05:32	05:39	05:44
05:40	05:42	05:49	05:54
05:50	05:52	05:59	06:04
06:00	06:02	06:09	06:14
06:10	06:12	06:19	06:24
06:20	06:22	06:29	06:34
06:30	06:32	06:39	06:44
06:40	06:42	06:49	06:54
06:50	06:52	06:59	07:04
07:00	07:02	07:09	07:14
07:10	07:12	07:19	07:24
07:20	07:22	07:29	07:34
07:30	07:32	07:39	07:44
07:40	07:42	07:49	07:54
07:50	07:52	07:59	08:04
08:00	08:02	08:09	08:14
08:10	08:12	08:19	08:24
08:20	08:22	08:29	08:34
08:30	08:32	08:39	08:44
08:40	08:43	08:50	08:55
08:56	08:59	09:06	09:11
09:11	09:14	09:21	09:26
09:26	09:29	09:36	09:41
09:41	09:44	09:51	09:56
09:56	09:59	10:06	10:11
10:11	10:14	10:21	10:26
10:26	10:29	10:36	10:41
10:41	10:44	10:51	10:56
10:56	10:59	11:06	11:11
11:11	11:14	11:21	11:26
11:26	11:29	11:36	11:41
11:41	11:44	11:51	11:56
11:56	11:59	12:06	12:11
12:11	12:14	12:21	12:26
12:26	12:29	12:36	12:41
12:41	12:44	12:51	12:56
12:56	12:59	13:06	13:11
13:11	13:14	13:21	13:26
13:26	13:29	13:36	13:41
13:41	13:44	13:51	13:56
13:56	13:59	14:06	14:11
14:11	14:14	14:21	14:26
14:26	14:29	14:36	14:41
14:41	14:44	14:51	14:56
14:56	14:59	15:06	15:11
15:11	15:14	15:21	15:26
15:26	15:29	15:36	15:41
15:40	15:43	15:50	15:55
16:00	16:02	16:09	16:14
16:10	16:12	16:19	16:24
16:20	16:22	16:29	16:34
16:30	16:32	16:39	16:44
16:40	16:42	16:49	16:54
16:50	16:52	16:59	17:04
17:00	17:02	17:09	17:14
17:10	17:12	17:19	17:24
17:20	17:22	17:29	17:34
17:30	17:32	17:39	17:44
17:40	17:42	17:49	17:54
17:50	17:52	17:59	18:04
18:00	18:02	18:09	18:14
18:10	18:12	18:19	18:24
18:20	18:22	18:29	18:34
18:30	18:32	18:39	18:44
18:40	18:42	18:49	18:54
18:50	18:52	18:59	19:04
19:00	19:02	19:09	19:14
19:10	19:12	19:19	19:24
19:25	19:27	19:34	19:39
19:40	19:42	19:49	19:54
19:55	19:57	20:04	20:09
20:10	20:12	20:19	20:24
20:25	20:27	20:34	20:39
20:40	20:42	20:49	20:54
21:05	21:06	21:13	21:17

West to East

Depart Sandton	Depart Marlboro	Depart Rhodesfield	Arrive OR Tambo
05:21	05:25	05:33	05:35
05:31	05:35	05:43	05:45
05:41	05:45	05:53	05:55
05:51	05:55	06:03	06:05
06:01	06:05	06:13	06:15
06:11	06:15	06:23	06:25
06:21	06:25	06:33	06:35
06:31	06:35	06:43	06:45
06:41	06:45	06:53	06:55
06:51	06:55	07:03	07:05
07:01	07:05	07:13	07:15
07:11	07:15	07:23	07:25
07:21	07:25	07:33	07:35
07:31	07:35	07:43	07:45
07:41	07:45	07:53	07:55
07:51	07:55	08:03	08:05
08:01	08:05	08:13	08:15
08:11	08:15	08:23	08:25
08:21	08:25	08:33	08:35
08:31	08:35	08:43	08:45
08:51	08:55	09:03	09:05
09:04	09:08	09:16	09:18
09:20	09:24	09:32	09:34
09:35	09:39	09:47	09:49
09:50	09:54	10:02	10:04
10:20	10:24	10:32	10:34
10:35	10:39	10:47	10:49
10:50	10:54	11:02	11:04
11:05	11:09	11:17	11:19
11:20	11:24	11:32	11:34
11:34	11:39	11:47	11:49
11:50	11:54	12:02	12:04
12:05	12:09	12:17	12:19
12:20	12:24	12:32	12:34
12:35	12:39	12:47	12:49
12:50	12:54	13:02	13:04
13:05	13:09	13:17	13:19
13:20	13:24	13:32	13:34
13:35	13:39	13:47	13:49
13:50	13:54	14:02	14:04
14:05	14:09	14:17	14:19
14:20	14:24	14:32	14:34
14:35	14:39	14:47	14:49
14:50	14:54	15:02	15:04
15:05	15:09	15:17	15:19
15:20	15:24	15:32	15:34
15:35	15:39	15:47	15:49
15:50	15:54	16:03	16:04
16:01	16:05	16:14	16:15
16:11	16:15	16:24	16:25
16:21	16:25	16:34	16:35
16:31	16:35	16:44	16:45
16:41	16:45	16:54	16:55
16:51	16:55	17:04	17:05
17:01	17:05	17:14	17:15
17:11	17:15	17:24	17:25
17:21	17:25	17:34	17:35
17:31	17:35	17:44	17:45
17:41	17:45	17:54	17:55
17:51	17:55	18:04	18:05
18:01	18:05	18:14	18:15
18:11	18:15	18:24	18:25
18:21	18:25	18:34	18:35
18:31	18:35	18:44	18:45
18:41	18:45	18:54	18:55
18:51	18:55	19:04	19:05
19:01	19:05	19:14	19:15
19:21	19:25	19:34	19:35
19:31	19:35	19:43	19:45
19:45	19:49	19:57	19:59
20:00	20:04	20:12	20:14
20:15	20:19	20:27	20:29
20:30	20:34	20:42	20:44

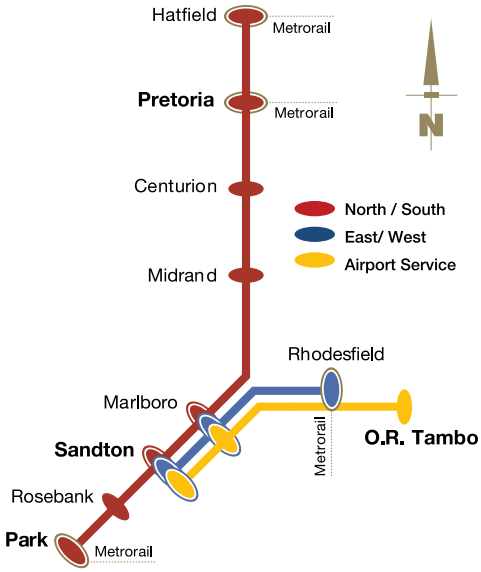
Weekends and Public Holidays

East to West

Depart OR Tambo	Depart Rhodesfield	Depart Marlboro	Arrive Sandton
05:30	05:32	05:39	05:44
05:50	05:52	05:59	06:04
06:10	06:12	06:19	06:24
06:30	06:32	06:39	06:44
06:50	06:52	06:59	07:04
07:10	07:12	07:19	07:24
07:30	07:32	07:39	07:44
07:50	07:52	07:59	08:04
08:10	08:12	08:19	08:24
08:30	08:32	08:39	08:44
08:50	08:52	08:59	09:04
09:10	09:12	09:19	09:24
09:30	09:32	09:39	09:44
09:50	09:52	09:59	10:04
10:10	10:12	10:19	10:24
10:30	10:32	10:39	10:44
10:50	10:52	10:59	11:04
11:10	11:12	11:19	11:24
11:30	11:32	11:39	11:44
11:50	11:52	11:59	12:04
12:10	12:12	12:19	12:24
12:30	12:32	12:39	12:44
12:50	12:52	12:59	13:04
13:10	13:12	13:19	13:24
13:30	13:32	13:39	13:44
13:50	13:52	13:59	14:04
14:10	14:12	14:19	14:24
14:30	14:32	14:39	14:44
14:50	14:52	14:59	15:04
15:10	15:12	15:19	15:24
15:30	15:32	15:39	15:44
15:50	15:52	15:59	16:04
16:10	16:12	16:19	16:24
16:30	16:32	16:39	16:44
16:50	16:52	16:59	17:04
17:10	17:12	17:19	17:24
17:30	17:32	17:39	17:44
17:50	17:52	17:59	18:04
18:10	18:12	18:19	18:24
18:30	18:32	18:39	18:44
18:50	18:52	18:59	19:04
19:10	19:12	19:19	19:24
19:30	19:32	19:39	19:44
19:50	19:52	19:59	20:04
20:10	20:12	20:19	20:24
20:30	20:32	20:39	20:44
21:01	21:02	21:09	21:13

West to East

Depart Sandton	Depart Marlboro	Depart Rhodesfield	Arrive OR Tambo
05:30	05:34	05:42	05:44
05:52	05:57	06:04	06:06
06:12	06:17	06:24	06:26
06:32	06:37	06:44	06:46
06:52	06:57	07:04	07:06
07:12	07:17	07:24	07:26
07:32	07:37	07:44	07:46
07:52	07:57	08:04	08:06
08:12	08:17	08:24	08:26
08:32	08:37	08:44	08:46
08:52	08:57	09:04	09:06
09:12	09:17	09:24	09:26
09:32	09:37	09:44	09:46
09:52	09:57	10:04	10:06
10:12	10:17	10:24	10:26
10:32	10:37	10:44	10:46
10:52	10:57	11:04	11:06
11:12	11:17	11:24	11:26
11:32	11:37	11:44	11:46
11:52	11:57	12:04	12:06
12:12	12:17	12:24	12:26
12:32	12:37	12:44	12:46
12:52	12:57	13:04	13:06
13:12	13:17	13:24	13:26
13:32	13:37	13:44	13:46
13:52	13:57	14:04	14:06
14:12	14:17	14:24	14:26
14:32	14:37	14:44	14:46
14:52	14:57	15:04	15:06
15:12	15:17	15:24	15:26
15:32	15:37	15:44	15:46
15:52	15:57	16:04	16:06
16:12	16:17	16:24	16:26
16:32	16:37	16:44	16:46
16:52	16:57	17:04	17:06
17:12	17:17	17:24	17:26
17:32	17:37	17:44	17:46
17:52	17:57	18:04	18:06
18:12	18:17	18:24	18:26
18:32	18:37	18:44	18:46
18:52	18:57	19:04	19:06
19:12	19:17	19:24	19:26
19:32	19:37	19:44	19:46
19:52	19:57	20:04	20:06
20:12	20:17	20:24	20:26
20:32	20:37	20:44	20:46



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.

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

* 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.

About Refunds

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: Cost of Product ÷ Total Number of Trips = Cost Per Trip

STEP 2: Secondly, calculate your refund amount by using this formula: Cost Per Trip x Remaining Trips on Product = Refund Amount

Note: An admin fee may apply for Gautrain Card transfers and refunds.

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.

Frequently Asked Questions

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 R19.*

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 R30 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 R30 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.*

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.

3 YEARS

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).

Each person travelling on board the Gautrain must have a Contactless bank card or a valid Gautrain Card with a minimum value of R30 loaded onto it.

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.

1 CARD = 1 PASSENGER

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.

5 YEARS

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

15

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

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).

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.

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

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

Please refrain from littering. Use the bins provided.

For safety reasons, no bare feet.

Bribery is prosecutable by law.

Informal trading is not permitted on Gautrain premises.

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

10

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

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

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

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.

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

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

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

Begging, loitering and gambling is prohibited

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

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:

a. to furnish his or her name, address and any other relevant information required by the Gautrain Security Official/Gautrain Official;
b. to produce proof of his or her identity to the satisfaction of the Gautrain Security Official/Gautrain Official;
c. to declare whether he or she has any dangerous object in his or her possession, or custody or under his or her control;
d. 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;
e. 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;
f. 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
g. to be searched by a Gautrain Security Official/Gautrain Official; and
h. to be subject to CCTV monitoring.

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.

For Free

+

Self-service kiosk

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.