



# Fares & Schedule

## Effective 01 June 2024



# 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 140 million passengers entries at stations. With an average punctuality of 99.30%, 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 O.R 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 midibus 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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Fares effective 01 June 2024

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,

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, we may re-introduce the high-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		R36	R47	R74	R87	R92	R99	R106	R99	R248
Pretoria	R36		R41	R59	R81	R87	R92	R99	R92	R248
Centurion	R47	R41		R48	R59	R76	R80	R87	R85	R248
Midrand	R74	R59	R48		R41	R48	R55	R59	R56	R230
Marlboro	R87	R81	R59	R41		R36	R40	R48	R41	R219
Sandton	R92	R87	R76	R48	R36		R36	R40	R53	R219
Rosebank	R99	R92	R80	R55	R40	R36		R36	R56	R230
Park	R106	R99	R87	R59	R48	R40	R36		R59	R230
Rhodesfield	R99	R92	R85	R56	R41	R53	R56	R59		R219
OR Tambo	R248	R248	R248	R230	R219	R219	R230	R230	R219	
	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		R29	R38	R59	R70	R74	R79	R85	R79	R248
Pretoria	R29		R33	R47	R65	R70	R74	R79	R74	R248
Centurion	R38	R33		R38	R47	R61	R64	R70	R68	R248
Midrand	R59	R47	R38		R33	R38	R44	R47	R45	R230
Marlboro	R70	R65	R47	R33		R29	R32	R38	R33	R219
Sandton	R74	R70	R61	R38	R29		R29	R32	R42	R219
Rosebank	R79	R74	R64	R44	R32	R29		R29	R45	R230
Park	R85	R79	R70	R47	R38	R32	R29		R47	R230
Rhodesfield	R79	R74	R68	R45	R33	R42	R45	R47		R219
OR Tambo	R248	R248	R248	R230	R219	R219	R230	R230	R219	
	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	R500	R250
Level 2	R620	R310
Level 3	R860	R430

Other Fees

Gautrain Card Cost	R20
Refund Fee	R0
Minimum Card Balance	R36

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		R333	R435	R685	R805	R851	R916	R981	R916
Pretoria	R333		R380	R546	R750	R805	R851	R916	R851
Centurion	R435	R380		R444	R546	R703	R740	R805	R787
Midrand	R685	R546	R444		R380	R444	R509	R546	R518
Marlboro	R805	R750	R546	R380		R333	R370	R444	R380
Sandton	R851	R805	R703	R444	R333		R333	R370	R491
Rosebank	R916	R851	R740	R509	R370	R333		R333	R518
Park	R981	R916	R805	R546	R444	R370	R333		R546
Rhodesfield	R916	R851	R787	R518	R380	R491	R518	R546	
	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 347	R1 758	R2 768	R3 254	R3 441	R3 703	R3 965	R3 703
Pretoria	R1 347		R1 534	R2 207	R3 030	R3 254	R3 441	R3 703	R3 441
Centurion	R1 758	R1 534		R1 796	R2 207	R2 843	R2 992	R3 254	R3 179
Midrand	R2 768	R2 207	R1 796		R1 534	R1 796	R2 057	R2 207	R2 095
Marlboro	R3 254	R3 030	R2 207	R1 534		R1 347	R1 496	R1 796	R1 534
Sandton	R3 441	R3 254	R2 843	R1 796	R1 347		R1 347	R1 496	R1 983
Rosebank	R3 703	R3 441	R2 992	R2 057	R1 496	R1 347		R1 347	R2 095
Park	R3 965	R3 703	R3 254	R2 207	R1 796	R1 496	R1 347		R2 207
Rhodesfield	R3 703	R3 441	R3 179	R2 095	R1 534	R1 983	R2 095	R2 207	
	Hatfield	Pretoria	Centurion	Midrand	Marlboro	Sandton	Rosebank	Park	Rhodesfield

Save up to **15%**



## Single Trip Product

(Fares charged at Peak Period Rates)

Hatfield		R36	R47	R74	R87	R92	R99	R106	R99	R248
Pretoria	R36		R41	R59	R81	R87	R92	R99	R92	R248
Centurion	R47	R41		R48	R59	R76	R80	R87	R85	R248
Midrand	R74	R59	R48		R41	R48	R55	R59	R56	R230
Marlboro	R87	R81	R59	R41		R36	R40	R48	R41	R219
Sandton	R92	R87	R76	R48	R36		R36	R40	R53	R219
Rosebank	R99	R92	R80	R55	R40	R36		R36	R56	R230
Park	R106	R99	R87	R59	R48	R40	R36		R59	R230
Rhodesfield	R99	R92	R85	R56	R41	R53	R56	R59		R219
OR Tambo	R248	R248	R248	R230	R219	R219	R230	R230	R219	
	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		R72	R94	R148	R174	R184	R198	R212	R198	R496
Pretoria	R72		R82	R118	R162	R174	R184	R198	R184	R496
Centurion	R94	R82		R96	R118	R152	R160	R174	R170	R496
Midrand	R148	R118	R96		R82	R96	R110	R118	R112	R460
Marlboro	R174	R162	R118	R82		R72	R80	R96	R82	R438
Sandton	R184	R174	R152	R96	R72		R72	R80	R106	R438
Rosebank	R198	R184	R160	R110	R80	R72		R72	R112	R460
Park	R212	R198	R174	R118	R96	R80	R72		R118	R460
Rhodesfield	R198	R184	R170	R112	R82	R106	R112	R118		R438
OR Tambo	R496	R496	R496	R460	R438	R438	R460	R460	R438	
	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

If your bank rejects a transaction, your Contactless bank card will be blocked prohibiting any further transactions from being made at Gautrain. To continue using your Contactless bank card on the Gautrain system, settle your debt at a Gautrain Ticket Office or online at [www.gautrain.co.za](http://www.gautrain.co.za) (no admin fee will apply).

**NOTE:** Debt may be settled either at the Ticket Office or on the Gautrain website/app. Debt may be settled using a Contactless bank card that has been blocked.





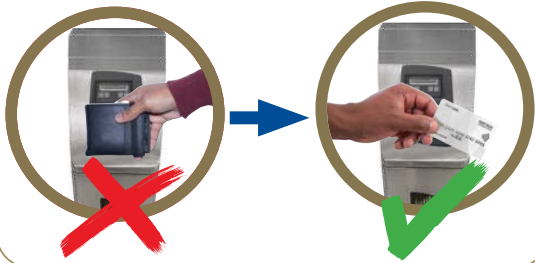
**Paying with a Contactless bank card?  
Be mindful of card clash**

**What is card clash?**

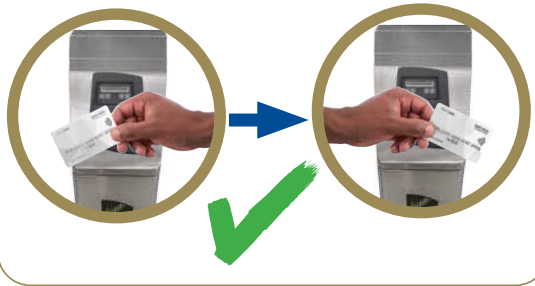


In addition to your Gautrain card, you may have one or more Contactless bank cards in your wallet or purse. If you tag in by touching your wallet or purse to a fare gate, you may experience card clash as the fare gate reader will not know which card you intend to make payment with. This may result in 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](http://www.gautrain.co.za) to  
manage your card.



## 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: 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

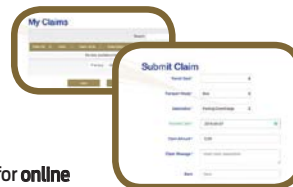
### How to apply for a refund at a Gautrain station

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.

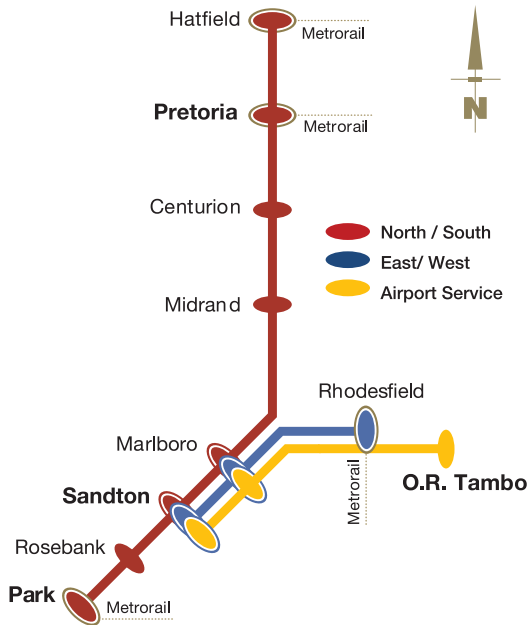
#### Why must travel occur within 7 days of an online purchase?

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.



## Gautrain Route Map



## Gautrain service

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 R36 loaded onto it.

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





North - South Line

East - West Line and OR Tambo Service

Weekdays (Excluding Public Holidays)

South to North						
Depart Park	Depart Rosebank	Depart Sandton	Depart Marlboro	Depart Midrand	Depart Centurion	Arrive Pretoria
05:29	05:33	05:37	05:41	05:48	05:57	06:05
05:39	05:43	05:47	05:51	05:58	06:07	06:15
05:49	05:53	05:57	06:01	06:08	06:17	06:25
05:59	06:03	06:07	06:11	06:18	06:27	06:35
06:09	06:13	06:17	06:21	06:28	06:37	06:45
06:19	06:23	06:27	06:31	06:38	06:47	06:55
06:29	06:33	06:37	06:41	06:48	06:57	07:05
06:39	06:43	06:47	06:51	06:58	07:07	07:15
06:49	06:53	06:57	07:01	07:08	07:17	07:25
06:59	07:03	07:07	07:11	07:18	07:27	07:35
07:09	07:13	07:17	07:21	07:28	07:37	07:45
07:19	07:23	07:27	07:31	07:38	07:47	07:55
07:29	07:33	07:37	07:41	07:48	07:57	08:05
07:39	07:43	07:47	07:51	07:58	08:07	08:15
07:49	07:53	07:57	08:01	08:08	08:17	08:25
07:59	08:03	08:07	08:11	08:18	08:27	08:35
08:09	08:13	08:17	08:21	08:28	08:37	08:45
08:19	08:23	08:27	08:31	08:38	08:47	08:55
08:29	08:33	08:37	08:41	08:48	08:57	09:05
08:39	08:43	08:47	08:51	08:58	09:07	09:15
08:49	08:53	08:57	09:01	09:08	09:17	09:25
08:59	09:03	09:07	09:11	09:18	09:27	09:35
09:09	09:13	09:17	09:21	09:28	09:37	09:45
09:19	09:23	09:27	09:31	09:38	09:47	09:55
09:29	09:33	09:37	09:41	09:48	09:57	10:05
09:39	09:43	09:47	09:51	09:58	10:07	10:15
09:49	09:53	09:57	10:01	10:08	10:17	10:25
09:59	10:03	10:07	10:11	10:18	10:27	10:35
10:09	10:13	10:17	10:21	10:28	10:37	10:45
10:19	10:23	10:27	10:31	10:38	10:47	10:55
10:29	10:33	10:37	10:41	10:48	10:57	11:05
10:39	10:43	10:47	10:51	10:58	11:07	11:15
10:49	10:53	10:57	11:01	11:08	11:17	11:25
10:59	11:03	11:07	11:11	11:18	11:27	11:35
11:09	11:13	11:17	11:21	11:28	11:37	11:45
11:19	11:23	11:27	11:31	11:38	11:47	11:55
11:29	11:33	11:37	11:41	11:48	11:57	12:05
11:39	11:43	11:47	11:51	11:58	12:07	12:15
11:49	11:53	11:57	12:01	12:08	12:17	12:25
11:59	12:03	12:07	12:11	12:18	12:27	12:35
12:09	12:13	12:17	12:21	12:28	12:37	12:45
12:19	12:23	12:27	12:31	12:38	12:47	12:55
12:29	12:33	12:37	12:41	12:48	12:57	13:05
12:39	12:43	12:47	12:51	12:58	13:07	13:15
12:49	12:53	12:57	13:01	13:08	13:17	13:25
12:59	13:03	13:07	13:11	13:18	13:27	13:35
13:09	13:13	13:17	13:21	13:28	13:37	13:45
13:19	13:23	13:27	13:31	13:38	13:47	13:55
13:29	13:33	13:37	13:41	13:48	13:57	14:05
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13:49	13:53	13:57	14:01	14:08	14:17	14:25
13:59	14:03	14:07	14:11	14:18	14:27	14:35
14:09	14:13	14:17	14:21	14:28	14:37	14:45
14:19	14:23	14:27	14:31	14:38	14:47	14:55
14:29	14:33	14:37	14:41	14:48	14:57	15:05
14:39	14:43	14:47	14:51	14:58	15:07	15:15
14:49	14:53	14:57	15:01	15:08	15:17	15:25
14:59	15:03	15:07	15:11	15:18	15:27	15:35
15:09	15:13	15:17	15:21	15:28	15:37	15:45
15:19	15:23	15:27	15:31	15:38	15:47	15:55
15:29	15:33	15:37	15:41	15:48	15:57	16:05
15:39	15:43	15:47	15:51	15:58	16:07	16:15
15:49	15:53	15:57	16:01	16:08	16:17	16:25
15:59	16:03	16:07	16:11	16:18	16:27	16:35
16:09	16:13	16:17	16:21	16:28	16:37	16:45
16:19	16:23	16:27	16:31	16:38	16:47	16:55
16:29	16:33	16:37	16:41	16:48	16:57	17:05
16:39	16:43	16:47	16:51	16:58	17:07	17:15
16:49	16:53	16:57	17:01	17:08	17:17	17:25
16:59	17:03	17:07	17:11	17:18	17:27	17:35
17:09	17:13	17:17	17:21	17:28	17:37	17:45
17:19	17:23	17:27	17:31	17:38	17:47	17:55
17:29	17:33	17:37	17:41	17:48	17:57	18:05
17:39	17:43	17:47	17:51	17:58	18:07	18:15
17:49	17:53	17:57	18:01	18:08	18:17	18:25
17:59	18:03	18:07	18:11	18:18	18:27	18:35
18:09	18:13	18:17	18:21	18:28	18:37	18:45
18:19	18:23	18:27	18:31	18:38	18:47	18:55
18:29	18:33	18:37	18:41	18:48	18:57	19:05
18:39	18:43	18:47	18:51	18:58	19:07	19:15
18:49	18:53	18:57	19:01	19:08	19:17	19:25
18:59	19:03	19:07	19:11	19:18	19:27	19:35
19:09	19:13	19:17	19:21	19:28	19:37	19:45
19:19	19:23	19:27	19:31	19:38	19:47	19:55
19:29	19:33	19:37	19:41	19:48	19:57	20:05
19:39	19:43	19:47	19:51	19:58	20:07	20:15
19:49	19:53	19:57	20:01	20:08	20:17	20:25
19:59	20:03	20:07	20:11	20:18	20:27	20:35
20:09	20:13	20:17	20:21	20:28	20:37	20:45
20:19	20:23	20:27	20:31	20:38	20:47	20:55
20:29	20:33	20:37	20:41	20:48	20:57	21:05

North to South						
Depart Pretoria	Depart Rosebank	Depart Sandton	Depart Midrand	Depart Marlboro	Depart Centurion	Arrive Park
05:24	05:28	05:32	05:40	05:49	05:59	06:07
05:34	05:38	05:42	05:50	06:00	06:10	06:18
05:44	05:48	05:52	06:00	06:10	06:20	06:28
05:54	05:58	06:02	06:10	06:20	06:30	06:38
06:04	06:08	06:12	06:20	06:30	06:40	06:48
06:14	06:18	06:22	06:30	06:40	06:50	06:58
06:24	06:28	06:32	06:40	06:50	07:00	07:08
06:34	06:38	06:42	06:50	07:00	07:10	07:18
06:44	06:48	06:52	07:00	07:10	07:20	07:28
06:54	06:58	07:02	07:10	07:20	07:30	07:38
07:04	07:08	07:12	07:20	07:30	07:40	07:48
07:14	07:18	07:22	07:30	07:40	07:50	07:58
07:24	07:28	07:32	07:40	07:50	08:00	08:08
07:34	07:38	07:42	07:50	08:00	08:10	08:18
07:44	07:48	07:52	08:00	08:10	08:20	08:28
07:54	07:58	08:02	08:10	08:20	08:30	08:38
08:04	08:08	08:12	08:20	08:30	08:40	08:48
08:14	08:18	08:22	08:30	08:40	08:50	08:58
08:24	08:28	08:32	08:40	08:50	09:00	09:08
08:34	08:38	08:42	08:50	09:00	09:10	09:18
08:44	08:48	08:52	09:00	09:10	09:20	09:28
08:54	08:58	09:02	09:10	09:20	09:30	09:38
09:04	09:08	09:12	09:20	09:30	09:40	09:48
09:14	09:18	09:22	09:30	09:40	09:50	09:58
09:24	09:28	09:32	09:40	09:50	10:00	10:08
09:34	09:38	09:42	09:50	10:00	10:10	10:18
09:44	09:48	09:52	10:00	10:10	10:20	10:28
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15:34	15:38	15:42	15:50	16:00	16:10	16:18
15:44	15:48	15:52	16:00	16:10	16:20	16:28
15:54	15:58	16:02	16:10	16:20	16:30	16:38
16:04	16:08	16:12	16:20	16:30	16:40	16:48
16:14	16:18	16:22	16:30	16:40	16:50	16:58
16:24	16:28	16:32	16:40	16:50	17:00	17:08
16:34	16:38	16:42	16:50			



## 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: 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.



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.



## 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 R13. 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

• Tickets are available for purchase at the following Midibus offices:

Marlboro - Office next to the Midibus platform.  
Centurion - Unpaid Concourse, just before the fare gates.  
Hatfield - Unpaid Concourse, just before the fare gates.

• Midibus offices are open Monday to Friday, between 05h30 and 19h00.  
• Passengers are to present a full ticket to the driver who will then tear the driver's copy and hand back to the passenger the passenger copy.

### Parking Fares - Rhodesfield and Hatfield

Parking Period	Rail-User Return Train Trip	Non-Rail User Return Train Trip
0 - 45min	Free	Free
45min - 1hr	R20	R20
1hr - 24hr	R24	R134
Two days	R65	R268
Three days	R101	R402
Four days	R137	R536
Five days	R173	R670
Six Days	R209	R804
Seven Days	R245	R938
Eight days	R281	R1 072
Nine Days	R317	R1 206
Ten Days	R353	R1 340
After 10 days	R344 plus R134 for every extra day	R1340 plus R134 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	R20	R20
1hr - 24hr	R24	R134
Two days	R65	R268
Three days	R101	R402
Four days	R137	R536
Five days	R173	R670
Six days	R209	R804
Seven days	R245	R938
Eight days	R281	R1 072
Nine days	R317	R1 206
Ten days	R353	R1 340
After 10 days	R344 plus R134 for every extra day	R1340 plus R134 for every extra day







# 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](http://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 R36 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 R36 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?

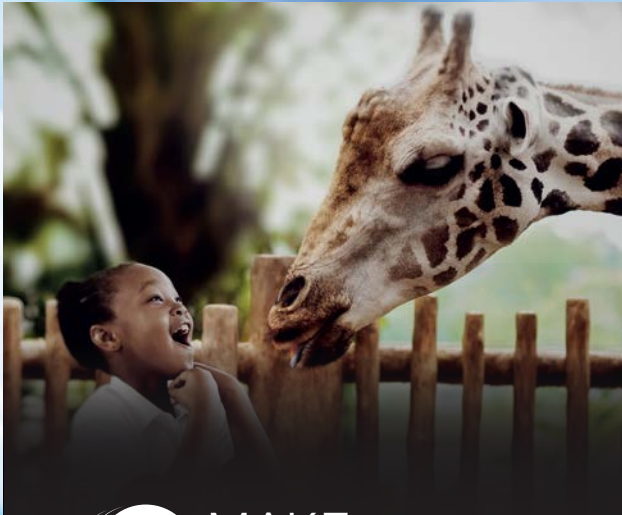
**A:** *Please contact our Lost and Found department on 011 253 0254, Monday to Friday, between 07h00 and 16h00. You can also log a lost and found query at [www.gautrain.co.za/contactus](http://www.gautrain.co.za/contactus).*

**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.*



## School Excursions



# 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](mailto:gautrainexcursion@bombela.com) to get started on a learning adventure that your learners will never forget.



## Airport service

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 O.R Tambo International Airport.



\* Visit [gautrain.co.za](http://gautrain.co.za) for Terms and Conditions.



## Universal Access



Who needs  maps  
when you have a Doogle?

I am  
**Highly  
trained**



South African  
Guide-Dogs  
Association



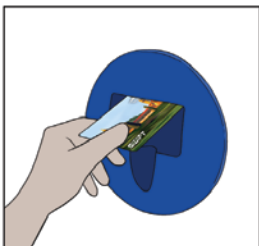
Gautrain is a proud partner of the  
South African Guide-Dogs Association



## How to use the Train Service



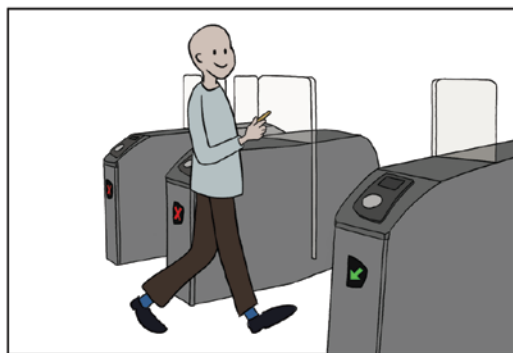
1. First time users, purchase and load your Gautrain Card at the station or you may use a Contactless bank card.



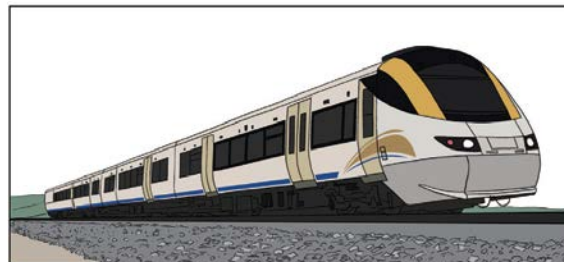
2. A Contactless bank card or Gautrain Card with a minimum of R36 Pay-As-You-Go value or a valid Train Product is required to enter the Fare Gates.



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.



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.





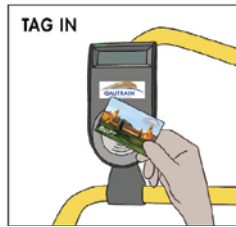
## How to use the Bus Service



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



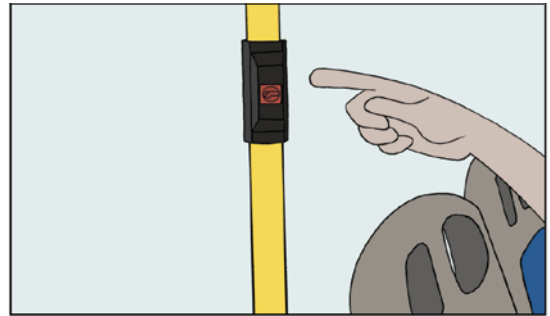
2. To board a Gautrain bus, each passenger is required to possess a Gautrain Card with a minimum value of R36 loaded onto it or a Contactless bank card.



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.



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	R13
Rail User - Off-Peak	R6
Non-Rail User - Peak	R29
Non-Rail User - Off-Peak	R22

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



## 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.

 <b>Gautrain Cards expire 3 years from date of last use and any remaining value on the card will be forfeited.</b> <small>(Defective cards to be replaced at your own cost).</small>	 <b>Informal trading is not permitted on Gautrain premises.</b>
 <b>Each person travelling on board the Gautrain must have a Contactless bank card or a valid Gautrain Card with a minimum value of R36 loaded onto it.</b>	 <b>The use of helmets, hoods, balaclavas and soiled clothes is not allowed.</b>
 <b>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.</b>	 <b>Fares are automatically calculated upon exit. When tagging into and out of a station within 10 minutes, no fare will be applied.</b>
 <b>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.</b>	 <b>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).</b>
 <b>Gautrain Cards are valid for 5 years from date of manufacture. It is recommended that Gautrain Cards be replaced every 5 years.</b>	 <b>Guide dogs for the visually impaired are welcome aboard all trains and buses. No other pets are allowed.</b>
 <b>Drop-off and exit within 15 minutes of entering the parking and no fare will be applied.</b>	 <b>Do not leave your luggage unattended. All unattended luggage will be removed.</b>
 <b>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).</b>	 <b>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.</b>
 <b>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.</b>	 <b>No vandalism or unauthorised advertising. (Malicious damage to public property is a criminal offence punishable by law).</b>
 <b>Eating, drinking or chewing gum is not permitted within the Gautrain Stations, including trains and buses.</b>	 <b>The use of roller skates, roller blades, skateboards or similar is prohibited. Bicycles permitted only in travel bags.</b>
 <b>No disturbance of the peace. (No loud music, shouting, or similar disturbances).</b>	 <b>No dangerous, flammable goods or liquids are allowed within Gautrain premises.</b>
 <b>Please refrain from littering. Use the bins provided.</b>	 <b>Begging, loitering and gambling is prohibited</b>
 <b>For safety reasons, no bare feet.</b>	 <b>Cash is not accepted on buses, trains or at parking exit booms.</b>
 <b>Bribery is prosecutable by law.</b>	

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.

For queries, complaints or compliments please visit [www.gautrain.co.za](http://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.