



THE CONNECTOR

MIFARE TRAVEL RULES



AREYENG

CONNECTING THE CAPITAL

 (012) 358 4848

 @A_Re_Yeng

 A Re Yeng

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AREYENG

CONNECTING THE CAPITAL





Welcome to A Re Yeng!

All passengers using the A Re Yeng system must first purchase a smart card, called the “Connector”. A MiFare system is the interim cash collection system for A Re Yeng.

1. What is the Connector?

The Connector is the **cashless smart card system** used by A Re Yeng to load your journey fare.

2. How do I get my own Connector?

You may purchase your Connector from the following points:

- At the kiosk inside an A Re Yeng station
- At the Sammy Marks Customer Care Centre

3. Do I have to pay for my Connector? How much will it cost me?

The Connector will cost you **R25 per card**. The good news is that if you show proof of identity by means of a South African identity document or foreign passport, and register on the system when you purchase the Connector, you get **R25 free travel!** If you do not choose to register your Connector card, you do not qualify for the **R25 free travel**. You only qualify for **free travel** the first time you buy a Connector card. If you lose your card, you need to replace the card at your own cost and no free travel will be loaded onto the card.

4. How do I load my fare onto my Connector?

You may load your fare value onto your Connector at the following points:

- At the kiosk inside the A Re Yeng Station
- At the **Sammy Marks Customer Care Centre**

Please note that only cash will be accepted at these selling points. Credit and debit card payments are unfortunately not accepted. Travel value loaded onto your Connector card will have to be paid for in cash.



5. How often do I have to load fare onto my Connector?

You can load fare value onto your Connector for daily single trips up to roughly the equivalent of a month's worth of travel. The minimum amount you can load on your Connector is **R9,50** for which you get **8 points** travel value. A service charge of **R1,50** is included in this cost and is levied for travel value loads of less than **R60**. The maximum amount allowed to be loaded onto your Connector is **R350** for which you get for **440 points** of travel value. To save time and prevent you from standing in a queue, load your card with sufficient trips to satisfy your travel needs. The system only allows Connector card fare load value as shown in the table in question 8 below. Remember, no cash loaded on your card means that you can't travel on the A Re Yeng system.

6. Will the fare I have loaded on the Connector expire?

The fare on the Connector expires if the card is not used for a period of three years.

7. What happens if I lose my Connector?

If you lose your Connector, report the card lost at any of the following points;

- The Sammy Marks Customer Care Centre
- At the kiosk inside an A Re Yeng station
- Contact the call centre on **012 358 4848**

If your card is registered on the system, you will be able to 'hotlist' a lost card and apply for a transfer of the funds remaining on your card to a new card. Funds that can be transferred from a lost card to a new card will reflect funds available on the card when all transactions have taken effect.

8. How do I budget for my trip?

The fare for your journey will vary depending on the length of your trip. The minimum adult fare is **8 points**. For the A Re Yeng inception service between the CBD and Pretoria, the maximum fare will be **12 points**.

Distance travelled	Fare
0 - 3 km	8 points
3 - 8 km	10 points
8 - 14 km	12 points

From the Pretoria CBD to Hatfield, the fare will be **10 points**. The **12 points** fare will only apply to a person who travels a longer distance with a combination of a feeder route and the trunk line.



9. Do I pay twice if I use the trunk line service as well as a feeder service?

No, the A Re Yeng service is a closed service and you pay only once for the entire journey from the point where you enter the system to the location where you exit the system. When you enter the system at a station or on a feeder bus, you will be required to specify the journey you would like to make. You therefore need to tell the station inspector or bus driver at which station or stop you want to exit the system. The fare for this journey will be charged where you enter the system. You may therefore **transfer free of charge from a trunk line bus to a feeder bus, or from a feeder bus to a trunk line bus**, provided that you exit the system at the location you specified.

10. Do these standard fare rates apply to peak periods and off-peak periods?

Yes, they do. You can travel any time of the day or night and pay the same amount for your trip.

11. Do I qualify for a discounted fare?

Learners (between the ages of 5 and 19) who are enrolled at a school or who can prove that they are a learner will pay a flat rate of **R7** for all trips. Students who are not classified as learners do not qualify for a discount. Infants under the age of 5 years who travel with paying adults, ride for free. However, such children must sit on the adult's lap and are not allowed to take up a seat of their own. Pensioners who travel outside peak periods, (between **08:00** and **15:30**, on weekdays and at weekends or public holidays) qualify for a discount, provided that they can prove their age.

- Pensioners between the ages of 60 and 65 qualify for a **25% discount**.
- Pensioners over the age of 65 may travel for free outside peak periods.

Pensioners will be charged the standard adult fare if they travel during peak periods.

12. Do I get a receipt when I top up my Connector?

You certainly do. If the station inspector or bus driver does not issue you with a receipt, please ask them for one.

