

## PASSENGERS

## 29. Special Trains

1. Special trains may be run and application in this regard is to be made to the District Traffic Manager.
2. Such trains will be subject to conditions and charges to be fixed by the Department, which may require payment of a deposit, as a guarantee, of such sum as shall be determined.
3. The Department reserves the right to decline any application, and will run special trains only at its option.
4. The Department reserves to itself the right to forward any of its ordinary traffic by any special train, provided that no traffic for which the special train was ordered is thereby prevented from being carried by such train. No reduction of the special-train charges shall be made on account of the train being so utilised by the Department.

## 30. Restrictions on Travel by Specified Trains

1. **General**—Any person who travels by a train for any journey which, according to the Department's timetables or other public notice, he is not entitled to make by that train, shall, without prejudice to any other penalty to which he may be liable, pay the appropriate fare for the shortest journey which he is entitled to make by that train.
2. **Concession Ticket Restrictions**—Tickets issued under the provisions of the following sections are not available for travel by—
  - (a) Night "Limited" express trains between Wellington and Auckland.
  - (b) Railcar services between Christchurch and Dunedin.

Sections	Sections
5	32
10	33
21	34
22	35
23	76 (Drover's passes).

3. Tickets issued under the provisions of section 12 are subject to restrictions imposed by the Department from time to time.

## 31. Refunds on Tickets

1. **General**—(a) The Department does not undertake to refund money or to make allowance in respect of any ticket, pass, or symbol which has been lost, mislaid, mutilated, or defaced, except as otherwise provided.  
 (b) When a ticket is purchased and found to be not required, or cannot be used, a refund of the fare paid may be allowed, provided the ticket with application is lodged with the Department before the expiry of the period for which such ticket is available.  
 (c) When a passenger is unable to complete the journey for which a ticket has been purchased, a refund may be allowed by the Department for the portion of the journey not travelled, provided the ticket with application for refund is lodged with the Department before the expiry of the period for which it is available.
2. **Season Tickets**—Refunds as under may be allowed on season tickets (section 14) permanently surrendered to the Department during their currency:
 

*Monthly Tickets*—No refund.

*Quarterly, Half-yearly, and Yearly Tickets*—The portion of the currency of the ticket that has expired up to the date of surrender will be charged for on the monthly, quarterly, or half-yearly basis, as the case may be, and the balance, if any, refunded. Part months (outside the quarter or half-year) will be charged for as full months.
3. **Commission**—Where a ticket or the unused portion of a ticket is surrendered to the Department and a refund of the value of the ticket or the unused portion of a ticket is applied for, a deduction of 10 percent (minimum refund, 25c, maximum commission, \$2 per transaction) may be made on all sums payable by the Department by way of refund.  
 When a ticket has been issued under the bulk travel voucher system and an unused portion of that ticket is presented for refund, 10 percent of the unused mileage may be deducted before crediting mileage to the relevant bulk travel voucher book; maximum deduction for such a refund will be 150 miles.