

37. 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**—No refunds will be made on monthly season tickets, school season tickets, or season tickets for special classes surrendered to the department during their currency.

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 is applied for, a deduction of 10 percent (minimum refund 43 cents,) may be made on all sums payable by the department by way of refund.

Where a ticket or unused portion of a ticket issued under the bulk travel voucher system is presented for credit the value of that ticket is to be credited to the relevant bulk travel voucher book.

38. Reserved for Future Use