

2.12.6 Issue of tickets: Tickets will be issued on presentation of the bulk travel voucher book at Corporation booking offices and authorised booking agencies only. Tickets must be held by passengers for each journey to be made. Tickets purchased using a bulk travel account shall be transferable.

2.12.7 Deduction of fare: The actual fare is to be deducted from the bulk travel voucher book when tickets are issued.

2.13 Off season tourist pass

2.13.1 Conditions: An off season tourist pass may be made available by the Corporation for use in lieu of a ticket on all the Corporation's rail and road passenger services, and for purchasing Cook Strait rail ferry tickets.

2.13.2 1982 pass: A non-refundable tourist pass shall be available at a fare of \$140 for a consecutive 14 day period between 1 February 1982 and 14 December 1982. The pass may be extended to a maximum of 28 days at an additional charge of \$9.50 for each additional day. Children under four years of age accompanied by a responsible person travel free and children over four but under 15 years of age may be issued a tourist pass at half fare.

2.14 Refund and re-issue of tickets

2.14.1 Tickets presented for refund: A wholly or partly unused ticket may be allowed a refund of the unused portion of the fare paid, less commission where applicable, provided that the ticket with the application for refund is lodged with the Corporation before the expiry of the period for which such ticket is available *except that* the period of availability for refunds on or re-issue of tickets issued for travel on services for which a seat or sleeping berth has been reserved will be restricted to three months from the date of travel shown on the original tickets.

2.14.2 Bulk travel account: Where a ticket or unused portion of a ticket which was issued from a bulk travel account is presented for refund, any refund which may be allowed will be credited to the relevant bulk travel account.

2.14.3 Defaced tickets: The Corporation does not undertake to refund money or to make allowance in respect of any ticket which has been mutilated or defaced.

2.14.4 Season tickets: No refunds will be made on season tickets or tourist passes surrendered to the Corporation during their currency.

2.14.5 Cancellation seven days or more before departure: A passenger presenting a rail or rail ferry ticket for cancellation seven clear days or more prior to the date of travel shown on the original ticket qualifies for a full refund of the fare paid; or a re-issue of the ticket at no additional cost.

2.14.6 Cancellation 30 minutes or more before departure: A passenger presenting a rail or rail ferry ticket for cancellation less than seven clear days prior to the date of travel shown on the original ticket but more than 30 minutes prior to the departure time shown on the original ticket will be entitled to a refund of the fare paid less ten percent subject to a minimum refund of \$1.15; or to a re-issue of the ticket at no additional charge.

2.14.7 Cancellation less than 30 minutes before departure: A passenger presenting a rail or rail ferry ticket for cancellation less than 30 minutes prior to the departure time shown on the original ticket and up to three months after the date of travel shown on the original ticket will be entitled to a refund of the fare paid less 50 percent subject to a minimum refund of \$1.15; or to a re-issue of the ticket subject to the payment of a further 25 percent of the fare.

2.14.8 Cancellation of sleeping berths: Passengers who desire to cancel sleeping berths previously paid for may be permitted to do so, and provided application for a refund or transfer is made not later than four hours prior to the timetabled departure time of the train from the starting station, will be granted a refund less commission as prescribed in clauses 2.14.5, 2.14.6 or 2.14.7; or a re-issue of the ticket.

2.15 Lost tickets

2.15.1 Reserved seat or berth: Refunds on or the re-issue of lost tickets may be allowed on rail tickets issued for travel on services for which a seat or sleeping berth has been reserved provided that the loss is reported to the Corporation up to and including the date and time shown on the lost ticket and provided also that the information supplied by the applicant in respect of the original booking can be confirmed to the satisfaction of the Corporation. Commission as prescribed in clause 2.14 will be deducted by the Corporation from the value of the lost ticket if a refund is made but no charge will be made where a ticket is re-issued to replace a lost ticket.

2.15.2 Late reporting of loss: Refunds on or the re-issue of lost tickets shall not be allowed where the loss is reported after the date and time of travel shown on the original ticket.

2.15.3 Lost tickets issued from bulk travel account: The foregoing conditions will also apply to lost tickets originally issued from a bulk travel account, with the value of the lost ticket, less commission, being credited to the relevant bulk travel account.

2.15.4 Lost season tickets: Should a season ticket be lost, immediate notice must be given to the Corporation. The holder of the original ticket shall not be entitled to a duplicate ticket, but a duplicate ticket may, at the discretion of the Corporation, be issued on payment of ten percent of the value of the unexpired period for which the ticket is available subject to a minimum charge of \$2.80. For the purpose of this clause, the value of the unexpired period for which a monthly season ticket is available shall be calculated at one-thirtieth of the monthly fare for each day in the unexpired portion of the calendar month covered by the ticket.

2.16 Documents

All documents relating to the conveyance of passengers shall be issued subject to the provisions of the New Zealand Railways Corporation Act 1981. All references to the Government Railways Act 1949 and the provisions thereof in such documents after the 1st day of April 1982 shall be deemed to be a reference to the New Zealand Railways Corporation Act 1981 and to the appropriate provisions thereof.

3. RAIL PASSENGER SERVICES : CONDITIONS

3.1 Reserved seats on trains

3.1.1 Free reservations: On reservable long distance services seat and sleeping berth accommodation may be booked free of charge.

3.1.2 Block bookings: The reservation of a whole or half carriage may be made by special arrangement.