

Refund Procedure

If you are unable to use your Gautrain period product or if you have been charged an incorrect fare as a result of a Gautrain service disruption, you can apply for a refund by following the process below:

Kindly note that in the case of period products you should apply for a refund only AFTER the applicable period product has expired.

1. Please complete a Refund Application form at your nearest station, clearly indicating that it is due to a service disruption.
2. Please have your Gautrain Gold Card and either your ID, driver's license or passport with you when you complete the refund application form.
3. The Customer Service Officer or Supervisor at the station will analyse your Gold Card Statement and refund the correct amount.
4. In the case of period products, the refund amount is calculated by multiplying the fare cost per trip (as applicable to your specific period product) by the number of week days that you were unable to use the train system due to the disruption (x 2 trips), up to a maximum of the number of unused trips on the specific period product.
5. Refunds will be implemented by loading the equivalent Pay-As-You-Go value onto your existing Gautrain Gold Card. **Kindly note that no cash will be refunded.**

