

# Gautrain Rules



The Gautrain rules have been implemented to ensure that the Gautrain system, including trains, stations and buses are maintained to the very highest international standards of safety, cleanliness and efficiency. Your co-operation will ensure that our world-class system is maintained.



Gautrain Cards expire 3 years from date of last use and any remaining value on the card will be forfeited. (Defective cards to be replaced at your own cost).



The same Gautrain Card must be used to tag into and out of the stations, bus and parking. Fares are automatically calculated upon exit.



Drop-off and exit within 15 minutes of entering the parking and no fare will be applied.



When tagging into and out of a station within 10 minutes, no fare will be applied.



Cash is not accepted on buses, trains or at parking exit booms.



Please be sure to tag out of the station. If you fail to tag out, your journey will not be registered and standard parking fares will be deducted. A penalty fee may also be applied.



Each person travelling on board the Gautrain must have a valid Gautrain Card with a minimum value of R20 loaded onto it. Use one Gautrain Card per passenger.



Guide dogs for the visually impaired are welcome aboard all trains and buses. No other pets are allowed.



Minors under the age of 12 must be accompanied by an adult at all times. (Children under the age of 3 travel free when accompanied by a fare-paying adult. Carry non-paying children or ask an attendant for assistance).



Do not leave your luggage unattended. All unattended luggage will be removed.



Passengers are prohibited from carrying firearms or other dangerous weapons in any Gautrain premises, including trains and buses.



No dangerous, flammable goods or liquids allowed.



Eating, drinking or chewing gum is not permitted within the Gautrain stations, including trains and buses.



No disturbance of the peace. (No loud music, shouting, or similar disturbances).



Smoking is not permitted within a 10 meter distance from any Gautrain building, in underground parking, on trains or buses. This includes electronic cigarettes. (Please use designated smoking areas)



No vandalism or unauthorised advertising. (Malicious damage to public property is a criminal offence punishable by law.)



Please refrain from littering. Use the bins provided.



Begging, loitering and gambling is prohibited.



Informal trading is not permitted on Gautrain premises.



The use of roller skates, roller blades, skateboards or similar is prohibited. Bicycles permitted only in travel bags.



The use of helmets, hoodies, balaclavas and soiled clothes is not allowed.



Bribery is prosecutable by law.

Thank you for your co-operation in ensuring a clean, efficient and safe transportation system

\*Detailed Gautrain rules are available upon request from any Gautrain station office and on the Gautrain website [www.gautrain.co.za](http://www.gautrain.co.za)

CUSTOMER CARE LINE:  
0800 GAUTRAIN (428 87246)

