

January extended track closures - impacts all lines

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# Buy and top-up go card

Print 

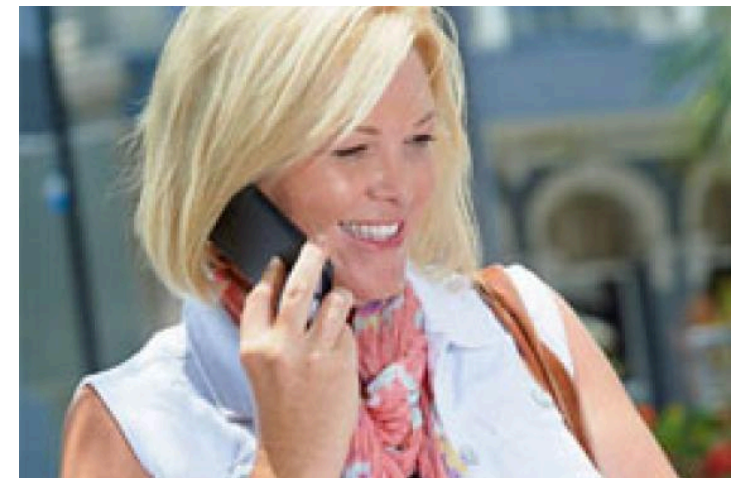
## At a retailer



## Online



## On the phone



## Buy *go card*

You can buy a *go card* at over [680 locations](#) across South East Queensland including:

- selected retailers where you see the 'buy' symbol
- attended Queensland Rail station ticket offices
- fare machines at G:link tram stations, busway stations and selected bus interchanges (adult cards only).

Alternatively, you can [buy \*go card\* online](#) or [over the phone](#).

When you purchase your *go card* you'll pay a refundable deposit of \$10 (adult) or \$5 (child, concession, senior).

### Bulk go card enquiries

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Community organisations, schools, special interest groups and other interested parties can buy multiple (10 or more).

[Email us](#) to discuss your bulk go card requirements.

## Tickets for business

We offer a range of tickets for businesses, schools and organisations.

[Email us](#) to discuss your business requirements.

## Top-up *go* card

There are over [1,600 places](#) to top-up your *go* card across South East Queensland including:

- selected retailers where you see the 'top-up' symbol
- attended Queensland Rail station ticket offices
- fare machines at G:link tram stations, busway stations, and selected bus stations
- [online](#)
- by phoning [13 12 30](#).

### Payment cards accepted:

- **Online and over the phone:** Australian Visa and Mastercard credit or debit cards only (Amex and Diners cards are not accepted)
- **Queensland Rail stations, fare machines:** accept all Visa and Mastercard credit and debit cards, including international credit cards and the BasicsCard. (Amex and Diners cards are not accepted).
- ***go* card retailers:** Card types accepted are at the discretion of the retailer.

## Auto top-up

The easiest way to ensure you always have enough money to travel is to [activate auto top-up](#), by linking your registered *go* card to your credit/debit card.

When your *go* card balance falls below \$5, it will automatically top-up with the amount of your choice. You'll never have to worry about waiting in line to top-up your *go* card or running out of money on your card again.

The minimum auto top-up amount is \$20.

### Things to remember:

- The first time you activate auto top-up, the money will be deducted from your credit or debit card immediately.
- Your top-up won't load onto your card until you tap on at a card reader. We recommend you wait up to 60 minutes after activating auto top-up.
- If you don't tap on within 60 days of setting up auto top-up, we will return the money to your credit or debit card.

**To join over 200,000 other travellers who have already got auto top-up, simply:**

1. [Log into your go card account](#) – you will need to register your card first if you haven't already.
2. Click on the **top-up tab** and set your preferred auto top-up amount.
3. You can also call 13 12 30 and activate auto top-up over the phone.

## Top-up online or over the phone

Top-up your *go* card [online](#) or [over the phone](#) on 13 12 30 with an Australian Visa or Mastercard credit or debit card (international credit cards are not accepted).

**Choose the amount:**

- online: \$10 to \$200
- phone: \$5 to \$200

**Things to remember:**

- In most instances, the money will be available on your *go* card within an hour. However, it won't appear on your card balance until you next tap on at a card reader.
- If you don't tap your *go* card to a card reader within 60 days, the money will be returned to your credit or debit card.

**Related links**

- [About go card](#)
- [go card account login](#)
- [Fixed fare](#)
- [Buy and refund tickets](#)

**Was this page helpful?**

☐ Yes ☐ No

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**Get in touch**

We are available to answer your questions and help you with travelling on public transport across Queensland.

**Call us on [13 12 30](#), 24 hours a day** | **[Feedback form](#)** | **[More options](#)**

Information in your language

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