

January extended track closures - impacts all lines



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# Buy and refund tickets

Print 

## Paper tickets

### Buying paper tickets



A paper ticket can be purchased from a range of locations, including:

- onboard bus services outside South East Queensland
- from a ticket office at train stations during [opening hours](#)
- from a fare machine at a busway, train or tram station, and major stations.

Things to remember when travelling using a paper ticket in South East Queensland:

- you will need to purchase your ticket before boarding your service; you cannot purchase a paper ticket onboard any service (bus, train, tram or ferry)
- it is a single one-way ticket which includes a 2 hour transfer window, or 3.5 hours if travelling more than 4 zones
- you must start your final trip before the printed expiry time
- paper tickets are non-refundable.

### How to buy a paper ticket from a fare machine

You can buy paper tickets at any fare machine located at selected busway, train and tram stations.

Please use correct money where possible. Our machines cannot accept \$100 notes.

Change will be given as coins up to the value of \$19.90.

Sometimes a fare machine is unable to give the correct change because it has run out of coins or there is a problem with the machine.

If you don't receive the correct change and you have the original refund claim receipt, you can claim a refund.

#### Follow these steps:

- Fill out a [fare machine refund form \(PDF, 164KB\)](#).
- [Post it](#) along with the original refund claim receipt.

## Paper ticket refunds

Refunds are not available for paper tickets.

## *go* card

### Buying a *go* card

*go* card can be purchased from a range of [locations](#), including:

- [go](#) card online
- [selected retailers](#)
- by calling us on [13 12 30](#)
- many G:link and busway stations
- Queensland Rail stations during [ticket office opening hours](#).

[go explore](#), a visitor travel card, can be purchased from selected *go* card retailers.

Please note, services in South East Queensland are [cashless](#).

Things to remember when travelling using a *go* card:

- Remember to keep your *go* card topped up. A *go* card with no credit on it is not a valid ticket for travel.
- Always tap on and tap off when travelling on each service. Forgetting to tap off could incur extra fees.
- Register your *go* card online to ensure you do not lose the credit if your card is lost or stolen. To stop someone else using your card, you must call us immediately so we can cancel your card.

## How to buy a *go* card from a fare machine

Fare machines are available at selected busway, train and tram stations.

### You can:

- buy an adult *go* card at a busway and tram station fare machine
- top up your *go* card at any fare machine.

Please use correct money where possible. Fare machines cannot accept \$100 notes.

Change will be given as coins up to the value of \$19.90.

Sometimes a fare machine is unable to give the correct change because it has run out of coins or there is a problem with the machine. If you don't receive the correct change and you have the original receipt, you can [claim a refund](#).

## *go* card refunds

There are a few ways to obtain a *go* card refund:

### 1. Cash refunds

Available at selected *go* card retailers **if all** these conditions apply:

- your *go* card balance is less than \$50 (plus card deposit), and
- your last top up was made at a retailer using cash, and
- your *go* card hasn't expired within the last 255 days.

PLEASE NOTE: Cash refunds are not available at Queensland Rail ticket offices in South East Queensland.

## 2. **EFTPOS refunds**

Available at Queensland Rail ticket offices only (in South East Queensland) **if all** these conditions apply:

- your *go* card balance is less than \$50 (plus card deposit), and
- your last top-up was made using an EFTPOS, debit or credit card from an Australian Financial Institution at a Queensland Rail ticket office, retailer or fare machine, and
- your *go* card hasn't expired within the last 255 days.

## 3. **Directly into an Australian bank account**

Complete the [balance transfer and refund form \(PDF\)](#) and post it to us.

You must use this option **if any** of these apply:

- Your *go* card balance is more than \$50.
- Your last top up was made online, over the phone, or via auto top-up.
- Your *go* card expired more than 255 days ago.
- You haven't used your *go* card for more than 5 years (dormant card).
- Your *go* card is lost or stolen (registered cards only).
- You are seeking a refund for a deceased estate.

Refunds are made to Australian bank accounts only.

Funds may take up to 28 days to appear in your account.

## **International visitors**

*go* card refunds are not available to international bank accounts, debit or credit cards.

If you've been using a *go* card to travel in South East Queensland, you can:

- hold onto your *go* card for your next visit
- give your *go* card to family or friends (if your *go* card has not been registered)
- get a cash refund at selected retailers except Queensland Rail ticket offices, to a maximum of \$50 *go* card balance plus deposit
- apply for a refund into an Australian bank account.

**Travel tip:** Cash refunds at Airtrain may be unavailable if they do not have sufficient cash.

For full details about *go* card refunds, please read our [guide to balance transfers and refunds \(PDF\)](#).

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## **Contactless card or smart device**

Paying with contactless

Visa, Mastercard and American Express are accepted on South East Queensland trains, trams and ferries. Contactless payment is being progressively rolled out on South East Queensland buses.

Simply tap on and off with your contactless Visa, Mastercard or American Express card, or a linked digital wallet on your smart device.

[More about Smart Ticketing.](#)

Contactless payment refunds

If you paid your fare using a contactless debit or credit card, there are two ways you can request a fare adjustment or refund:

- Online through the [Translink Ticketing Assistant](#), or
- By calling us on 13 12 30.

Related links

- [Buy and top-up go card](#)
- [Smart Ticketing project](#)

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Send feedback

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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