

January extended track closures - impacts all lines



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About go card

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go card allows you to travel on all Translink bus, train, ferry, tram and on demand services across greater Brisbane, Ipswich, Moreton Bay, Redlands, Sunshine Coast and Gold Coast regions.

At present, go card does not operate in regional areas in Queensland.

To use, simply:

- top up your card
- tap on at the start of your journey
- tap off at the end.

[Buy your go card today](#)

Select your go card

go card is available for adults, [children](#), and eligible [seniors and concession](#) card holders.

[Tertiary students](#), [job seekers](#), and [asylum seekers](#) need to buy an Adult go card and apply for concessions fares to be activated on the card.

Tickets are also available for [tourists and visitors](#) and for [business](#).

Adult

Child



15 years and over, tertiary students, job seekers and asylum seekers

Senior



Current Australian Senior Card holders. Choose a Senior go card or Seniors Card +go

go for Business



Help connect your people to places.

go access



Five to 14 years old (inclusive)

Concession



Pensioners, Veterans, and school students

Visitors and tourists



Exploring South East Queensland is easy with our go explore cards.

Group travel



Find a range of cards and passes for [all abilities](#), carers and support animals.

Find a range of [options for groups](#) including bulk go cards and paper tickets.

Ready to travel?

To travel, simply tap your go card to the electronic card reader each time you start and finish your trip.

When you tap off, your fare is automatically deducted from your card balance. The card reader will display your fare, along with your remaining balance.

If you forget to tap on or off, you may be charged a [fixed fare](#) at the end of your trip.

For information on how to use and maintain your go card, take a look at our [go card user guide \(PDF\)](#).

Card reader sounds and lights

The card reader sound and lights will be different depending on your type of card.

The reader will give:

- a green light and one beep for adult cards
- an amber light and two beeps for children, seniors and concession cards.

Getting a red light or a cross? Try again, or try another card reader.

Register your go card

It only takes a few minutes to [register your go card](#) online. It means you can:

- top up your card online and over the phone
- set up auto top-up to always have travel credit on your card
- protect the money loaded onto your card if it's lost or stolen
- check your balance and transaction history
- request a refund or a balance transfer
- receive SMS or email notifications (you can choose the type of notifications you receive)
- check your expiry date.

If you've recently purchased a new go card, you won't be able to register your card until our backend system recognises it. In most cases, this will only take a couple of hours but sometimes it could be up to 24 hours.

go card expiry

All go cards are programmed with an expiry date.

The date varies depending on the type of *go* card, for example, concession *go* cards expire the same day as your Concession ID. Adult *go* cards are all programmed to expire after 10 years.

Once your card expires, it is no longer valid for travel. So it's a good idea to update it **BEFORE** this happens.

Expiry dates for *go* card

Card type	Expiry date
Adult	10 years from date of issue.
<u>Child</u>	On the child's 15th birthday.
<u>Senior</u>	10 years from date of issue.
<u>Concession</u>	<u>Pensioners and veterans</u> , and <u>school students</u> - the same day as your concession card expiry. <u>Tertiary, job seeker</u> , and <u>asylum seeker</u> - concession passes loaded to an Adult <i>go</i> card are valid until either Centrelink or the tertiary institution identifies the card holder as no longer eligible.
<u><i>go explore</i> card</u>	Pass loaded to the card is valid until the last service on the day you activate the pass.

Check your *go* card's expiry date via your online *go* card account (registered cards only).

How to update your expiry date

- Visit selected *go* card retailers or Queensland Rail ticket offices (only in South East Queensland) and ask to update your expiry date. Then you can continue to use your *go* card.
- If **more than 255 days** have passed since your card expired, you need to buy a new *go* card to travel. You can then transfer the balance and refundable deposit from your old card to your new one.

Concession card holders:

- Concession card holders **need to present a valid concession ID** to update their *go* card expiry date.
- If you bought your concession *go* card online, you need to update your expiry date at a retailer **within 14 days** of purchase.

Dormant cards

If you don't use your *go* card for five years, your card becomes dormant and you cannot use it to travel.

However, you can apply for a refund of any unused credit on your card, along with the refundable deposit. Any unused funds from dormant *go* cards are reinvested into the public transport network.

Travel credit



Your *go* card travel credit does not expire.

If you don't use your *go* card for 5 years, your card becomes dormant and you cannot use it to travel. However, you can [apply for a refund](#) of any unused credit on your card, along with the refundable deposit.

Top up reversals

If you top up your *go* card:

- online
- via auto top-up, or
- over the phone

and you don't tap on within **60 days**, the top up is reversed and the money will be returned to your credit or debit card.

Your balance and transaction history

Your current balance is displayed on the card reader each time you tap on or off.

You can also check your balance [online](#) or at your [local retailer](#).

Balance adjustment for incorrect fare

If you think you've been overcharged or received a [default fare](#) of \$2.50 because you weren't able to tap on/off correctly, you can request a balance adjustment within 120 days from the date the error occurred.

The easiest way to request a balance adjustment is online via your [go card account](#). You can also call us on 13 12 30.

How to request an adjustment online

1. [Login to your go card account](#). If you don't have one, you'll need to [register your go card](#) first.
2. Click the **'History' tab** to see a list of your trips.
3. Click the **'Report' link** next to the trip with the incorrect charge. This will open the 'Fare adjustments' tab.
4. Check the details are correct including the date and time of the trip. You can add any special comments about your trip in the box at the bottom of the page.
5. Click the 'Submit fare enquiry' button at the bottom of the page.

We usually process balance adjustment requests within 48 hours.

Your card balance will adjust the next time you tap your *go* card to a reader.

To check if your balance adjustment has been made, [login to your go card account](#) and check your transaction history.

go card refunds

You can get a refund on any unused *go* card travel credit and deposit, minus any outstanding fares, fees and charges. This also applies to cards belonging to deceased estates.

You can also [transfer the balance and deposit](#) of your registered *go* card to another valid *go* card.

To receive a refund you must surrender your *go* card and it will be cancelled, unless it's for a registered card that has been reported as lost or stolen.

Refund options

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 \(PDF\)](#).

Smart Ticketing refunds

If you have used [Smart Ticketing](#) to pay for your fare with a Mastercard or American Express card, smartphone or smart watch, please call us on 13 12 30.

Transfer balance to another go card

You can transfer your balance and refundable deposit from your old card to your new card, if both cards are registered.

Customers who do not wish to register their go card should apply for a [go card refund](#).

Balance transfer options

To request a balance transfer, you can:

- log in to your [go card account](#)
- call [13 12 30](#)
- complete the [balance transfer and refund form \(PDF\)](#). Use this option if your card expired more than 255 days ago, or you haven't used your card for more than five years (which means it has become dormant).

Balance transfers are usually completed within 10 business days.

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

Lost or stolen go cards

If your lost or stolen go card is registered, call us on 13 12 30 immediately and we'll block it so it can't be used.

If you buy a new card, you can [transfer the balance](#) from your old card.

[Register your go card](#) today for peace of mind.

If you **find a go card** that someone has lost, please post it to:

Translink Cardholder Support
Reply Paid 83865
Brisbane QLD 4001

No stamp is required.

Damaged or faulty go cards

If you're unable to tap on or off, first check:

- you are tapping your go card flat to the card reader
- nothing is interfering with your card — sometimes the card won't read properly if it's touching another card in your wallet or purse
- for any marks, scratches or holes — these may have damaged the card and prevent it from working.

If your card still isn't working, it may be damaged or faulty and you'll need to [buy a new go card](#). You can then [transfer the balance](#) and refundable deposit from your old card to your new card.

There are third party applications on the internet and for mobile phones that display *go* card account balances and other *go* card information.

Translink doesn't endorse these products. Customers who provide their *go* card details to non-Translink third party applications or non-endorsed service providers are breaching the [go card terms and conditions](#).



[Transcript](#)

Related links

- [go card account log-in](#)
- [Buy and top-up go card](#)
- [Terms and conditions](#)
- [go card user guide](#)
- [Guide to balance transfers and refunds](#)
- [Balance transfer and refund form](#)

Was this page helpful?

☐ Yes ☐ No

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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