



## SMART cards | FAQ

### Why a SMART card for Dinner Plain buses?

Around the world, SMART cards are being used for various transport services. Cashless payment systems are being implemented more and more. The Alpine Spirit Coaches SMART card brings the Victorian Alpine area in line with worlds best practice and latest technologies available.

### Where can I get a SMART card?

Cards can be obtained from several outlets across the Mt Hotham and Dinner Plain areas. Visitors can visit the website at [www.alpinespiritcoaches.com.au/smartcards](http://www.alpinespiritcoaches.com.au/smartcards) and get a full list of retailers and outlets. Additionally, users can purchase a SMART card at leading “off mountain” Snow Holiday & Travel centres in Myrtleford, Bright, Porepunkah and Harrierville.

### Where do I use my SMART card?

The Alpine Spirit Coaches SMART card is used for the Dinner Plain to Mt Hotham Bus Service (*and return service*). The Mt Hotham Village Shuttle service is still free and does not require a SMART card.

### How does the SMART card work?

Your driver will ask you to simply tap the Alpine Spirit Coaches SMART card before you travel on the designated touch point on the bus. That simple! The amount deducted will be the fare type selected by the driver for each journey required. Resort Entry fees are subsidised by the Alpine Shire. You are only paying for the bus travel. Your SMART card is security coded to you only!

### I am going to travel four or five times every day. Will I be charged each time?

Yes. The system charges for each fare type per journey taken. If staying for an extended period with multiple trips planned, we strongly suggest a SMART card SEASON PASS. This will save you money...

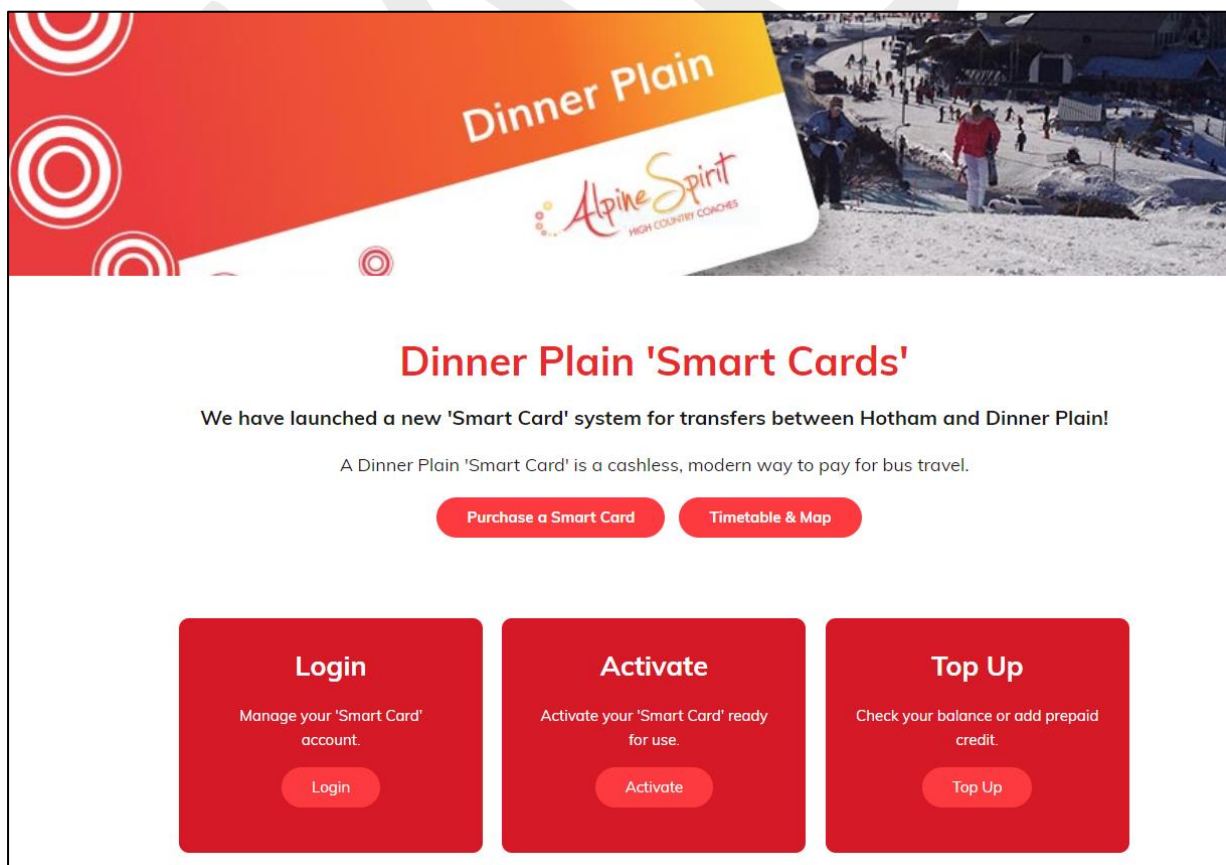
### Can I give my friend my SMART card to use?

No. The SMART card is issued and registered to one person only. If an Alpine Shire Council officer or Alpine Spirit Coaches staff asks to inspect a photo ID on the bus, it must be produced, or the card is surrendered to the driver. A person must then re-apply to have the SMART card returned or purchase another card. The SMART card is not transferable.

### How do I Activate my SMART card?

Once you have purchased the physical SMART card from one of our agents, go to [www.alpinespiritcoaches.com.au/smartcards](http://www.alpinespiritcoaches.com.au/smartcards) Then 'Activate' (register), then 'Login' as per details required. By doing this it provides you with access to top up at your SMART card account, track all transactions, GPS tracking of the bus AND the "Hail-a-Bus" service (*applicable only to the Mt Hotham Village Bus - after hours*). You will then be able to add funds via the 'Top Up' button on main menu

Sample of what you will see on the website: [www.alpinespiritcoaches.com.au/smartcards](http://www.alpinespiritcoaches.com.au/smartcards)



The screenshot shows a website for 'Dinner Plain Smart Cards'. At the top, there is a banner with the Dinner Plain logo and Alpine Spirit High Country Coaches logo. Below the banner, the main heading is 'Dinner Plain 'Smart Cards''. The text below reads: 'We have launched a new 'Smart Card' system for transfers between Hotham and Dinner Plain!' and 'A Dinner Plain 'Smart Card' is a cashless, modern way to pay for bus travel.' There are two buttons: 'Purchase a Smart Card' and 'Timetable & Map'. Below these are three main red buttons: 'Login' (Manage your 'Smart Card' account), 'Activate' (Activate your 'Smart Card' ready for use), and 'Top Up' (Check your balance or add prepaid credit). Each button has a corresponding sub-button below it.



### How much does getting a SMART card cost?

The cost of a SMART card is a **once off \$ 5 fee** then you simply add the amount of travel that you wish to pay for on the card. Season passes are available at reduced costs. Like all fares there are options for an adult, child, family etc.

There has been no increase to the cost of the actual bus fare for the 2018 snow season

### Where can I add money to my SMART card?

You can easily top up your SMART card account on line through a secure payment portal by using your very own smart phone.... [www.alpinespiritcoaches.com.au/smartcards](http://www.alpinespiritcoaches.com.au/smartcards)

SMART card is reusable for future Snow Seasons. SEASON PASSES are strictly only valid for the current Snow Season.

### Why can't I use cash?

Travel systems and practices throughout the world now use SMART card technology. In Victoria there is Myki, In NSW there is Opal and so on. Our drivers do not need to carry any cash with them under this system making the process a lot quicker, more secure and safer for all.

### Can a SMART card be redeemed for cash?

No. That's why we have pre-set values when setting and topping up your account as to not encourage large amounts being entered. Remember that your SMART card is for many years of service on Mt Hotham & Dinner Plain.

### Can Alpine Spirit Coaches SMART card be used to track my bus travel movements?

Yes. For the first time on Mt Hotham and Dinner Plain, data will be collected on passenger movements and times. Alpine Spirit Coaches will use this data to continue to improve services. Stops with more people will get additional services and stops with irregular usage will benefit through the demand responsive systems being implemented. Please know that your data is confidential and will be treated as such.

Just gently place (tap) your SMART card flat on the reader when requested by the driver. Don't "swipe" it, or move it around, because the reader will take longer to respond or not read the card at all.



### **For Non-English-speaking passengers.**

The advantage of having a SMART card is that many International travellers likely already know about SMART card systems. They can purchase a SMART card at a venue that assists with their language. They do not need to explain to a driver where they want to go or understand our monetary system.

### **I've heard weekly/monthly/yearly season passes aren't valid on weekends.**

That is not true. They are valid every day for the current snow season. They are also not transferable and can be easily tracked for fraudulent use.

### **Will Alpine Spirit Coaches SMART card slow things down?**

NO, in fact in most cases it is faster. People will not have to wait in a queue whilst a driver works out cash and change.

### **What are some of the benefits of using a SMART card.**

Visitors to the snow fields will no longer have to carry a wallet with cash to pay for bus fares. Losing your wallet means just losing your security protected SMART card! Not the money that is on it!

Having limited ATM systems at Dinner Plain and Mt Hotham means that travellers will not have to stress about having cash for services or ATMS being out of order – leaving them stuck.

Lest be honest - We all like to receive cash, but we have modernised the transport services on Mt Hotham & Dinner Plain to enhance your snow experience – not ours! Everywhere we now go is encouraging a cashless society. We are simply investing in the technologies that are being used in this fast pace world we all live in. Easy Peasy!

Then there is the GPS tracking facility. Only available to SMART card and Hail-a-Bus users. (All registered bus users to Mt Hotham & Dinner Plain).

The SMART card is small and convenient and can be placed onto a ski lift pass lanyard or similar.



### **If I lose, or if my SMART card is stolen, what is the procedure?**

You must contact Alpine Spirit Coaches via email at [office@alpinespirit.com.au](mailto:office@alpinespirit.com.au) or ring our head office at (03) 5752 1333 with your details. **Opening hours:** 9.00am to 6.00pm weekdays, 9.00am to 5.00pm weekends. This will streamline the process on identifying the person allocated to the SMART card sold (*against the card number*). We are not liable for any loss of funds due to lost or stolen SMART cards. YOU MUST contact Alpine Spirit Coaches immediately, so we can put a stop on your card. We can transfer funds onto a replacement SMART card which you are liable for the \$ 5 fee. You have up to 24 hours to report your SMART card has been lost, stolen or damaged.

### **If 'IT' or other issues occur, how do SMART card agents assist their guests??**

We have an IT support department that will work with Alpine Spirit Coaches. In saying this, we will not leave people stranded because of an IT problem. For the protection and integrity of our services and staff, anyone that is abusive and/or rude to our agents and/or staff will be told before any action is taken that they must retry contacting us with the decorum that is acceptable for staff to work with. We think this is fair to ask.

### **How are SMART card agents expected to deal with complaints that guests may raise?**

For genuine complaints only, they should ALL be directed via our email service to [office@alpinespirit.com.au](mailto:office@alpinespirit.com.au). Based on the nature of the complaint being made, Alpine Spirit Coaches will determine the response and timing. Please understand that any rude and/or abusive emails will be deleted with no further action taken. Complaints placed on social media will not be answered or addressed – just deleted. We are here to help and are happy to assist you via the appropriate courses.

### **How do guests arriving late to Dinner Plain purchase SMART cards (to activate) if intending to use the Dinner Plain Shuttle service for the early morning services the next day?**

We have this covered. A detailed list of SMART cards 'On Mountain Agents' have been selected as to cover most scenarios we can think of, from hotels, ski hire shops, motels, visitor information centres and accommodation booking agencies. We recommend that you organise with your accommodation venues to have your SMART cards ready for pickup if you are going to be late... our earliest agent at Dinner Plain – Ramada, opens at 7am... Hotels and Ski Hire shops operate to late into the evening – *depending on demand of course...*

**Does the Dinner Plain Bus have Ski and Snowboard racks?**

No. You will be required to load your own ski equipment & luggage under the Vehicle on the regular Dinner Plain Shuttle buses. During peak demands, customer service personnel may be present as to assist you, plus additional vehicles may be called upon where you will be required to carry on your equipment. Please always liaise with your driver for instruction.

Sample of Dinner Plain Bus – Ski Equipment & Luggage loading bays

- Loading to Mt Hotham in **Blue** (Ex Dinner Plain)
- Loading to Dinner Plain in **Green** (Ex Mt Hotham)



**Start your Unique Snow Holiday Experience with the Snow Travel Specialists.**

[www.alpinespiritcoaches.com.au](http://www.alpinespiritcoaches.com.au)