

PASSENGER CODE OF CONDUCT



You have the right to:

- be treated with respect
- friendly and courteous service
- a safe, clean and comfortable environment in which to wait and prepare for travel

You are responsible for:

- occupying one seat per passenger
- abiding by the WiFi terms and conditions when using the internet
- paying the correct fare
- showing a valid Bee Card to qualify for a discounted fare
- respecting other peoples' rights
- reporting if you see anyone damaging the train or any of the stations
- following any reasonable instructions from KiwiRail staff, Council, security and/or NZ Police officer
- complying with KiwiRail staff instructions in the event of an emergency
- using the train station only for catching the train or meeting an arriving passenger from the train

This means that on the train and at the train stations you will not:

- run on the train, put your feet up on seats or sit on tables
- flush non-perishables down toilets
- threaten, bully or harass other people
- use offensive bad language, smoke or vape
- play loud music - use headphones instead
- spit or litter
- tag, graffiti or damage anything
- consume alcohol that has not been purchased on board
- use the WIFI to access or download illegal or inappropriate material
- loiter or 'hang around' or skateboard at any of the train stations

If you do not comply with this Code of Conduct it may result in prosecution and/or removal of your right to use the train and/or any of the train stations.