

## Frequently Asked Questions

### Do I need to carry a special ID?

Your TaxSaver Leap Card is personalised to you as your name and photo are printed on it, so you do not need further ID to use your ticket.

### Can someone else use my personalised Leap Card?

Your personalised Leap Card is unique to you. Only the person whose name and photo is printed on the card can use it. If someone else uses your personalised Leap Card they may be subject to receiving a standard fare notice, and the card may be confiscated.

### How does the validator know whether to use the Travel Credit or the ticket on my card?

Validators are programmed to check if your card has a valid ticket for the applicable service first. If there is a valid ticket on the card, it simply validates, and no Travel Credit is deducted. If there is no valid ticket for the service, the validator will take Travel Credit instead.



### What TaxSaver tickets are being issued on TaxSaver Leap Cards?

It is envisaged that there will be a phased changeover to issuing TaxSaver Leap Cards. The following changeover programme is subject to change:

- Annual Dublin Bus only Travelwide – September 2013
- Annual Luas All Zones – October 2013
- Annual Rail only Short Hop zone (Dublin area) – October 2013
- Annual combined Bus, Rail and/or Luas tickets – early 2014
- Annual Bus Éireann GDA Zonal Tickets – November 2013
- Monthly tickets – Early 2014

### What if I already have a Leap Card?

We recommend you use up all of the remaining travel credit, or give it to a friend. Alternatively, if it is registered, you can claim a refund at [leapcard.ie](http://leapcard.ie)

### Do I still get the same tax benefits now that my TaxSaver ticket is on a Leap Card?

Yes, your ticket has simply been loaded onto a Leap Card, so your tax benefits are unchanged.

We encourage employers to continue loading digital photos for all employees so that TaxSaver Leap Cards will be issued to employees instead of paper tickets as soon as the desired ticket becomes available on TaxSaver Leap Cards.



## All about using your new TaxSaver Leap Card



## Using your new TaxSaver ticket

The ticket that you ordered has been electronically loaded to your TaxSaver Leap Card. You can use your TaxSaver Leap Card on the services where your ticket is normally valid.

- If your ticket is valid for Dublin Bus, you should Touch On at the validator on the right hand side as you enter the bus.
- If your ticket is valid for Luas, you should Touch On at a Validator on the platform before you get on the tram and Touch Off when you get off the tram.
- If your ticket is valid on a DART or Commuter Rail service, you should Touch On at the platform entry gate or Validator before your journey and Touch Off at the platform exit gate or Validator after your journey.

## Using your new Card

Your new TaxSaver Leap Card can be used in two distinct ways:

1. You can use your TaxSaver Leap Card to travel on services where your ticket is valid. Simply present your card to the appropriate validator and your card will validate. No Travel Credit will be taken for this transaction.
2. You can top up your TaxSaver Leap Card with Travel Credit so that it can be used on services where your ticket is not valid.

## Using Travel Credit on your TaxSaver Leap Card

If your TaxSaver ticket is not valid for a particular service, you can use Travel Credit on your card to pay. You can use Travel Credit to pay for trips on Dublin Bus, Luas, DART & Local Rail, Wexford Bus and selected Bus Éireann services (currently the 103, 105, 126 and 133). Full details of how to use Travel Credit are available at [leapcard.ie](http://leapcard.ie).

<b>Dublin Bus</b>	Touch On <b>only</b>
<b>Bus Éireann &amp; Wexford Bus</b>	Touch On <b>only</b>
<b>Luas</b>	Touch On <b>and</b> Touch Off
<b>DART &amp; Local Rail</b>	Touch On <b>and</b> Touch Off

When you Touch On or Touch Off you'll hear a tone and see a message on the Validator screen to let you know you've been successful. Always take your Leap Card from your wallet when you Touch On or Off, as other cards may affect it being read properly.

### Fare Evasion

You must have a valid ticket to travel. This means you must Touch On at the start of your journey. If you are asked by an employee of a transport operator to show your ticket, show your Leap Card. This can be checked to show that you have Touched On correctly. If you do not have a valid ticket you will be issued with a Standard Fare Notice.

### Topping up your TaxSaver Leap Card

Travel Credit works just like phone credit. You Top Up and then the cost of your fare is deducted from your balance every time you travel - only if you do not have a valid ticket for that service.

You can Top Up your Leap Card with Travel Credit:

- At any Leap Card agent. There are over 400 in the greater Dublin area. Just look for the Leap Card sign.
- At Luas, DART and Local Rail ticket machines in the Short Hop Zone.
- Online at [leapcard.ie](http://leapcard.ie). Please note, if you Top Up online you will need to pick up your Top Up at a location.

### Register Your TaxSaver Leap Card at [leapcard.ie](http://leapcard.ie)

We recommend that you register your new TaxSaver Leap Card online. Once you register, you can see your transaction history on your online account and it will be easier for you to order a replacement card if your card is lost or stolen.



**Visit [leapcard.ie](http://leapcard.ie)**  
A leap forward in commuting