



What is iLink?

iLink is an integrated Smartcard from Translink which provides unlimited day, weekly and monthly bus and rail travel within specified zones across Northern Ireland.

iLink is available for adults and children and is ideal if you regularly travel by bus and train.

With iLink when you need more travel you simply top-up at one of our sales outlets.

iLink is available for travel on Metro, NI Railways and Ulsterbus services within 5 zones in Northern Ireland, Zones 1, 2, 3, 4 and the North West Zone. For full details of iLink Zones visit www.translink.co.uk



What are the benefits?

- It saves you money. If you travel by bus and train within specified zones, using iLink could be better value for money than buying separate bus and train tickets. Check out the prices to see if iLink suits you.
- You can make as many journeys as you wish on your iLink Card within the Zone and time period your card has been issued for.
- It is a safer, cash free way to make your daily bus and rail journeys.
- iLink helps speed up boarding times on buses making overall journey times faster for everyone.
- If you lose your iLink Card it can be 'hotlisted' (electronically deactivated) to prevent anyone else from using it fraudulently.
- iLink Cards can only be used by one person per journey, but you can pass your card to someone else to use if they are travelling at a different time within the same zone.

Buying and topping up iLink

You can buy iLink and your first top-up of day, weekly or monthly travel within a specified zone online at www.translink.co.uk or at:

- Main Translink bus or train stations
- Metro Kiosk, Donegall Square West, Belfast
- Belfast Welcome Centre, Donegall Place, Belfast
- Belfast International Airport Welcome Centre
- George Best Belfast City Airport Welcome Centre
- Derry Visitor & Convention Bureau
- Queen's University Students' Union

You can top-up iLink with **day, weekly and monthly** travel only at:

- Main Translink bus or train stations
- PayPoint Agents across Northern Ireland
- Smartlink Agents within Greater Belfast
- Metro Kiosk, Donegall Square West, Belfast
- Belfast Welcome Centre, Donegall Place, Belfast
- Belfast International Airport Welcome Centre
- George Best Belfast City Airport Welcome Centre
- Derry Visitor & Convention Bureau
- Queen's University Students' Union

You can also top-up day or weekly travel with the driver or conductor on board Ulsterbus and NI Railways services.

You cannot top-up your iLink Card on board a Metro service.

For a full list of Smartlink Agents and to locate your nearest PayPoint Agent visit www.translink.co.uk

Monthly travel top-ups are not available on board NI Railways and Ulsterbus services.

You can top-up with one day, one week or one month or in varying periods of validity e.g. one week top-up followed by a one month top-up.

Travel on your iLink Card is valid from the date you first use your card on a bus or train.

When you top-up iLink any additional days extend the validity of the card from the date you top-up e.g. if you have 3 days left on your card and you top-up with a further 7 days, your iLink Card immediately becomes valid for 10 days from the date you top-up, and not 3 days plus a further 7 days from the date you first use your newly purchased travel.

Using iLink...

...on the Bus



1. Hold your iLink Card to the target on the ticket machine reader with the front of the card facing upwards.



2. When the card reads successfully, the machine will beep once and the green light will light up.



3. The machine will issue you with a paper ticket showing the details of your journey. **The ticket must be retained for inspection.**



4. If the red light appears, remove your iLink card, then hold it to the target and try again.

Using iLink...

...on the Train



1. Hand your iLink Card to the conductor.



2. The conductor will validate your iLink Card for you. **A ticket receipt will NOT be produced.**



Using iLink at a train station

Translink Platform Validators are located at several stations on the NI Railways network so you can quickly validate your iLink Card for each leg of your journey as you pass through the ticket barrier.

Where a validator machine is available you **MUST** use it to validate your iLink Card for each leg of your journey. If a validator machine is not available the ticket barrier staff will validate your iLink Card for you.



1. Hold your iLink Card to the target at the bottom of the validator machine.
2. When the card reads successfully, the machine will beep once. A green light will light up and a ✓ symbol will appear on the screen at the top.
3. If a red light appears and an ✗ symbol appears on the screen at the top, remove your iLink Card and speak to a member of staff.

The validator machine does not issue a ticket or receipt. It simply checks that your iLink Card is valid to make a journey.

No cash is accepted or stored in a validator machine.

You are required to present your iLink Card to any authorised member of Translink staff when requested.

If your iLink card does not read on a Translink ticket machine you must pay full fare for the journey and phone Translink's SmartPass Office on 028 9075 9129 to obtain a replacement card.

iLink Fares

The prices for topping up an iLink card for adults and children for Zones 1, 2, 3, 4 and the North West Zone are as follows:

iLink Adult					
	Zone 1	Zone 2	Zone 3	Zone 4	North West Zone
	Top Up (no charge for card)	Top Up (no charge for card)	Top Up (no charge for card)	Top Up (no charge for card)	Top Up (no charge for card)
1 Day	£5.00	£9.00	£12.50	£15.00	£12.50
1 Week	£20.00	£35.00	£47.00	£55.00	£47.00
1 Month	£70.00	£125.00	£167.00	£195.00	£167.00

iLink Child					
	Zone 1	Zone 2	Zone 3	Zone 4	North West Zone
	Top Up (no charge for card)	Top Up (no charge for card)	Top Up (no charge for card)	Top Up (no charge for card)	Top Up (no charge for card)
1 Day	£2.50	£4.50	£6.25	£7.50	£6.25
1 Week	£10.00	£17.50	£23.50	£27.50	£23.50
1 Month	£35.00	£62.50	£83.50	£97.50	£83.50

All fares are subject to alteration



Travel on your iLink Card is valid from the date you first use your card on a bus or train.

When you top-up iLink with any additional days the validity of the card is extended from the date you top-up e.g. if you have 3 days left on your card and you top-up with a further 7 days, your iLink Card immediately becomes valid for 10 days from the date you top-up, and not 3 days plus a further 7 days from the date you first use your newly purchased travel.

Your iLink Card

Don't forget to make a note of your Card Number

Lost or Stolen Cards

If your card is lost or stolen it can be electronically cancelled ('hotlisted'). To immediately hotlist your iLink Card please phone Translink on 028 9075 9129.

You should make a note of your iLink Card number printed on the back of the card and on any ticket receipts issued, so that your card can be hotlisted.

It takes two working days before a hotlisted card becomes deactivated. Translink can then prevent unauthorised use of the card. A hotlisted card presented for travel will be confiscated. **Hotlisted cards CANNOT be reactivated.**

Translink CANNOT prevent the unauthorised use of lost or stolen iLink Cards until they have been reported by the card holder and hotlisting has been completed.

See Terms and Conditions on how to claim a refund on remaining travel on a hotlisted iLink Card.

Faulty or Damaged Cards

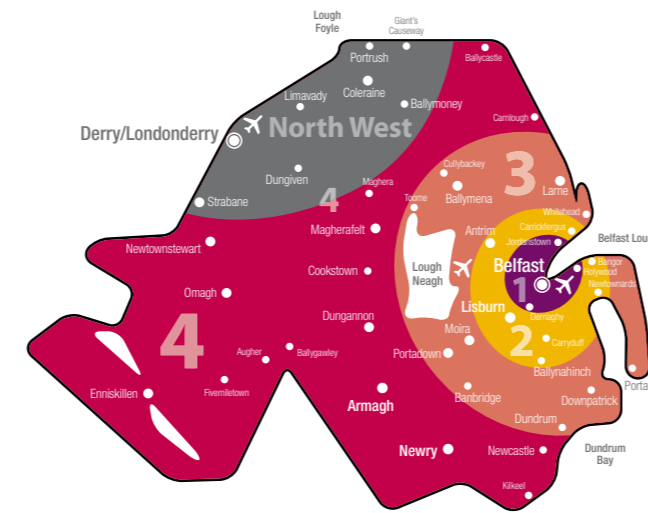
If your iLink Card is faulty or damaged and does not work on the bus or train, the appropriate full fare will be charged.

You should return your card to the Translink SmartPass Office, 3 Milewater Road, Belfast, BT3 9BG. See Terms and Conditions on how to claim a refund on remaining travel on a faulty or damaged card.

iLink Zone Map

iLink is available for travel within 5 Zones in Northern Ireland, Zones 1, 2, 3, 4 and the North West Zone.

For full details of iLink Zones visit www.translink.co.uk



- Zone 1 - Greater Belfast Area
- Zone 2 - Permits travel in zones 1 & 2
- Zone 3 - Permits travel in zones 1, 2 & 3
- Zone 4 - Permits travel in zones 1, 2, 3, 4 & North West (All Northern Ireland)
- North West - Permits travel in North West Zone



iLink Zone Information

Zone 1

Valid on:

Metro: All Metro services in Belfast.

NI Railways: NI Railways services between Belfast and Cultra, Jordanstown, Mossley West and Derriagh and all stops in between.

Ulsterbus: All Ulsterbus services which pick up and set down passengers within the Metro operating area. Ulsterbus Town Services in Newtownabbey. All Ulsterbus services between Belfast and Holywood, Newtownabbey and Derriagh.

Airport Express 600 services to/from Belfast and George Best Belfast City Airport

Zone 2

Valid on:

Metro: All Metro services in Belfast.

NI Railways: NI Railways services between Belfast and Bangor, Carrickfergus, Downshire, Antrim, Lisburn and all stops in between.

Ulsterbus: Ulsterbus services within the following towns and to/from Belfast and the following towns: Bangor, Antrim, Carrickfergus, Lisburn, Hillsborough, Crumlin, Glenavy, Ballyclare, Templepatrick, Ballynahinch, Ballygowan, Newtownards, Comber, Saintfield.

Zone 3

Valid on:

Metro: All Metro services in Belfast.

NI Railways: NI Railways services between Belfast and Moira, Lurgan, Portadown, Larne Town/Harbour, Ballymena, Bangor and Cullybackey and all stops in between.

Ulsterbus: Ulsterbus services within the following towns and to/from Belfast and the following towns: Whitehead, Islandmagee, Larne, Ballymena, Cullybackey, Ahoghill, Randalstown, Toome, Craigavon, Portadown, Lurgan, Moira, Banbridge, Dromore, Loughbrickland, Dundrum, Castlewellsan, Downpatrick, Portaferry, Donaghadee, Killough, Ardglass, Strangford, Ballywalter, Greyabbey and Gilford.

Airport Express 300 services to/from Belfast and Belfast International Airport.

Zone 4 (used to be Zone 3)

Valid on:

All Translink bus and rail services throughout Northern Ireland.

Zone North West

Valid on:

NI Railways: NI Railways services between Ballymoney, Coleraine, Derry/Londonderry, Portrush and all stops in between.

Ulsterbus: All Ulsterbus Town/City services within North West Zone including those in Ballymoney, Coleraine, Limavady, Derry/Londonderry and Strabane.

Other Ulsterbus services within the North West Zone boundary between the following towns: Ballymoney, Coleraine, Portrush, Portstewart, Castlerock, Downhill, Magilligan, Limavady, Greysteel, Strabane, Claudy, Dungiven, Macosquin, Giant's Causeway and City of Derry Airport.

Terms & Conditions

Use

- iLink cards can be used on all scheduled Metro, NI Railways and Ulsterbus services within each of 5 specified zones in Northern Ireland (Day Tours, Cross Border and Special Services are excluded).
- iLink Cards are valid for travel within the zone the card has been issued for. The appropriate full fare must be paid for the entire journey if the journey will include an additional zone which is not covered by the iLink card.
- Child cards are valid for use by children between the ages of 5 years and 16 years. 16 year olds are permitted to travel on a child card up to 30th June during the school year they turn 16 years of age.

Topping Up & Expiry Dates

- iLink cards can be loaded with one day, one week or one month's worth of travel for Zones 1, 2, 3, 4 or the North West Zone or in varying periods of validity e.g. one week top-up followed by a one month top-up.
- Where an iLink card has some existing validity, topping up extends the current validity date. For example, a card with 3 days travel is topped up with 7 days travel becomes immediately valid for 10 days from the date of top-up and not 3 days followed by a further 7 days from the date of first use of the newly purchased travel. **Any unused travel remaining in the intervening period between top-up and next use will not be eligible for refund.**
- iLink cards can be topped-up with one month's travel at Translink bus and rail stations, the Metro Kiosk, Donegall Square West, Belfast, Smartlink and PayPoint Agents, Belfast Welcome Centre, Donegall Place, Belfast, Belfast International Airport Welcome Centre, George Best Belfast City Airport Welcome Centre, Derry Visitor & Convention Bureau and Queen's University Student's Union. Top-ups of daily and weekly travel are available at Translink bus and rail stations, with the driver or conductor on board Ulsterbus and NI Railways services, at the Metro Kiosk, Donegall Square West, Belfast, Smartlink and PayPoint Agents, Belfast Welcome Centre, Donegall Place, Belfast, Belfast International Airport Welcome Centre, George Best Belfast City Airport Welcome Centre, Derry Visitor & Convention Bureau and Queen's University Students' Union
- You cannot buy or top-up an iLink Card on board a Metro service.

- If an iLink top-up is purchased in error the transaction can be cancelled only if this is done before a further transaction has been processed on the ticket machine.

Card Validation

- iLink Cards must be validated on the bus or train for every leg of the journey made. If a valid working iLink card is not presented to the ticket machine the customer will be required to pay full fare.
- iLink Cards are validated on a bus by placing the card on the ticket machine reader.
- Where Translink Platform Validators are located at a train station an iLink Card must be validated on the machine before for each leg of the journey.
- If a Platform Validator machine is not available an iLink Card must be validated by a member of staff for you.

General

- iLink Cards are subject to the conditions of carriage of Translink's operating companies.
- Cards remain the property of Translink. If lost cards are found they should be returned to: Translink iLink Office, Translink, 3 Milewater Road, Belfast, BT3 9BG.
- Cards must be retained by the passenger until the journey is complete and must be presented if requested by authorised Translink personnel.
- Once the validity of a card has expired it cannot be used for travel until topped-up. Expired cards presented for travel will not be accepted and the appropriate full fare will be charged.
- iLink Cards are only transferable between passengers who are not travelling on the same journey. They can be passed to someone else wishing to travel at a different time within the zone the card has been issued for. The iLink card must be retained by the passenger for their entire journey.

Refunds

- iLink Card holders may apply for a refund of unused travel remaining on a card if it is no longer required. Refund claims must be received before the expiry date of the card. The refund is calculated on the date the card is received for refund by reimbursing any unused travel (full days only) at the discounted iLink price.
- A charge of 20% of the value remaining on the card will be deducted. The initial cost of the iLink Card will not be refunded.
- To apply for a refund the card holder should post the iLink Card to: Refunds, Smartpass Office, Translink, 3 Milewater Road, Belfast, BT3 9BG.
- If a card is faulty or damaged and the ticket machine is unable to read the information stored on the card the appropriate full fare will be charged. The card should be returned to the address above. A cheque refund will be issued for the unused travel. The initial cost of the iLink Card will be refunded for electronically faulty cards (without damage) only. A 20% charge will be applied in the case of damaged cards. No charge will be applied for faulty cards. The card holder will be required to purchase a new card.
- If an iLink Card is lost or stolen the card holder should phone Translink on 028 9075 9129 during office hours to cancel or 'hotlist' the card by reporting the iLink Card number printed on the reverse of the card and on any ticket receipts issued. Once 'hotlisting' is complete a cheque refund will be issued for the unused travel at the iLink Card price. A charge of 20% of the value remaining on the card will be deducted. The initial cost of the iLink Card will not be refunded.

- Refund claims less than £1.50 will not be accepted. Cash refunds are not available.

- Refunds on iLink Cards presented for refund after the expiry date will be permitted only in exceptional circumstances and at the discretion of the company.

