Ticket Issuing Conditions for MRT Purple Line System

1. Rules and regulations

These terms and conditions are issued by virtue of the terms and conditions on the use of MRT system in relation to ticket and collection of fares of Bangkok Expressway and Metro Public Company Limited.

1.1 The terms used in this notification shall have the same meaning as used in the terms and conditions in relation to the use of MRT system.

1.2 Fare rate shall be in accordance with the notification on fare as published at the station by Bangkok Expressway and Metro Public Company Limited.

2. Definitions

"MRTA"	means	Mass Rapid Transit Authority of Thailand.
"BEM"	means	Bangkok Expressway and Metro Public Company Limited.
"MRT Purple Line"	means	MRT Chalong Ratchadham Line.
"MRT Blue Line"	means	MRT Chaloem Ratchamongkhon Line.
"Registered Cardholder"	means	a person who registers the personal information according to the laws in order to authenticate his/herself as the owner of e-Money on the registered card of MRT systems with the right of usage according to the conditions determined by the MRTA and/or the BEM. The responsibility of Registered Cardholder is according to attachment of the notification.
"e-Money"	means	stored value on the card of MRT system which the passenger pays in advance to the MRTA (for MRT Plus Card) or the BEM (for MRT Card) in order to pay for fare, parking fees and/or fees of MRT system including other service fees according to the determination of the MRTA and/or the BEM instead of cash payment.
"Card Issuer"	means	Card Service Group, which issues card for people who agree with the contract. Card Service Group might be BEM or MRTA or bank or financial institution or others
"Ticket"	means	contactless smart media that is used to pay fare for the transportation in the MRT Purple Line and/or the MRT Blue Line, including the transportation across the systems. Tickets are divided into two types: Token and Card.
"Token"	means	contactless smart token used for single journey, which is available in 5 types: Adult Token, Child Token, Senior Token, Paid Exit Token, and Free Exit Token. Token is the property of the MRTA and/or the BEM.
EMV Contactless Card	means	the Europay Mastercard and Visa card standard issued by any bank, financial institution, or other institution with contactless function. The card is available in 3 types: Credit

		Card, Debit Card, Prepaid Card.
"MRT Plus Card"	means	the card issued by MRTA in the MRT Purple Line system which is a contactless smart card used for multiple journeys and can be topped-up by value or trips to pay for fare and/or parking fees and/or any fees of the MRT systems including other service fees according to the consideration of the MRTA and/or the BEM. MRT Plus Card is the property of the MRTA and has 9 types: Adult Card, Child Card, Senior Card, Student Card, Business Traveller Card, Co-Brand Card, Staff Card, On Duty Card, and Park & Ride Card. (Except MRT Plus Card which is Co-Brand Card is the property of the MRTA and/or card issuer)
"MRT Card"	means	the card issued by BEM in the MRT Blue Line system which is a contactless smart card used for multiple journeys and can be topped-up by value or trips to pay for fare and/or parking fees and/or any fees of the MRT systems including other service fees according to the consideration of the MRTA and/or the BEM. MRT Card is the property of the BEM and has 8 types: Adult Card, Child Card, Elder Card, Student Card, Business Traveller Card, Co-Brand Card, Employee Card and On Duty Card. (Except MRT Card which is Co-Brand Card is the property of the BEM and/or card issuer)
"Business Traveller Card"	means	Stored Value Card which is issued by the MRTA to government authority, state enterprise and/or private entity under the specified terms and conditions.
"Co-Brand Card"	means	Stored Value Card that is created by cooperation between the MRTA and the business partner. This type of Card can be co-used for either the transportation in the MRT system or the services of the business partner pursuant to the specified terms and conditions.
"Card issued by the designated institution"	means	the card issued by private entity and/or external government authority (i.e, neither MRT card nor MRT Plus Card) that can be used for travelling in the MRT Purple Line and the MRT Blue Line systems. The Card has two types: Welfare Card 2.5 and EMV Contactless Card.
"Welfare Card"	means	the card issued by government authority, Comptroller General's Department, Ministry of Finance, for a person who has qualified under the specified terms and conditions by the card owner authority, including two types, i.e., Welfare Card 2.5 and Welfare Card 4.0.
"Welfare Card 2.5"	means	Welfare card issued for Government's Welfare Registration Scheme, consisting of 2 Chips (Contact Chip, Contactless Chip, and Magnetic Stripe)
"Welfare Card 4.0"	means	Welfare card issued for Government's Welfare Registration Scheme, additional under Thai Niyom Yangyuen program on the group of disabled, elderly, and bed-ridden patients who missed the welfare registration in 2017. This type of Welfare Card is EMV Contactless.
EMV Contactless Card	means	the Europay Mastercard and Visa standard card, which has

		contactless payment logo))) on the front or the back of card, issued by any bank, financial institution, or other institution with contactless function. The card is available in 3 types: Credit Card, Debit Card, Prepaid Card.
"Child"	means	a person who is not older than 14 years old, by counting from the date of birth up to the age of 14. e.g. the passenger whose birthday is on 1st October 2017 has used this promotion until 1st October 2031 ; as follow 1) with a height not more than 90 cm., exempt for the fare 2) with a height between 91–120 cm., half price of full fare
"Senior"	means	a person who is 60 years old onwards, by counting from the date of birth at the age 60 years and over. e.g. the passenger whose birthday is on 1st August 1962 has used this promotion from 1st August 2022.
"Student"	means	a person who is not older than 23 years old, by counting from the date of birth up to the age of 23; e.g., the passenger whose birthday is on 1st October 2017 has used this promotion until 30th September 2040 and studies in academic institution (school, learning centre, college, university, governmental or private educational institution which has duty or obligation to provide education service).
"System Transition"	means	a transition from one route to another route within the transit station, including paid area transfer and unpaid area transfer.
"Travelling Trip"	means	the entry into the paid area of the departure station and the exit from the paid area of the arrival station.
"Purple Line Pass"	means	The limited trip product that can be used in the MRT Purple Line System only by deducting the number of journey. The product's price and condition are designated by the MRTA.
"Blue Line Pass"	means	The limited trip product that can be used in the MRT Blue Line System only by deducting the number of journey. The product's price and condition are designated by the BEM.
"Multiline Pass"	means	The limited trip product that can be used both in the MRT Purple Line and the MRT Blue Line systems (or cross line between the two systems) by deducting the number of journey. The product's price and condition are designated by the MRTA and/or the BEM.
"Normal Fare"	means	full fare rate that is charged by the MRTA.
"Deposit"	means	the money that is used to warrant any damage and/or any lost that may happen to the Card in accordance with the terms and conditions prescribed by the MRTA and/or the BEM. If there is any damage to the Card or the Card has been lost, the MRTA and/or the BEM reserve the right to not return the Deposit.

"Activate Value Machine (AVM)"	means	the card reader machine that the MRTA and/or the BEM installs at MRT station or elsewhere as determined by the MRTA and/or the BEM to top-up the card with the add value transaction via the online channel as determined by the MRTA and/or the BEM
"Card Usage"	means	the creation of transaction on the card consists of card issuing, card top-up, entry and exit via card, card replacement, and card upgrading.
"MRT Cardholder Registration" (for MRT Plus Card or MRT Card)	means	the process to know the Cardholder of MRT Card by following on Know Your Customer (KYC) regulations of the Payment Systems Act, B.E. 2560 and the Anti-Money Laundering Act, B.E 2542. The process is composed of the identification, verification and authentication procedures. The new Cardholder or existing Cardholder that have never been registered to tie in with any each MRT card, shall have to identify his/herself for the Cardholder registration with all each card belong to him/hers by showing identity card or passport (foreigner only) or the identification document issued by Thai government at the MRT station of the MRT Purple Line system and the MRT Blue Line system or elsewhere as determined by the MRTA and/or the BEM and according to the procedures and methods as determined by the MRTA and/or the BEM.
"The User Account" (for EMV Contactless card)	means	the account that the passenger registers and links to the EMV Contactless card, used for self-service checking of trip history and fare collection in the MRT system or other support requests according to the method as prescribed by the MRTA and/or the BEM.

3. Promotion

3.1 The following persons shall be exempted from paying the fare:

1) A person who is not older than 14 years old, by counting from the date of birth up to the age of 14, with a height not more than 90 cm.

2) A person with disabilities who has identification card issued by public sector; i.e., the National Office for Empowerment of Persons with Disabilities.

4. Ticket issuance and the use of ticket

4.1 Contactless smart token

1) The passenger can issue a Token from the ticket vending machine or the ticket office at the time as determined by the MRTA and/or the BEM which is prescribed in schedule of this notification or by any other method as prescribed by the MRTA and/or the BEM; except in case that the token issued by using Welfare card 4.0, the passenger can issue the special adult token provided by the MRTA and/or the BEM at ticket office only, according to the procedures and methods as determined by the MRTA and/or the BEM.

2) A Token is used for a single journey and the fare will be charged at the rate in accordance with the distance chosen by the passenger at the ticket vending machine or the ticket office.

3) A Token which is a Child Token is reserved for the passenger who is qualified as "Child" only.

4) A Token which is a Senior Token is reserved for the passenger who is qualified as "Senior" only.

5) A Token can be used for travelling in the MRT Purple Line system and/or the MRT Blue Line system.

6) A Token can be used for travelling during the working hours of the same day that such Token was issued and such Token must be used at the entry gate of the station where it was issued only. If the Token was not used in the same day as it was issued, such Token will be deemed as expired. The expired Token can be refunded to cash at the ticket office; except the special adult token issued by Welfare card 4.0 cannot be refunded.

7) In the event that the value of Token is lower than the fare that the passenger has been travelled, such passenger shall pay the shortfall between the stored value in the Token and the actual fare rate before exiting the system.

8) In the event that the value of Token is higher than the fare that the passenger has been travelled, such passenger can exit the system by inserting the Token at the automatic exit gate.

9) The passenger who destroys or damages the Token after the passenger has entered into the paid area, the MRTA and/or the BEM reserve the rights to charge fee or expense incurred from such incident.

10) If a Token cannot be used, passenger can contact station staff for initial rectify problem.

4.2 Contactless smart card

4.2.1 MRT Plus Card or MRT Card

1) The issuance of Card in the MRT Purple Line system can be made at the ticket office, in which only the MRT Plus Card can be issued (i.e. it is unable to issue the MRT Card or others) during the working hours as prescribed in the notification or elsewhere as determined by the MRTA and/or the BEM.

2) The issuance of Card shall have the Cardholder registration (Except On Duty Card /Park & Ride Card) according to the procedures as prescribed by the MRTA and/or the BEM and the card shall have an initial travelling stored value, the deposit, the issuance fee, and others as prescribed by the MRTA and/or the BEM.

3) With regard to the top-up of value onto the Card in the MRT Purple Line system, the top-up can be made on either the MRT Plus Card or the MRT Card via various channel such as the ticket office or the ticket vending machine or the activate value machine during the working hours or at any other place as determined by the MRTA and/or the BEM (for the activate value machine, the passenger should firstly make a top-up transaction via the online channel as determined by the MRTA and/or the BEM). If a problem occurs during topping-up at the ticket vending machine or the

activate value machine, the passenger can contact station staff at the ticket office for initial rectify problem.

4) The passenger who makes a top-up transaction via the online channel as determined by the MRTA and/or the BEM should bring the Card to top-up at the activate value machine of the MRT system or any other place as determined by the MRTA and/or the BEM. If the top-up is not proceeded within 7 days and in operation hours, the passenger will receive the top-up value back via the online channel which a transaction was made

5) The top-up of value onto the Card can be made at every hundred baht incremental e.g. Baht 100, 200, …, or as determined by the MRTA and/or the BEM. In any event, the remaining travelling value after the top-up shall not exceed the maximum value as determined by the MRTA and/or the BEM. In addition, the top-up of value can be paid by means of cash and/or credit/debit/prepaid card and/or QR Code and/or the online channel as determined by the MRTA and/or the BEM.

6) The top-up of value onto the Welfare Card 2.5 is in the form of transit credit which will be recorded in the Card when the Card is shown at the entry gate of the MRT system on the first day of every month or the first day of usage of every month. The system will verify and record the transit credit as determined by the MRTA and/or the BEM. The transit credit has the usage life until end of the month, no accumulated plus value to next month.

7) The Welfare Card 2.5 cannot be topped up at the ticket office or the ticket vending machine or the activate value machine of the MRT Purple Line.

8) The top-up of value or trips onto the Card at the ticket office shall have the verification on the status of Cardholder registration. If the passenger has not yet registered to tie in with the Card, the Cardholder registration shall have to be done according to the procedures as prescribed by the MRTA and/or the BEM.

9) The trips top-up of the card in the MRT Purple Line system (if any) can be made both on the MRT Plus Card and the MRT Card (but the trip top-up cannot be made on the Welfare Card) at the ticket office during working hours or at any other place as determined by the MRTA and/or the BEM.

10) The trip products (if any) sold in the MRT Purple Line system are Purple Line Pass and Multiline Pass, whereas the trip products sold in Tao Poon Station which is the interchange station are Purple Line Pass, Blue Line Pass, and Multiline Pass. The trip product is also limited by days and by trips and can be available on the Card in both forms of current pass and future pass.

11) The trip product for Adult (if any) as determined by the MRTA and/or the BEM can be topped up onto Adult Card, Business Traveller Card, and Co-Brand Card of the MRT Plus Card and the MRT Card and cannot be refunded.

12) The trip product for Student (if any) as determined by the MRTA and/or the BEM can be topped up onto Student Card of the MRT Plus Card and the MRT Card and cannot be refunded.

13) The passes (if any) in the card must be used within the specified period from the date of top-up determined by the MRTA and/or the BEM. If the period has passed, the passes in the card will expire and cannot be used for travelling.

14) The term of the passes added to the card begins from the date of first travel in accordance with the type determined by the MRTA and/or the BEM. If the period has passed, the passes in the card will expire and cannot be used for travelling.

15) The passenger can make a payment for the issuance of Card or the card's top-up value or passes by mean of cash and/or credit card /debit card /prepaid card and/or QR Code. In the event that the payment is made by mean of credit card / debit card/ prepaid card, the payment must be made for at least the minimum value as specified by the MRTA and/or the BEM.

16) The MRT Plus Card, the MRT Card, and the Welfare Card 2.5 can be used for transportation in both the MRT Purple Line and the MRT Blue Line during the working hours of the MRT system and can also be used for paying parking fees at the parking building/area of the MRT Purple Line / the MRT Blue Line as determined by the MRTA and/or the BEM, except the Welfare Card cannot be used for paying parking fees.

17) A Card which is a Child Card is reserved for the passenger who is qualified as "Child" only.

18) A Card which is a Senior Card is reserved for the passenger who is qualified as "Senior" only.

19) A Card which is a Student Card is reserved for the passenger who is qualified as "Student" only.

20) A Welfare Card is reserved for the passenger who has name, surname, and/or photo specified on the card face's graphic only.

21) When the passenger uses the MRT Plus Card / the MRT Card to travel at the MRT system and exits at the MRT Purple Line, the system will deduct the products on the cards base on passenger journey. In general, type of products within the card will be deducted in the following order, Purple Line Pass, Blue Line Pass, Multiline Pass, or the purse value.

22) The trips and/or value or transit credit in the card will be decreased automatically according to the number of trips and/or the fare of the distance travelled determined by the MRTA and/or the BEM. The remaining trips and/or value or transit credit in the Card (not including Deposit in the card) will be shown on the automatic gate once the passenger passes the exit gate. The deduction of trips and/or value in the card will be considered as completely and will bind with Registered Cardholder as if the Registered Cardholder has done by his/herself.

23) In the event that the passenger uses the MRT Plus Card / the MRT Card to travel at the MRT system and has been travelling exceeds the remaining stored value in the Card, in case the remaining stored value after being travelled is not lower than minimum exit value such passenger will be able to exit the gate. However, the passenger will have to top-up before using the stored value card for the next trip so that the top-up value will be reimbursed the unpaid fare / service fee from the previous trip. In case the remaining stored value after being travelled is lower than minimum exit value, the passenger will be top-up before exit the gate.

24) The passenger who is holding a Card that is damaged or broken and not be able to pass the automatic gate will have to return such Card to the staff with the proof of identity (If the Cardholder registration has been already done). The MRTA and/or the BEM will return the remaining stored value in the Card pursuant to the procedures and methods as prescribed by the MRTA and/or the BEM. In this

condition, the MRTA and/or the BEM shall reserve the rights to charge fee or expense incurred from such incident, as applicable.

25) The Card will be imposed the limited usage time. If the passenger has not used the Card within the limited usage time, the Card can no longer be used for travelling. However, with the condition that the Card is not expired, the passenger can top-up the value and/or trips onto the Card at the ticket office so that the card can be used for travelling again. The MRTA and/or the BEM reserve the rights to charge fee from such incident.

26) The Card has an expiry date. If such date is passed, the passenger can no longer use it for travelling. The passenger who is holding the expired MRT Plus Card can claim for the substituted Card by showing the identification evidence (If the Cardholder registration has been already done) at the ticket office which is located in the MRT Purple Line system in according to the procedures and methods as determined by the MRTA and/or the BEM. For the passenger who is holding the MRT Card, the substituted Card can be issued by showing the identification evidence (If the Cardholder registration has been already done) at the ticket office that is located in the MRT Blue Line system in according to the procedures and methods as determined by the BEM.

27) The passenger who is holding a Welfare Card 2.5 to travel at the MRT system will not be able to use the Card when the Card has negative amount of transit credit and the credit recording date for next month is not reached or the Card is suspended / blacklisted or the Card has any usage problems (contact Welfare Card Customer Centre, +66(0)21092345, Monday to Friday, 08:30 hr. to 17:30 hr.).

4.2.2 EMV Contactless Card

1) The EMV Contactless Card issued by the bank, financial institutions, or other institutions both domestic and international with Contactless Payment Symbol can be used in MRT systems. The EMV Contactless card complied by payment scheme (such as Visa / Mastercard / other scheme) as prescribed by the MRTA and/or the BEM (Except Welfare card 4.0) and card status that not either suspend or expired is applicable.

2) Card issuing, value adding, and pass product issuing are unable to process on the EMV Contactless card at Ticket Office, Ticket Vending Machine, and also Activate Value Machine in MRT system.

3) The Passenger able to create an account as registered passenger and link EMV Contactless card, unlimited of one's account, to check trip history status/payment status, and other self-service, by using denied card personal details via website www.mangmoomemv.com and/or https://metro.bemplc.co.th/emv-contactless or other channel as prescribed by the MRTA and/or the BEM.

4) The Passenger can travel by EMV Contactless card without create account, as unregistered passenger in MRT system, according to condition as prescribed by the MRTA and/or the BEM. Nevertheless, the unregistered passenger will not get the additional benefit (e.g. the refunding of excess), according to condition as prescribed by the MRTA and/or the BEM.

5) For using EMV Contactless card in MRT system, the passenger acknowledge and comply by using conditions for MRT System and consent to collecting, using, disclosing, and storing the travelling data according to the procedures as prescribed by the MRTA and/or the BEM.

6) For parking fee discount at Park and Ride building, passenger can use MRT/MRT Plus or Park & Ride card to travel in MRT system and pay for parking fee by using the same card instead of EMV Contactless card.

7) EMV Contactless card shall be charged by using the Adult fare as announced at that time.

8) Fare calculation for incomplete journey due to lost card, or damage card, or technical problem, or different cards used to travel in MRT system shall be charged by maximum integrated fare rate applicable by the MRTA and/or the BEM at that time for each leg of the journey. The passenger who created the user account shall be able to make a dispute request with related evidences within specified period of time; i.e. 60 days. If the request is approved; the fund will be transferred to passenger's card account within period prescribed by the MRTA and/or the BEM.

9) In case of passenger unable to use EMV Contactless card in MRT system by any condition such as denied card or card cannot be charged or technical issues. Passenger shall contact the card issuer to verify the card status. The EMV Contactless card can be reactivated for traveling in MRT system according to the conditions as prescribed by the MRTA and/or the BEM.

5. The passenger who has entered into and exited from the paid area within the same station shall pay the fare at the rate pursuant to the type of Token and Card charged by the MRTA and/or the BEM at the time. The fare shall be exempted in the case that the passenger who uses the Token/MRT Plus Card/ MRT Card has not yet exited from the paid area and stayed in the paid area less than or equal 5 minutes or the case that the passenger who uses the EMV Contactless Card to enter and exit the MRT system within 5 minutes.

6. Any passenger who has stayed in the paid area longer than the specified period shall pay surcharge as prescribed by the MRTA and/or the BEM. In any case, for the passenger who is holding the Welfare Card 2.5, the MRTA and/or the BEM reserve the rights to charge fee in Cash only.

7. The passenger who has lost the Card or the Token during the journey shall pay surcharge to the MRTA and/or the BEM at the rate and procedures as prescribed by the MRTA and/or the BEM before exiting the paid area.

8. The entry into or exit from the paid area:

8.1. The entry into or exit from the paid area for the Token/MRT Plus Card/ MRT Card will be recorded in Ticket but EMV Contactless Card recorded on central system, which will be deemed as a correct and absolute evidence. The Ticket will be recorded the entry into and exit from the paid area for each journey. Each Token or each Card shall be used for one person travelling only. If any passenger is suspected to incorrectly use the Ticket, e.g. the passenger who is in the paid area without entry record or use the different cards to travel in one journey. In such event, the MRTA and/or the BEM reserve the rights to charge surcharge at the rate and procedures as determined by the MRTA and/or the BEM.

8.2. If any passenger whose his/her behaviour of ticket, or anyone rather than the Registered Cardholder uses the Ticket, in violation of the laws or conditions which results in the fare is not being paid in full price, the MRTA and/or the BEM reserve the rights to confiscate Ticket without refunding any remaining trip stored on the ticket, and to charge fees at the rates and procedures as prescribed by the MRTA and/or the BEM.

8.3. If any passenger does not use the Ticket in travelling which caused the fare not being paid, the MRTA and/or the BEM reserve the rights to charge fees at the rates and procedures as prescribed by the MRTA and/or the BEM.

8.4. If the stored value in the token exceeds the fare that the passenger is actually used in the journey, the MRTA and/or the BEM reserve the rights to not return the remaining amount.

8.5. The staff and/or the officer of the MRTA and/or the BEM reserve the rights to confiscate the card for card/card data inspection if any passenger is suspected on his/her behaviour of card usage and/or the passenger is suspected on his/her usage of lost or stolen card.

9. Replacement and Refunding of Tickets

9.1 The unused Token with good condition (not chipped/chapped/broken/cracked; not issued by Welfare card 4.0), whether it has been tapped at the automatic entry gate or not, can be refunded in cash according to the stored value in the Token which will be deemed as correct and absolute evidence. In any case, if the Token is destroyed or damaged, the MRTA and/or the BEM reserve the rights to charge surcharge at the rate and procedures as determined by the MRTA and/or the BEM.

9.2 The refund as prescribed in Clause 9.1 must be undertaken within the working hours of the ticket office as prescribed in the schedule at the end of this notification. The Token shall be returned to staff at the ticket office in accordance with the procedures and methods as determined by the MRTA and/or the BEM.

9.3 The refund of the Card in the MRT Purple Line system can be made for both the MRT Plus Card and the MRT Card, which the refundable condition is applied in its card type's business rules or the approval has been made later. The Card can be refunded at the ticket office of the MRT Purple Line station during the working hours or elsewhere as determined by the MRTA and/or the BEM. If the Card has been registered, the Registered Cardholder authentication needs to be undertaken before the refund of the Card according to the procedures as prescribed by the MRTA and/or the BEM.

9.4 The Card with normal card face that can be refundable is Adult Card, Child Card, Elder/Senior Card, Student Card, and other cards specified by the MRTA and/or the BEM.

9.5 The request for refunding the Card will be made at demand of the passenger (except where the non-refundable condition is applied) by the MRTA and/or the BEM reserve the rights to charge any relevant fees pursuant to the Terms and Conditions for Issuing Tickets. The Deposit, together with the remaining travelling value, will be returned to the passenger (if any). The remaining travelling trips are non-refundable. The request for refunding the Ticket will be made pursuant to the conditions as prescribed by the MRTA and/or the BEM. The MRTA and/or the BEM may determine the conditions in relation to the refund of remaining value (including the Deposit) in cash at the station. If the Card has been registered, the bank account that is a refund channel shall have the same name as the registered name on Cardholder registration, unless in the event that the different bank account is indicated, or the Registered Cardholder who is Child and does not have his/her own bank account can use the bank account of his/her parent. For the cash reimbursement at the MRT station, the receiver shall have the same name as the registered name on Cardholder registration, unless in the event that the receiver's name is indicated on the power of attorney attached with copy of identification card of grantor and attorney. In the event that the different bank account is indicated, copy of bank account and copy of identification card of Registered Cardholder and bank account's owner is needed as the evidence specified with the allowance for the BEM to transfer the remaining stored value from the Card of Registered Cardholder to the indicated bank account, and bank account's owner acknowledge the transfer.

9.6 In the event that the Card is specified as refundable and contains physical damage, e.g., broken/bended, scratched, nicked, ripped, drilled, scratch written, and etc., the passenger may request for the refund of the Card if its remaining stored value can be verified. The remaining travelling value will be returned without the Deposit/the remaining travelling trips (if any) except for the case that the Card is obscured.

9.7 In the event that there are technical problems with the Card or the Card is not functional and such problem cannot be remedied at the ticket office, the passenger may request to refund the Card and then remaining travelling value and the Deposit/the remaining travelling trips (if any) will be returned unless in the event that the remaining stored value in the Card cannot be verified, the MRTA and/or the BEM reserve the rights to not return such remaining travelling value and the Deposit/the remaining travelling trips (if any) to the passenger.

9.8 The replacement or substitution of the Card in the MRT Purple Line System will be replaced only the MRT Plus at the ticket office during the working hours or at any other place as determined by the MRTA and/or the BEM. If the Card has been registered, the Registered Cardholder authentication needs to be undertaken before the substitution of the Card according to the procedures as prescribed by the MRTA and/or the BEM.

9.9 The Card that is requested to be replaced or substituted must be the Card that almost reaches its expiry date or the Card that has technical dysfunction which makes it unreadable and the serial number of such Card has not yet been destroyed. The MRTA and/or the BEM reserve the rights to charge any relevant fees pursuant to the Terms and Conditions for Issuing Tickets.

9.10 The Welfare Card 2.5 cannot be refunded or replaced at any stations of the MRT system (contact Welfare Card Customer Centre, +66(0)21092345, Monday to Friday, 08:30 hr. to 17:30 hr.).

9.11 For the Card (except Co-Brand Card, Welfare Card 2.5 and Park & Ride Card) that has been registered and then lost, the passenger can make a request to refund the remaining stored value on card by showing the identification evidence at the ticket office located in the MRT system or elsewhere as determined by the MRTA and/or the BEM according to the rates and procedures as prescribed by the MRTA and/or the BEM. The lost card will be blacklisted in the MRT System within 24 hours since the notification, and the remaining value (i.e., remaining travelling value and the remaining travelling trips (if any)) except the Deposit that stored after the Blacklist will be refunded. The MRTA and/or the BEM will not responsible for any damages or changes of stored value on card which occurred before the blacklist.

9.12 EMV Contactless Card cannot be refunded or replaced at Ticket Office in MRT system. The passenger can contact the card issuer (e.g., Bank or Financial institution) for refunding or replacing.

10. The MRTA and/or the BEM do not give warranty to the correctness and completeness of the Tickets that are not issued by the MRTA and/or the BEM or by the authorized representative.

11. The passenger who used to receive special privileges as determined by the MRTA and/or the BEM but such privileges should have ceased to be effective on the relevant date, for examples, the passenger that used to be student but has graduated and etc. Such passenger would no longer be able to use such particular type of Card because it will be against the terms of use. In such event, the passenger will be entitled to return the Card at the ticket office.

12. The MRTA and/or the BEM reserve the rights to not allow the Card to be used for purposes other than paying the fare/the parking fees in the MRT Purple Line and paying the fare/the parking fees in the MRT Blue Line pursuant to the conditions on the Ticket issuance.

13. Any person who uses the Token or the Card wrongfully or in violation of the conditions on the ticket issuance and causes damage to the MRTA and/or the BEM, the MRTA and/or the BEM reserve the rights to pursue legal proceedings. In the event that the MRTA and/or the BEM deem necessary to launch the investigation, the MRTA and/or the BEM reserve the rights to confiscate the Token/the Card until the investigation is complete.

14. The MRTA and/or the BEM reserve the rights to amend or change the conditions on the ticket issuance. The MRTA and/or the BEM will publicly announce such amendment and change in the next occasion.

15. The procedures and method for issuing the Tickets of this notification shall be in accordance with the MRTA and/or the BEM.

Announced on 1st May 2022

Effective from 31th May 2022 onwards until further notice

Schedule to Notification on the Terms and Conditions for Issuing Tickets

Schedule 1 Working hours

Reference	Issues	Time (Monday - Friday)	Time (Saturday – Sunday and Public Holiday)
4.1 (1)	Working hours of the station	05.30 hr. to 24.00 hr.	06.00 hr. to 24.00 hr.
	Opening hours of the ticket vending machine	05.30 hr. to 23.50 hr.	06.00 hr. to 23.50 hr.
4.1 (6)	Working hours of the MRT	05.30 hr. to 24.00 hr.	06.00 hr. to 24.00 hr.
4.2.1 (1)	Working hours of the ticket office	05.30 hr. to 24.00 hr.	06.00 hr. to 24.00 hr.
4.2.1 (3)	Opening hours of the activate value machine	05.30 hr. to 23.50 hr.	06.00 hr. to 23.50 hr.
4.2.1 (5)/ 4.2.1 (15)	Working hours for credit card/debit card/QR Code payment	05.30 hr. to 24.00 hr.	06.00 hr. to 24.00 hr.
4.2.1 (16)	Working hours for the parking	05.00 hr. to 01.00 hr. (next day)	05.00 hr. to 01.00 hr. (next day)

Remark: Working hours may be adjusted suitably in some periods, of which the notices will be provided at stations.

Schedule 2 Smart Cards of the MRT Plus Card / MRT Card

Reference	Issues	Amount
4.2.1 (2)	Initial value of the Cards	
	1. Adult Card, Student Card, Child Card, and Senior Card	
	1.1 With Travelling Value	180 Baht (with travelling value at 100 Baht, the Deposit at 50 Baht, and the issuance fee at 30 Baht)
	1.2 With Trip Product(s)	The designated price of trip product(s) plus 80 Baht (the Deposit at 50 Baht, and the issuance fee at 30 Baht)
	2. Business Traveller Card and Co-Brand Card	As determined by the MRTA (No Deposit)
4.2.1 (5)	Maximum value of the Card	
	1. Adult Card, Student Card, Child Card and Senior Card	Not exceed 2,000 Baht
	2. Business Traveller Card and Co-Brand Card	Not exceed 10,000 Baht
	3. Park & Ride Card	Not exceed 0 Baht

Reference	Issues	Amount
4.2.1 (5)/ 4.2.1 (15)	Minimum value that can be paid by credit card/debit card/prepaid card (unlimited number of Card issuance or top-up)	300 Baht
9.3/9.4/ 9.10/9.11	The refund of remaining value in the Card (including Deposit)	
	1. Adult Card, Student Card, Child Card, and Senior Card	If the remaining value is less than 300 Baht the refund must be paid in cash at the station. If the remaining value exceeds or equal to 300 Baht, the refund can be made via transferring to the domestic bank account of the passenger within 14 working days.
	2. Business Traveller Card	Non-refundable at any events (except the condition that the card has technical problem, unreadable card (but no physical damage or broken) or Registered Business Traveller Card is lost)
	3. Co-Brand Card	Non-refundable at the station (contact any partner that issued the card)
	4. Park & Ride Card	Non-refundable at the station (contact any parking building/area that issued the card)
	5. Welfare Card	Non-refundable in any events (contact Welfare Card Customer Centre)

Schedule 3 Terms of use of the Token, the Card (MRT Plus Card/MRT Card), and the Pass

Reference	Issues	Time
4.1 (6)	Validity Period of the Token	Within the issue date
4.2.1 (13)	First date of use of the Pass from the top-up date	Within 45 days
4.2.1 (14)	Validity Period of the Pass	According to the type of Trip Pass
4.2.1 (25)	Expiry date of the non-used Card	Exceeds 2 years since the last card usage
4.2.1 (26)	Lifetime of the Card	10 years

Schedule 4 Permitted period for staying in the paid area and the fees for staying beyond such permitted period

Reference	Distance from the departure station and the arrival station	Total period spent in the paid area must not exceeds	Surcharges [1)/2)]
6	Within the same station or all stations	180 minutes	The maximum integrated fare rate applicable by the MRTA and/or the BEM at that time

Remark: 1) The maximum integrated fare means the full fare for cross line transit between Purple line and Blue line

2) The MRTA and/or the BEM reserve the rights to charge any surcharges as considered.

Schedule 5 Fees or Surcharges

References	Cases	Fees or Surcharges [1)/2)) /3)/ 4)]
4.1(9)/ 4.2.1 (24)/ 4.2.2 (8)	Token/ MRT Plus Card/ MRT Card/ EMV Contactless Card is damaged or broken in the paid area	The maximum integrated fare applicable by the MRTA and/or the BEM at that time
4.2.1(2)	The issuance of Adult Card, Student Card, Child Card, and Senior Card	30 Baht
4.2.1(24)/ 9.6	The Card is damaged or broken (broken/bended, scratched, nicked, ripped, drilled, scratch written, and etc.)	50 Baht
4.2.2 (8)	The Card (EMV Contactless Card) is damaged or broken	contact the card issuer
9.11	The value examination on Card lost (for Registered Card (MRT Plus /MRT Card))	100 Baht
4.2.2 (8)/ 7	The Token or the Card (MRT Plus Card/MRT Card/EMV Contactless Card) was lost in the paid area	The maximum integrated fare applicable by the MRTA and/or the BEM at that time
4.2.1(25)/ 9.5	The Card (MRT Plus /MRT Card)[5)] that exceeds 2 years non-use period (The card is not used for two years since the last card usage. The remainder of a year shall be considered as one year) whether there is a request for refunding the card or not.	50 Baht per year beginning from 2 years after the last card usage, and not exceeds the remaining value including the deposit in the card (In case there is a request of refunding, if the remaining value can be verified, the procedures of refunding the card value will be applied)

References	Cases	Fees or Surcharges [1)/2)) /3)/ 4)]
4.2.2 (8)/ 8.1	Use the Card (MRT Plus Card /MRT Card/EMV Contactless Card) to travel in the system not in accordance with the step of use (no entry record but the passenger is in the paid area)	The maximum integrated fare applicable by the MRTA and/or the BEM at that time
4.2.2 (8)/ 8.1	Use the Card (MRT Plus Card/MRT Card/EMV Contactless Card) to travel in the system by tapping the different cards to entry and exit the system	The maximum integrated fare applicable by the MRTA and/or the BEM at that time
8.2	Travelling or allowing anyone to use Ticket for travelling in the system by using the Ticket in violation of laws or conditions which results in the fare is not being paid in the full price	Not exceed 30 times of the maximum integrated fare applicable by the MRTA and/or the BEM at that time and the MRTA and/or the BEM reserve the rights to confiscate Ticket without refunding any remaining trip stored on the ticket
8.3	Travelling in the system by not using Ticket which results in the fare was not paid at all	Not exceed 30 times of the maximum integrated fare applicable by the MRTA and/or the BEM at that time

Remark:
1) The maximum integrated fare means the full fare for cross line transit between Blue line and Purple line.
2) The MRTA and/or the BEM reserve the rights to charge any surcharges as considered.
3) The card usage means the transaction made on card including the card issuance, the purse value/trip pass top-up, the entry and/or exit with the card, the card replacement, the card adjustment.
4) In case the card (MRT Plus /MRT card) is damaged or broken or lost, the surcharge shall be applied by collecting from the card deposit first, and then if the card deposit is insufficient, further from the remaining travelling value in card and/or the money from the passenger.
5) The surcharge shall be exempted in staff card type for MRT Plus card

Schedule 6 Services for MRT Plus Card / MRT Card and Welfare Card 2.5

References	Services	MRT Plus Card	MRT Card	Welfare Card 2.5
4.2.1(1)	Card issuance	✓	✗	✗
4.2.1(3)/ 4.2.1(5)	Purse Value top-up	✓	✓	✓[1)]
4.2.1 (9)	Top-up for Multiline Pass	✓	✓	✗
4.2.1 (9)	Top-up for Purple Line Pass	✓	✓	✗
4.2.1 (9)	Top-up for Blue Line Pass	✓ (only at Tao Poon)	✓ (only at Tao Poon)	✗
9.3/9.11	Card Refund	✓	✓	✗
9.6	Card Analysis	✓	✓	✓
9.8	Card Replacement	✓	✗	✗

Remark: ✓ = Service is available. ✘ = Service is not available.

[1] Welfare Card 2.5 and 4.0 cannot be topped up at the ticket office or the ticket vending machine of the MRT Purple Line. (The method for Welfare Card 2.5 topping up is according to 4.2.1(6))

Schedule 7 EMV Contactless card Operation

References	Cases	Operation
4.2.2 (7)	Fare Calculation	Using the Adult Fare rate by the MRTA and/or the BEM announced at that time
4.2.2 (3)	Complete Journey [1]	Using the distance based adult fare rate by the MRTA and/or the BEM announced at that time
4.2.2 (3)/ 4.2.2 (8)	Incomplete Journey [2]	Using the maximum integrated fare rate by the MRTA and/or the BEM announced at that time (for each leg of the journey of the card)
4.2.2 (3)	Normal Transaction History Checking	Trip history can be checked after the journey end.
4.2.2 (3)	Unusual Transaction History Checking	Trip history can be checked on the 4th day after the journey end.
4.2.2 (3)	Transaction History Checking/ Fare Collection History	- Unregistered passenger can check trip history back to 7 days counting from the checking date - Registered passenger can check trip history back to 60 days counting from the checking date
4.2.2 (8)	Disputation for Unusual Transaction	Allowance period of dispute within 60 days of the journey.
4.2.2 (8)	The result consideration or refunding depends on card type	Refunding depends on card type within 14 days counting from the disputation date
4.2.2(9)	Card Cancellation due to card blacklisted	Waiting period is approximately 6 hours after the card presented at the Automatic Gate
4.2.2 (3)	Channel for Registration / Checking / Disputation [3]	Via website www.mangmoomemv.com Or website https://metro.bemplc.co.th/emv-contactless Or other channels according to the BEM and/or the MRTA

Remark: [1] The journey that has both entry and exit information at automatic gate.

[2] The journey that has either entry or exit information at automatic gate. The fare calculation will use the maximum integrated fare rate to compute with all each leg of incomplete journey.

[3] The Channel for registration / checking / disputation means the Channel of the user account registration / the Channel of transaction history checking/fare collection history/card cancellation status and the Channel of disputation and checking its result consideration/status of refunding.

Attachment on Responsibility of the Registered Cardholder

(for MRT Plus Card / MRT Card)

1. The Registered Cardholder shall strictly comply with all the rules, conditions, policies, instructions, notices, and guidelines regarding to the use of MRT Plus Card and/or MRT Card as announced or to be announced by the MRTA and/or the BEM.

2. The Registered Cardholder shall not use or allow anyone to use MRT Plus Card and/or MRT Card for any illegal purposes or in violation of the laws or ticketing conditions.

3. The Registered Cardholder agrees and consents that the MRTA and/or the BEM deduct the stored value on MRT Plus Card and/or MRT Card to pay for fare and/or fees on the card usage in violation of the conditions or wrongfully card usage along with any relevant fees incurred from the card usage.

4. The Registered Cardholder shall not conduct, or shall not consent or allow anyone to copy, duplicate, modify, alter, change or affix the MRT Plus Card and/or the MRT Card on the physique of the Card along with firmware, software, program and data recorded in electronic chip. The action occurred will be considered as civil and criminal offence, the MRTA and/or the BEM shall not acknowledge any transactions, or not make the refund of stored value on the card or deposit (if applicable). In additions, the MRTA and/or the BEM reserve the rights to claim costs, expenses, losses and damages incurred.

5. The Registered Cardholder shall take proper care of the MRT Plus Card and/or MRT Card to avoid damage and not to deface, damage and/or destroy the card, including but not limited to the scratched, nicked, ripped, broken, cut, bended, drilled or punctured.

6. The Registered Cardholder shall not conduct, or shall not allow anyone to delete, affix, print, attach, place and/or alter the Engrave ID as well as any words, notices, trademarks, trade names, objects, artwork, design and/or any other material on the MRT Plus Card and/or MRT Card.