

**How can I get a SuperGold Card?**

The SuperGold Card is available to all New Zealanders 65 years and over who are permanently resident in New Zealand. It is automatically issued to those who receive New Zealand Superannuation or the Veterans Pension.

If you have not received your card, or if you have misplaced it, contact the SuperGold Card Centre:

- phone 0800 25 45 65
- e-mail [info@supergold.govt.nz](mailto:info@supergold.govt.nz)
- download a copy of an application from [www.supergold.govt.nz](http://www.supergold.govt.nz)
- or you can also apply for a card at any Work and Income Service Centre.

**About CityLink Whangarei****Bus routes**

CityLink Whangarei buses travel to and from central Whangarei (Rose Street terminal) to Tikipunga/Kamo, Otangarei, Raumanga/Morningside, Onerahi and Maunu. There is also an inner-city CBD shuttle that travels between Rose Street and Okara Park (outside Countdown).

**For more information**

For more information about CityLink Whangarei services or for a bus timetable please contact Northland Regional Council, phone 0800 002 004 or visit [www.nrc.govt.nz/bus](http://www.nrc.govt.nz/bus)

CityLink is operated by NorthBus, which is located at 117 Port Road, Whangarei. Please feel free to contact NorthBus staff on 438 7142 for up to date running times if you have a specific appointment time to meet.

**Putting Northland first**

36 Water Street, Whangarei.  
Private Bag 9021, Whangarei Mail Centre,  
Whangarei 0148, New Zealand.  
Telephone: 09 438 4639 Facsimile: 09 438 0012  
Email: [mailroom@nrc.govt.nz](mailto:mailroom@nrc.govt.nz)  
Freephone: 0800 002 004  
24/7 Environmental Hotline: 0800 504 639  
Website: [www.nrc.govt.nz](http://www.nrc.govt.nz)

# Welcome aboard all SuperGold Card holders

Show your card to the driver  
and travel off-peak for FREE



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Putting Northland first

# Welcome aboard



**Great news ... simply present your SuperGold Card when you board a CityLink Whangarei bus and your off-peak travel is FREE.**

## What services are free?

SuperGold Card holders can travel free between 9.00am and 3.00pm, and after 6.30pm to the end of service on weekdays. Travel is also free at any time on Saturdays and public holidays.

*(The CityLink Whangarei bus service does not operate on Sundays, Good Friday or Christmas Day.)*

If you travel before 9.00am or between 3.00pm and 6.30pm on weekdays, you will need to pay the full adult fare.

## Do I need identification to travel for free?

Yes. You must show your SuperGold Card to the bus driver. No other identification can be accepted.

## Can I use my SuperGold Card to travel under the Total Mobility scheme?

No. The SuperGold Card concessions target scheduled off-peak public transport services only.



## Is free long distance travel also available?

No. Within Northland, your SuperGold Card can only be used for public bus transport travel within Whangarei.

## Can I use my SuperGold Card outside of Northland?

Yes. Card holders can use their card for travel on eligible buses, trains and ferries in other parts of New Zealand participating in the SuperGold Card scheme.

## What about disabled users of public transport?

All the buses in the CityLink fleet can be lowered (or 'kneel') if needed to make it easier to board. A ramp to make buses wheelchair accessible is also available and wheelchair restraints are fitted on each vehicle.

## Do international pensioners receive this concession?

No. This policy is only for New Zealand residents who hold a SuperGold Card.

## Using CityLink buses

### Catching the bus

You can only catch or hop off a bus at designated bus stops. To catch the bus wait at the stop you want, check the destination sign above the bus' front window to make sure you have the correct destination; stay on the footpath and signal its driver with a clear wave of your arm.

### Getting on the bus

Please let departing passengers get off the bus first. Enter the bus through the front door, keeping to the left. All the buses are low-floor and can be lowered on request. There's also a ramp to allow easy access - just ask the driver!

You must show your SuperGold Card before taking your seat.

### Signalling the bus to stop

All buses have two screens showing maps with the actual location of your bus as it travels. Automatic announcements are made as stops get close.

There are red buttons on the poles throughout all buses. Just push one to ring a bell that lets the driver know to drop you off at the next stop.

### Getting off the bus

Once the bus has stopped, move towards the exits, which the driver will open. It is okay to stay seated until the bus has come to a complete stop. Please remember the bus can only be lowered from the front, so if you require this service to board, we suggest you exit from the front also.

