

Passenger Refund Code

From 1 December 2024



Department
of Transport
and Planning

ptv.vic.gov.au

PUBLIC
TRANSPORT
VICTORIA **PT**>

Authorised by the Department of Transport and Planning, 1 Spring Street, Melbourne

The following information outlines the Passenger Refund Code, including how to apply for a refund.

Our Passenger Refund Code

myki is your ticket to travel on trains, trams and buses in Melbourne and many parts of regional Victoria.

To find out if you're eligible for compensation visit ptv.vic.gov.au or call **1800 800 007**.

According to our agreement with the Victorian Government, Yarra Trams will provide compensation if our monthly performance falls below set thresholds for punctuality (82 per cent) or reliability (98.5 per cent). Passengers with a myki pass valid for 28 days or more can apply for compensation.

Yarra Trams publishes performance results online at yarratrams.com.au, once they have been publicly released by the Department of Transport and Planning, typically no later than 10 days after the end of each month. Where results are published later than 10 days after the end of the month, Yarra Trams will extend the date passengers can apply for compensation equal to the number of days the results have been delayed.

To see how we're performing and find how to apply for compensation, see Yarra Trams Passenger Compensation Code or visit ptv.vic.gov.au.

Applying for a refund

Fill out a myki refund form

You can apply for compensation by filling out the myki refund form. You'll find a copy at metropolitan stations, staffed V/Line stations, PTV Hubs online at ptv.vic.gov.au or by calling **1800 800 007**.

PTV Hub locations:

- Southern Cross Station, Melbourne
- Bendigo Marketplace, Bendigo

Lodge your form

Send your completed form and any supporting documents to:

myki Mailbox
Reply Paid 4318
Melbourne VIC 8060

You don't need a stamp if you post the form within Australia.

