

How to Use PRESTO

PRESTO is an electronic payment system used on transit agencies across the Greater Toronto and Hamilton Area (GTHA), and Ottawa. PRESTO uses smartcard technology to give riders the most convenient fare payment possible.

1. Purchase a card

Purchase a PRESTO card online at PRESTOcard.ca or at one of the following Brampton Transit terminals or facilities:

- **Brampton Gateway Terminal**
501 Main Street South
- **Bramalea Terminal**
160 Central Park Drive
- **Clark Facility**
185 Clark Boulevard
- **Downtown Terminal**
8 Nelson Street West
- **Sandalwood Facility**
130 Sandalwood Parkway West
- **Trinity Common Terminal**
164 Great Lakes Boulevard

PRESTO cards are also available at select Shoppers Drug Mart stores; you may purchase a card, load funds or Brampton Transit monthly or weekly passes and set fare type. For more information on locations please visit prestocard.ca/shoppersdrugmart.

There is a \$6 non-refundable issuance fee upon purchase.

2. Load your card-

With PRESTO, you have the flexibility to load different products to your card. There are two types of PRESTO loads:

- **Add money (card balance):** Load a minimum of \$10 to your PRESTO card. You can have a maximum balance of \$1,000. When you ride, the fare for your trip is deducted from the balance stored on your card.
- **Add a monthly/weekly pass:** With a monthly or weekly pass, you can take an unlimited number of trips while the pass is active.

3. Create a My PRESTO Account

If you want to create a My PRESTO Account, wait 24 hours after purchasing your card from a Brampton Transit terminal or facility.

- Create your My PRESTO Account online at PRESTOcard.ca.
- 24 hours after creating your My PRESTO Account, you must tap on to **any** PRESTO-enabled device* within a 30 day period to complete the My PRESTO Account process. After 30 days, your My PRESTO Account will expire. If your My PRESTO Account expires, call 1-8-PRESTO-123 (1-877-378-6123) to reactivate it.

*PRESTO-enabled devices include:

- Balance Checkers at Brampton Transit terminals and facilities
- Ticket Vending Machines at Bramalea Terminal, Downtown Terminal and Mount Pleasant GO Station
- Fare payment devices on Brampton Transit buses

Only use the fare payment device to activate your My PRESTO Account if it is part of your trip, as it will deduct a fare upon the tap of your card. Alternatively, you can use a balance checker to activate your My PRESTO Account if you are not travelling at that time.

Note: If you are an adult and do not want to create a My PRESTO Account, your card will stay as a default adult card without an Account (see Benefits of creating My PRESTO Account).

4. Setting discounted fares

Child*, Youth and Seniors – Although it is recommended you create a My PRESTO Account, cards without an account can be set with the Child, Youth or Senior discounted fares. The discounted fare can be set in person at the time of purchase at a Brampton Transit terminal or facility.

*If a child uses a PRESTO card, on the child's 13th birthday, the fare category on the card automatically switches from Child to Adult. Customers between the ages of 13-19 qualify for the Youth fare category; visit a Brampton Transit terminal or facility to set it to Youth.

Use your PRESTO card to pay for additional passengers – After tapping your PRESTO card on a fare payment device, notify the Operator that you would like to pay for additional passengers. The Operator will key in additional passengers and request you tap your card onto the Operators' PRESTO device to deduct the fares.

Note: Additional passengers will be charged the cost of an adult ride.

Benefits of creating My PRESTO Account

By creating a My PRESTO Account you can:

- **Protect your balance** if your card is lost or stolen. You can cancel your card and transfer the balance to a replacement card.
 - Report a missing card to PRESTO and have it cancelled. You will be responsible for the funds spent within 24 hours of reporting the loss. You must purchase a replacement card and load a minimum of \$10 onto the card. Do NOT create a My PRESTO Account for your new card. Twenty-four hours after cancelling the card and obtaining your new card, go online or call the PRESTO Call Centre at 1-8-PRESTO-123 (1-877-378-6123) to have the funds transferred from your old card.
- **Set up Autoload or Autorenew** to automatically reload your card.
 - Autoload will reload your PRESTO card automatically through your bank account or credit card, when your balance drops below a dollar amount chosen by you.
 - This dollar amount must be between \$5 and \$60. The minimum amount you can autoload is \$20, up to a maximum of \$980.

Note: The minimum and maximum amounts are subject to change by PRESTO without notice. Your new balance will show up immediately on your card.

- **Review your transaction history.**
 - Track your balance and access your usage history.
- **Emergency Trip**
 - A customer without sufficient funds is entitled to a single tap on with a two-hour transfer from the time of issue.

The card will drop into a negative balance and will automatically be cleared the next time you load your card. Negative balance settlement is \$0.25 at the time of reload.

Important Note: After you have cancelled a card, you can order a replacement PRESTO card online, or purchase a new card in person for \$6 (a minimum of \$10 is required to be added to the card balance), and transfer your current card balance to the new card.

It is important that you do not create a My PRESTO Account for your new PRESTO card; this will be done automatically through the replacement process.

Contact PRESTO

Phone: 1-8-PRESTO-123 (1-877-378-6123)

Online: PRESTOcard.ca

