

Compass Customer Guide





Welcome to Compass, the reloadable fare card that works everywhere on transit.

Compass is convenient, easy to use, safe and secure—and it's all of these things right in the palm of your hand. Now you can load fare products onto one card, and tap your way across the system. Let's get started!



Step 1: Register your Compass Card

We encourage you to register your card at compasscard.ca or by calling 604.398.2042.

REGISTRATION BENEFITS



Balance Protection

If your Compass Card is lost or stolen, any product on your card is protected. Once reported lost or stolen, the balance is “frozen” and can be transferred to a new card or refunded upon request.



AutoLoad

Never worry about rushing to buy next month’s pass or your balance running low. With AutoLoad, you can set automatic Monthly Pass renewals and top-ups when your Stored Value balance drops below five dollars.



Manage Your Account

Securely store payment information for future purchases and access your transaction history. You can also register multiple cards to one account—making it easy to manage family members’ cards too.

Step 2: Load your Card



Online at
compasscard.ca

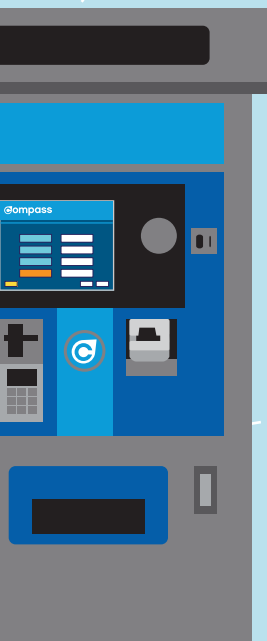


At a Compass Vending Machine*

Located at SkyTrain, SeaBus,
West Coast Express stations,
BC Ferries Tsawwassen and
Horseshoe Bay terminals and
18 London Drugs locations.



By calling
604.398.2042



* Note that Concession Cards are not available for purchase at Compass Vending Machines. They can be purchased at Compass Retailers, online or by phone.

ADDING PRODUCTS

Either separately or in combination:



Stored Value

It's just like adding cash, but when you pay with Stored Value, you get a discount over most cash fares. It's perfect for single trips and occasional use, offering flexibility and cost savings.



Passes

Load Monthly Passes, DayPasses and West Coast Express Return Passes directly onto your Compass Card.



U-Pass BC

Your U-Pass BC eligibility is determined by your post-secondary institution. If you meet the eligibility requirements, request your U-Pass BC each month at upassbc.translink.ca. Allow **24 hours** for U-Pass BC to be activated. **Remember to always carry your student ID.**



Allow **two hours** for Stored Value and passes to be loaded when purchased online or by phone.

Step 3: Tap in to start your trip

To validate your fare, tap in at all travel points and tap out at all travel points **except for buses**. When you tap out, the system calculates the fare zones you've travelled and charges you the correct fare. This applies to all products, including monthly passes.

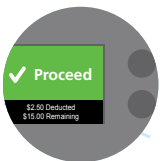
HOW TO TAP



Remove the card from your wallet to ensure other payment cards in your wallet aren't unintentionally charged.



Hold it flat against the card reader until you hear a beep and see a check mark to proceed.



When you tap out, the card readers indicate the fare deducted, the remaining balance and the date the pass expires.*

*This information will appear on your first tap upon boarding a bus.

Tap your card, not your wallet.

Our card readers accept contactless payment cards and mobile wallets. To avoid card clash, tap only your Compass Card to ensure other payment cards in your wallet aren't unintentionally charged.

WHERE TO TAP



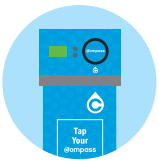
On buses

Tap in at the card reader located near the bus doors when boarding. **You do not need to tap out when exiting.**



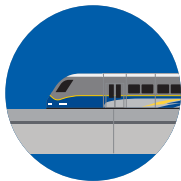
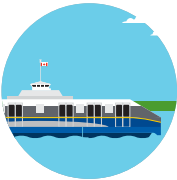
SkyTrain and SeaBus

Tap in and out at the fare gates when entering and exiting, even if the gates are open.



West Coast Express

Tap in and out at the validators when entering and exiting.



WHICH PRODUCT IS USED FIRST?

When you have multiple products on your card, the system uses passes first (Monthly, followed by a DayPass or a West Coast Express Return Pass), and then Stored Value if needed.

NEGATIVE BALANCE

For your convenience, you can dip into a negative balance as long as you have \$0.01 on your card when you start your journey, or \$4.50 if travelling on West Coast Express. When your balance is low, or you need to travel extra zones, you have the security of making that one trip. You'll simply need to top-up your card with Stored Value before starting your next trip.

TRANSFERS

You can transfer for up to 90 minutes across all modes on a Stored Value fare (120 minutes for West Coast Express fares and 180 minutes for customers travelling to Bowen Island). When transferring, simply tap in to validate your fare.

Caring for your Compass Card

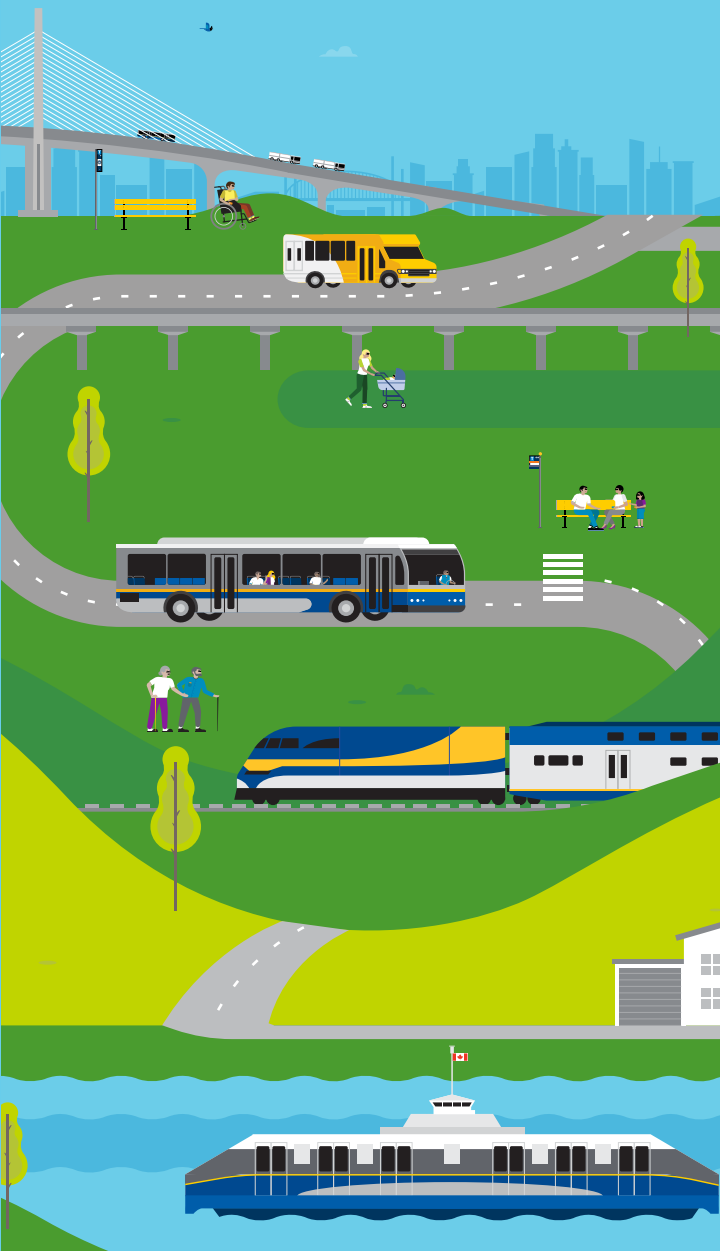
Your Compass Card has a chip and antenna inside, so please don't puncture or bend your card. Always remove your Compass Card from your wallet when you tap, as other cards may cause interference.



Privacy and Compass Card Terms and Conditions of Use

Your Compass Card only stores the product and value on the card, its serial number, and the time, date and location of recent activity. No personal information is stored on the card.

TransLink is committed to ensuring that your privacy and personal information are protected. To view our Privacy Policy or the Compass Card Terms and Conditions of Use, visit [compasscard.ca](https://www.compasscard.ca).





Compass Website

To order, register, load or check the balance on your card, visit compasscard.ca

Compass Customer Service

Phone:

604.398.2042 | 1.888.207.4055

6:30 a.m. to 11:30 p.m., 7 days a week

In-person:

TransLink Customer Service Centre

At Waterfront Station, Vancouver

Mon.–Fri. 9 a.m. to 5 p.m. excluding holidays