

Your CANDOCARD

You can use your Cando card just like a Metrocard on any Metro bus or ferry service in Greater Christchurch, including school buses.

IMPORTANT: Register your Cando card for contact tracing

Contact tracing is still required. Help us to support COVID-19 contact tracing efforts by creating an online account and registering your card.

How to create an online account

Head to metro.co.nz. To access services for the first time, please call Metroinfo on 03 366 88 55 to receive a registration code. If you already have an online account for your current Cando card then you can use your existing card number until 31 March. After 31 March, you should use your new Cando card number with your existing password.

Activate your Cando card by topping up

Top-up online: Top-up any amount from \$10-200 using your online account at metro.co.nz.

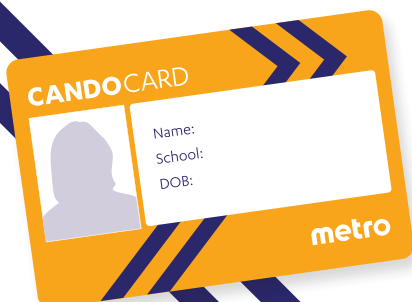
Top-up as you board: Top-up in \$10 amounts (e.g. \$10, \$20, \$30), using cash only. Give your Cando card and the money to the driver and they will top-up your card for you.

Top-up at the Bus Interchange or a Metro agent: Top-up any amount from \$10-200. Visit metro.co.nz to find your nearest Metro agents.

Get free daily and weekly travel

Your Cando card is not only at least 25% cheaper than paying cash on the Metro services, it also automatically caps how much you pay each day and over a week. Once you have reached your daily or weekly maximum, your travel for the rest of the day/week is free.

Fare type	Single fare	Daily maximum	Weekly maximum
Zone 1	\$1.50	\$3.00	\$15.00
Zone 2	\$2.15	\$4.30	\$21.50
Zone 3	\$2.60	\$5.20	\$26.00



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Your Cando card from last year will expire

Cando cards from the previous year are valid as a Metrocard until 31 March 2021.

On 31 March your old Cando card will expire and no longer be able to be used as a Metrocard. Any unused funds will automatically be transferred to your new Cando card. We recommend you make a \$10 top-up on your new card, as the transfer process can take up to a week to be completed.

Replacing a lost or faulty Cando card

Lost Cando card If you lose your Cando card, please ring Metroinfo on 03 366 88 55 immediately. We can block your card so that any funds remaining on the card cannot be used. You can then either replace the card with a Metrocard or a new Cando card.

Faulty Cando card If your Cando card is faulty when you use it on the bus, the driver will keep the card and give you a faulty card receipt. This will allow you to travel anywhere for the remainder of that day. You will then need to apply for a replacement Cando card.

Get a replacement Cando card To get a replacement Cando card you will need to contact your school office.

Receive other discounts and offers using your Cando card

Present your Cando card to one of the retailers and suppliers listed at candocard.co.nz and receive great discounts and offers. More offers will be added throughout the year.

No Cando card this year?

If you have left school and didn't get a new Cando card, or choose not to get one, you can purchase a Metrocard to ensure you continue receiving discounted travel. A Metrocard cannot be used as ID and doesn't have the other benefits of a Cando card.

Getting a Metrocard

A Metrocard costs \$5 and can be ordered at metro.co.nz. Alternatively, you can buy one from the Metroinfo counter at the Bus Interchange on the corner of Lichfield and Colombo Streets, or from one of our Metro agents.

Metrocards require a top-up of at least \$10. If you have lost your Cando card or it has expired, any remaining funds can be transferred onto your new Metrocard. You will need to bring some identification.

See more about Metrocards and where you can buy them at metro.co.nz

Handy travel tools

Next Bus: Find out when your next bus is due at your stop.

Journey Planner: Plan your bus trip with our journey planning tool.

Find these tools at metro.co.nz

For more information, head to metro.co.nz, call 03 366 88 55, or email metro@ecan.govt.nz

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