



06 MAY 2021

Dear

On 7 April 2021, you wrote to the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *All public information in regards to entitlement, discounted business transactions, public transport etc, that is in relation to Gold Card Entitlements.*

The SuperGold Card provides easy access to government concessions and discounts for everyday goods and services. The SuperGold Card is issued, free of charge, to all eligible seniors and veterans, and those under 65 years of age currently receiving New Zealand Superannuation or Veteran's Pension as a non-qualified partner. The SuperGold Card is issued automatically once a person has been granted New Zealand Superannuation, Veteran's Pension or to those aged 65 years or over who receive some other form of assistance from the Ministry.

Recipients of New Zealand Superannuation must meet an income test to qualify for a Community Services Card (CSC) unless they receive the Accommodation Supplement or are tenants of social housing. The CSC will generally be combined with a client's SuperGold Card if they qualify for both.

Your request for all information on SuperGold Card entitlements in written format is broad in scope and substantial manual collation would be required to locate and prepare more than 5000 SuperGold Card offers within scope of your request. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Please find enclosed, a list of 246 SuperGold Card offers and discounts for various businesses within the Dunedin region. We would also encourage you to keep an eye out for the SuperGold signage displayed in the businesses that offer a SuperGold discount. When a business joins the SuperGold programme, they are sent a welcome pack that includes SuperGold stickers.

Furthermore, in our regular communications with our SuperGold business partners, we remind them to be as visual as possible to promote that they are a SuperGold business partner. We have also recently sent all of our businesses additional SuperGold window and counter stickers for them to display.

Regarding your request for information on public transport offers, there has been a recent change in the Dunedin and Queenstown region and SuperGold Card holders are provided a SuperGold Bee Card to be used for free public transport. Please find enclosed, public information found on the Otago Regional Council website relating to the SuperGold Card Bee Card.

For more information on the SuperGold Card, please visit the following links to the SuperGold and Work and Income websites:

- <https://supergold.govt.nz/>.
- <https://www.workandincome.govt.nz/map/card-services/supergold-card/index.html>.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government
- to increase the ability of the public to participate in the making and administration of our laws and policies
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding SuperGold Card entitlements, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'PP. E/S', is written over the printed name of Bridget Saunders.

Bridget Saunders  
**Manager, Issue Resolution  
Service Delivery**



A B Automatics 1999 Ltd

**5% off**  
parts

[More info](#)



Central City Car Painters (1999) Ltd

**10% off**  
jobs

[More info](#)



CarpetPlus Curtains

**10% off**  
total invoice

[More info](#)



Sole Physiotherapy

**5% off**  
Services

[More info](#)



Gray's Studio

**10% off**  
services

[More info](#)



Headway Design

**Up to**  
25% off

[More info](#)



Bowler Menswear

**10% off**

[More info](#)



Lake Edge Holiday Units

**10% off**

[More info](#)



N F Smeaton & Sons

**10% discount**

[More info](#)



Westpac NZ Ltd

**No fees**  
on your transaction account

[More info](#)



Public Trust

**\$30 off**  
the fee for an Enduring Powers of Attorney

[More info](#)



ASB

**No fees**  
when you have your NZ Super paid into an ASB Omni account.

[More info](#)



Choice Hotels New Zealand

**5% off**  
off the Best Available Rate of the day

[More info](#)



InterCity

**Up to 20% off**  
standard adult Flexi Fares

[More info](#)



Dunedin City Council

**Free**  
parking permits

[More info](#)



Smiths Sports Shoes

**15% off**  
footwear

[More info](#)



BNZ

**No account fee**  
when you have your NZ Super credited into a YouMoney account

[More info](#)



Resene Paints Ltd

**15% off**  
selected decorating accessories

[More info](#)



Harrisons Energy

**20% off**  
Solar Panels, plus get Flybuys

[More info](#)



Noel Leeming

**Need help**  
- with your laptop or tablet?

[More info](#)





Gillions Funeral Service

**5% off**

[More info >](#)



OPSM

**15% off**

Lenses and Lens Products

[More info >](#)



Burger King NZ

**Free Tea or Coffee**

With any Purchase

[More info >](#)



Europcar

**15% discount**  
rental vehicle

[More info >](#)



I Love Merino Dunedin

**10% discount**

All non sale items

[More info >](#)



ANZ

**No Card Fee**

with a ANZ Visa Debit card

[More info >](#)



Resene Paints Ltd

**20% off**

Resene premium paint 500ml-4L

[More info >](#)



Guthrie Bowron

**5% off**

Paint & Woodcare

*Inspiration starts here.*

[More info >](#)



The Coffee Club

**10% off**

The Total Bill

[More info >](#)



T M Automotive Ltd

**10% off**

labour

[More info >](#)



Matthews Eyewear. Eyecare.

**\$10 off**  
your eye exam

[More info >](#)



School of Physiotherapy Clinics

**Savings**

for private and ACC clients

[More info >](#)



Dunedin Podiatry

**10%**

off orthotics and innersoles

[More info >](#)



VTNZ

**\$5 off**

WOF Inspections

[More info >](#)



ANZ

**No Fee**

on any new ANZ Credit card

[More info >](#)



Resene Paints Ltd

**20% off**

Wallpaper

[More info >](#)



Caltex

**Caltex Fuel**

up to 12 cents per litre (nationwide)

[More info >](#)



Mosgiel Garden Place

**10% off**

Plants Only

[More info >](#)



Mercari Limited

**5% off**

[More info >](#)



McCrimmon Law

**20% off**

all services

[More info >](#)





Dave Ward Mechanical

**10% discount**  
off labour

[More info >](#)



Avis Rent A Car

**10% off**  
on your next rental

[More info >](#)



Mains Plumbers

**20% discount**

[More info >](#)



Tokyo Auto Town

**5% off**  
services

[More info >](#)



Life Pharmacy Dunedin

**10% off**  
retail purchases

[More info >](#)



Barry Dell Plumbing

**10% discount**

[More info >](#)



Wright Plumbing & Drainage

**15% discount**

[More info >](#)



SBS Bank

**Reduced fees**  
for over 65's

[More info >](#)



Midas

**\$15 off**  
any service or repair over \$150

[More info >](#)



2degrees

**Save up to \$20**  
a month with 2degrees

[More info >](#)



PlaceMakers

**Great discounts**

[More info >](#)



Cruise Connections

**5% off**  
discount

[More info >](#)



Big Save Furniture

**30% off**  
Retail Price

[More info >](#)



Mad Butcher

**5% off**  
Everyday Low Prices

[More info >](#)



Ra Hair

**\$39**  
Blow wave special

[More info >](#)



Coast Realty - Mangawhai

**10% off**  
Selling commission

[More info >](#)



Speight's Brewery Tours

**20% Off**  
Speight's Brewery Tour

[More info >](#)



Whisper To The Birds

**20% off full price**  
Orokonu Ecosanctuary the easy way

[More info >](#)



Fable Hotels & Resorts

**15% off**  
our Website Deals

[More info >](#)



NPD Ltd

**Up to 15 cents**  
Per Litre Discount on Fuel Purchases

[More info >](#)



Fast Connect

**Free**

Credit on Power Bill up to \$150.00 & up to \$350.00 credit on Broad

[More info >](#)



Aburns Glass 2005 Ltd

**10% off**  
glass

[More info >](#)



LED360

**\$50**  
prezzy card

[More info >](#)



Spark NZ

**\$30 account credit**  
with Call Screen purchase

[More info >](#)



Craig Paddon Lawyer

**Free**  
Will

[More info >](#)



HookUp Fishing Charters

**25%**  
discount

[More info >](#)



Ecoelectric 2016 Ltd

**10% off**  
total price of supply & install of heat pumps

[More info >](#)



Rosies Gift and Homeware

**10%**  
discount

[More info >](#)



Mcrivor Plumbers Ltd

**5%**  
off

[More info >](#)



Dunedin Podiatry

**10%**  
off initial podiatry visit

[More info >](#)



Nevill Studios

**10% discount**  
framing services

[More info >](#)



City Walks

**10%**  
off

[More info >](#)



Mosgiel Combined Taxis Ltd

**5% off**  
taxi fares

[More info >](#)



Bay Audiology

**\$20 off**  
Full Diagnostic Hearing Tests

[More info >](#)



Bella Vista Accommodation Nationwide

**5% discount**  
per room per night

[More info >](#)



Pacific Radiology Otago Southland

**\$50 off**  
full price X-rays

[More info >](#)



Happyhire

**15% off**  
All products

[More info >](#)



Frames Footwear

**10% off**  
all full-price items

[More info >](#)



Carters Building Supplies

**Up to 15% off**  
most goods/products

[More info >](#)



Scenic Hotel Group

**23% off**  
Accommodation

[More info >](#)



Countdown

**5% discount**  
on Tuesdays at selected stores

[More info >](#)



OmniTech

**10% Off**  
All Mobile Phone accessories

[More info >](#)



Masgell Auto Services

**10% discount**  
off Warrant and Lubrication services

[More info >](#)



Frames Footware

**10% off**  
all products

[More info >](#)



Plants Land

**5% discount**

[More info >](#)



Back in Motion Physiotherapy

**Reduced rate**  
for private and ACC payments

[More info >](#)



Corporate Cabs Ltd

**10% off**  
the tariff applicable at the time of travel

[More info >](#)



Mr Rental Dunedin

**20% off**

[More info >](#)



Crawfords Souvenirs Limited

**12.5% off**  
the retail value

[More info >](#)



Shoes Unlimited

**10% discount**

[More info >](#)



Rhythmbot Cruises

**20% off**  
Sydney Harbour Cruise

[More info >](#)



The Edgewater Resort & Spa

**Savings**  
Complimentary room upgrade

[More info >](#)



Insultech Insulation

**12.5% off**

[More info >](#)



Clip Joint Hairdressing

**10% off**

[More info >](#)



Total Carpet Services

**10% off**

[More info >](#)



Caversham Hair Designs

**10% discount**

[More info >](#)



Bellamy's Gallery

**10% discount**

[More info >](#)



Kwibank

**No fees**  
for transactional banking

[More info >](#)



Kiwi bank

**Discounts**  
on home and contents insurance

[More info >](#)



Shoe Clinic

**\$20 off**  
all Footwear in-store

[More info >](#)





Newmans Coach Lines

**Up to 20% off**

[More info >](#)



Mainstay NZ Hotels

**Get 10% off**  
our Best Available Rate

[More info >](#)



Southern Taxis

**10% off**  
fares

[More info >](#)



ANZ

**No Fees**  
with a One ANZ Freedom account

[More info >](#)



Columbus Coffee

**Complimentary**  
hot beverage

[More info >](#)



Auto Care Workshops Ltd

**10% off**  
discount

[More info >](#)



Anderson's Exchange Pharmacy

**10% off**  
on any retail products

[More info >](#)



Hair Co MOSGIEL

**Discount**  
SuperGold Cardholders

[More info >](#)



Murrays Veterinary Clinic Ltd

**10% discount**  
on small animal consultations

[More info >](#)



VINZ

**\$8 off**  
The Normal Retail Price of WOF Inspections

[More info >](#)



RetroFit Double Glazing

**10% off**  
the quoted value

[More info >](#)



Indian Food Mart

**5% off**  
discount of total bill

[More info >](#)



Shop International NZ

**\$450 OFF**  
Mobility/Disability Vehicle with Swing-out Seat

[More info >](#)



Carpet Court

**10% off**  
all flooring

[More info >](#)



Dentistry on Musselburgh

**\$179**  
for examination, xrays and scale and polish and a goody bag

[More info >](#)



Craig Paddon Lawyer

**10% off**

[More info >](#)



La Poichetta

**10% off**  
Food and beverage

[More info >](#)



Begg Security Group Ltd

**10% off**

[More info >](#)



Chris Hollick Plumbing

**10% discount**

[More info >](#)



The Framing Factory

**10% off**  
all framing

[More info >](#)



Otago Glass Ltd

**10% discount**  
off products

[More info >](#)



Otago Dental Services

**\$100 off**  
when you refer a friend

[More info >](#)



New Zealand Post Limited

**Free Mail Redirections**  
service for 65+ (with ID)

[More info >](#)



Hertz

**15% off**  
Hertz daily rental rate

[More info >](#)



Foot Mechanics

**\$10 off**  
Podiatry Appointment

[More info >](#)



CurtainStudio

**30% off**  
Custom Lined Curtains and Roman Blinds

[More info >](#)



Thrifty Car Rentals

**10% off**  
the best rate of the day

[More info >](#)



RetroFit Double Glazing

**10% off**  
the quoted value

[More info >](#)



Mainstay NZ Hotels

**Get 10% off**  
our Best Available Rate

[More info >](#)



Indian Food Mart

**5% off**  
discount of total bill

[More info >](#)



Southern Taxis

**10% off**  
fares

[More info >](#)



Specsavers

**25% off**  
The Total Price of One Pair From \$169

[More info >](#)



Specsavers

**1/2 price eye test**  
with advanced 3D scan

[More info >](#)



Gecko Broadband

**\$5 per month discount**  
on all Broadband plans

[More info >](#)



ANZ

**No Fees**  
with a One ANZ Freedom account

[More info >](#)



The Dog Share Collective

**Free**  
Annual Subscription

[More info >](#)



Golden Chain Accommodation

**Get 10% off**  
our Best Available Rate

[More info >](#)



Sims Brothers (2017) Ltd

**5% off**  
servicing

[More info >](#)



Humanimals

**10% off**  
of all consultation fees for SuperGold Card members

[More info >](#)



Back in Motion Physiotherapy

**Reduced rate**  
for massage therapy

[More info >](#)



Klinkert Law

**15%**  
off

[More info >](#)



Finansure Ltd

**20%**  
discount

[More info >](#)



Brockville Pharmacy

**10%**  
off

[More info >](#)



HairVn

**\$9 off**  
men's haircuts

[More info >](#)



Corporate Box Containers

**5% off**  
sales or hires (online only)

[More info >](#)



Plumbing Plus

**Up to 20% off**  
all products

[More info >](#)



Pit Stop Ltd

**10% off**  
parts

[More info >](#)



Caversham Physiotherapy

**10%**  
off

[More info >](#)



Otago Regional Council

**Free**  
off-peak public transport

[More info >](#)



Spark NZ

**Gold mobile plans**  
designed exclusively for over 65s

[More info >](#)



Equality Products Ltd

**25% off**  
ComfortZone and X-ZONE products

[More info >](#)



Lomacs Hire and Service

**10% off**  
all things

[More info >](#)



Travelex

**Gold class**  
special deal for SuperGold cardholders

[More info >](#)



Hair In Place

**Savings**  
on haircuts

[More info >](#)



Ashton and Sons Ltd

**15%**  
off

[More info >](#)



Budget Rent A Car

**10% off**  
Budget daily rental rates

[More info >](#)



Kitchen Things

**\$25 - \$100 cash back**  
on purchases between \$500 - \$2000

[More info >](#)



Dilworth Hearing

**20% off**  
Full Diagnostic Hearing Assessments

[More info >](#)



Airtless Spraying Specialists

**10%**  
discount

[More info >](#)



Mandy Elliott LJ Hooker Real Estate Agent

**10% discount off**  
the Sale of your property

[More info >](#)





Chubb New Zealand

**\$100.00 Discount**

Two Months Free Medical Alarm Services

[More info >](#)



Lumino The Dentists

**10% off**

Dental Treatments

[More info >](#)



ASURE Accommodation Group

**\$100 off**

your 10th nights stay

[More info >](#)



Cove Insurance

**Free month**

when you purchase a comprehensive car insurance

[More info >](#)



Cartridge World

**5% off**

refill ink and toner cartridges

[More info >](#)



Albany St Pharmacy Ltd

**10% off**

retail products only

[More info >](#)



ProSouth IT Solutions

**10% off**

labour

[More info >](#)



Tres Amigos Contractor

**10% off**

services

[More info >](#)



Active Testing Solutions

**10% off**

everything

[More info >](#)



Wash Rite Otago

**15% off**

any service

[More info >](#)



TyreLAND

**Up to 30% off**

retail on selected goods

[More info >](#)



Greeves Masonry Services

**Free**

quote and call-out

[More info >](#)



About Health

**\$10**

off

[More info >](#)



Affordable Carpet Cleaning

**10%**

off

[More info >](#)



Southcoast Heatpumps & Electrical Ltd

**10%**

discount

[More info >](#)



Blair McNab Plumbing Ltd

**10%**

discount

[More info >](#)



Ashworth Electrical Ltd

**10%**

discount

[More info >](#)



Travelers

**Gold class**

special deal for SuperGold cardholders

[More info >](#)



HairVn

**\$9 off**

men's haircuts

[More info >](#)



Ray White

**10% off**

commission for sellers

[More info >](#)



The Edgewater Resort & Spa

**10% off**  
treatments

[More info >](#)



Ashton and Sons Ltd

**15% off**

[More info >](#)



New Zealand Post Limited

**Free Mail Holds**  
for the first four weeks

[More info >](#)



Triton Hearing Clinics

**Free hearing check**  
and hearing aid demonstration

[More info >](#)



Bridgestone

**\$10 off**  
Bridgestone or Firestone Branded Tyres

[More info >](#)



Kitchen Things

**\$25 - \$100 cash back**  
on purchases between \$500 - \$2000

[More info >](#)



Westpac NZ Ltd

**First annual fee waived**  
on new hotspots Mastercard or hotspots Platinum Mastercard

[More info >](#)



Matthews Eyewear. Eyecare.

**10% off**  
new frames

[More info >](#)



OPSM

**\$45**  
Eye Test

[More info >](#)



Shoe Clinic

**15% off**  
Thorlo and Drymax socks

[More info >](#)



Audiology South

**\$20 off**  
discount

[More info >](#)



Beaurepairs

**11 - 15% off**  
non-discounted MICHELIN, BFGoodrich, Goodyear and Dunlop bra...

[More info >](#)



Harbourside Grill

**\$20 Fish and Chips on Wednesdays**  
Special Fish and Chips price for SuperGold Cardholders

[More info >](#)



Cafe Aroma

**5% off**  
- Exclusive SuperGold Card discount

[More info >](#)



Vesta Cover

**Discounted Insurance**  
- Health & Life

[More info >](#)



The Warehouse

**5% off SuperGold Discount Day**  
First Tuesday of the month

[More info >](#)



Millennium Hotels

**From \$129 per night**  
Bed & Breakfast special!

[More info >](#)



Royal Albatross Centre

**25% off**  
Unique Taiaora, Albatross Classic or Blue Penguins Puketurā to...

[More info >](#)



Dunedin City Pharmacy

**10% off**  
retail goods

[More info >](#)



Impact Roofing and Plumbing Ltd

**5% discount**  
off total labour charge for plumbing

[More info >](#)



A B Automatics 1999 Ltd

**10% off**

labour

[More info >](#)



TyreLAND

**15% off**

wheel alignment

[More info >](#)



Godfreys

**Discounts**

on selected products

[More info >](#)



Dunedin Flowers

**10% off**

all floral arrangements

[More info >](#)



Executive Car

**10% discount**

X

[More info >](#)



Inspiring Women

**10% off**

normal membership price

[More info >](#)



Hair Hunters Barbershop

**\$30.00**

haircut

[More info >](#)



All Electrical Co Ltd

**15% discount**

off Labour, Prices will be matched

[More info >](#)



Noel Leeming

**Great Deals**

everyday at Noel Leeming

[More info >](#)



EyePro

**15% off**

all spectacle frames

[More info >](#)



Painway Belts NZ

**10% off**

online purchases

[More info >](#)



Hystop Electric Ltd

**10%**

discount

[More info >](#)



Rejuvenate

**10%**

discount

[More info >](#)



The Point Coolum

**25%**

off

[More info >](#)



Dunedin Taxis (1965) Ltd

**10% off**

general tariff for taxis and vans

[More info >](#)



Ross O'Connell Plumbing Ltd

**10%**

discount

[More info >](#)



Best Western Hotels & Resorts

**10% off**

accommodation

[More info >](#)



Pelican Manufacturing

**10% Off**

All goods

[More info >](#)



Challenge Fuel

**8c off per litre**

As a Minimum with My Challenge

[More info >](#)



Harrisons Carpet & Flooring

**20% off**

Carpet & Flooring, plus get Flybuys with every purchase

[More info >](#)



BEANBAGS & BEYOND

Beanbags & Beyond

**20% off**

Beanbags

[More info >](#)



LED360

**10%**

off retail price and free education and assessment session.

[More info >](#)



Neville Stewart Landscaping Ltd

**Free**

consultation

[More info >](#)



GO Rentals

**12%**

off

[More info >](#)



Razzaz For Hair

**10% discount**

on hair services

[More info >](#)



Alexis Motor Lodge

**10% off**

accommodation

[More info >](#)



Dunedin Security Centre Ltd

**10%**

discount

[More info >](#)



Penny's Backpackers

**10% off**

accommodation

[More info >](#)



Paradise On The Beach Resort - Cairns, Queensland, Australia

**15% to 25% off**

rental bookings

[More info >](#)



Pegasus Rental Cars

**10% off**

your rental rate

[More info >](#)



Craig Paddon Lawyer

**Free**

visit

[More info >](#)



Olympic Gym

**\$10.00**

gym membership fee

[More info >](#)



Ecoelectric 2016 Ltd

**10% off**

total bill (up to the value of \$1500 for electrical work)

[More info >](#)



Shaw Plumbers Ltd

**10%**

Off

[More info >](#)



Pathway Puzzles Ltd

**10% off**

all jigsaw puzzles with 1000 pieces or less

[More info >](#)



Musselburgh Pharmacy

**\$5.00**

voucher

[More info >](#)



Ross O'Connell Plumbing Ltd

**10%**

discount

[More info >](#)



BJ Auto's 4WD Centre

**10% discount**

for SuperGold cardholders

[More info >](#)



Spotlight

**15% off**

Storewide

[More info >](#)



Pelican Manufacturing

**10% Off**

All goods

[More info >](#)

CHALLENGE!

Challenge Fuel

**8c off per litre**

As a Minimum with My Challenge

[More info >](#)



Eyepro

**15% off**

all spectacle frames

[More info >](#)



Harrisons Curtains & Blinds

**30% off**

Curtains & Blinds, plus get Flybuys with every purchase

[More info >](#)



Otago Sports Depot

**5% to 15% off**

the retail price

[More info >](#)



Harrisons Carpet & Flooring

**20% off**

Carpet & Flooring, plus get Flybuys with every purchase

[More info >](#)



Smiths City

**Exclusive cardholder pricing**

on a wide range of products

[More info >](#)

**You are here :** [Home](#) : [Public Transport](#) : [General Orbus Information](#) : SuperGold Information

## SuperGold Bee Card Information

SuperGold free travel is changing as of 1 March.

Since we launched the Bee Card in September, SuperGold Card holders have travelled free on the Orbus network all day. This offer was designed to help you get your SuperGold details loaded on your individual Bee Card and get used to the system.

It's worked well with more than 10 000 Bee Cards with SuperGold concessions on them, a quarter of our total registered Bee Cards!!

We will now resume fare collection for SuperGold Card holders during peak travel on 1 March, 2021. The peak travel fare with a SuperGold loaded Bee Card will be \$2 per adult one-way in Queenstown as well as in Dunedin where the \$2 interim fare is still in operation.

### — Why do I need a Bee Card?

The NZ government has mandated that where there are electronic ticketing systems like the Bee Card, SuperGold card holders must use that card (not their SuperGold card) on public transport to benefit from concessionary travel.

That means you must have a Bee Card and load your SuperGold details on it to get your concession when travelling on the bus. Use your card to tag on and off to get the fare. You can also ask the driver to help you using your Bee Card.

Beside the benefit of a concession, there are other advantages to having a registered card, for example topping up online and if you lose a registered card, it's easy to replace (credit included).

### — How do I get a card?

If you don't have a card, buy one for \$5 from your driver, from [www.BeeCard.co.nz](http://www.BeeCard.co.nz) or the ORC offices. We have a new customer service desk at Philip Laing House, on the corner of Rattray and Princes Street. We are on level 2, accessible by lifts. It's very close to a number of bus stops by the Exchange.

You can also get a card from Dunedin City Council Customer Centres, libraries and the University Book Shop. However, these retailers and drivers are unable to help register cards.



If you are unable or unsure about registering your card online, ask a friend or family member to help or contact the ORC for help. Call 0800 ORBUSDN (0800 672 8736) to talk to someone, or pop into one of our offices and we can help you.

## — How do I register a card?

Register your card online at [www.BeeCard.co.nz](http://www.BeeCard.co.nz) or if you need a bit of help, call us (details below).

Email works well too [transport@orc.govt.nz](mailto:transport@orc.govt.nz).

You will need your Bee Card number, first and last name, date of birth, address, phone number, email address (if you have one), SuperGold card client number.

You can also come and see us at an ORC office to get a card and get help with registering the card.

### **Dunedin:**

Call us on 0800 **ORBUSDN (0800 672 8736)**

Visit ORC at 144 Rattray Street, Level 2, Philip Laing House or 70 Stafford Street

### **Queenstown:**

Call us 0800 **ORBUSQT (0800 672 8778)**

Visit ORC at 1092 Terrace Junction, Frankton, Queenstown (above Westpac).

Or go to [www.ORB.govt.nz/BeeCard](http://www.ORB.govt.nz/BeeCard) for more info.

## — How to add your concession?

- Go to [www.beecard.co.nz](http://www.beecard.co.nz) to register or call us for help to do this.
- Register your card – follow instructions such as inputting your email address
- Select 'Manage Card'
- On the right-hand side of the screen, select 'Add SuperGold'
- Add date of birth and Super Gold client number.

## — What are the fares?

**Fares for SuperGold Card holders are currently free, however we will resume fare collection for SuperGold Card holders during peak travel on 1 March, 2021.**

The peak travel fare with a SuperGold loaded Bee Card will be \$2 per adult one-way in Queenstown as well as in Dunedin where the \$2 interim fare is still in operation.

As of 1 March, SuperGold Card holders with a concession-loaded Bee Card will now only travel free of charge during off peak times as you did before. That is between the hours of 9am to 3pm and then again from 6:30pm to the end of service on weekdays. You travel free any time on weekends and public holidays.

You will only get the \$2 fare and free travel using your Bee Card that has your SuperGold details on it.

If you have a Bee Card but you haven't put your SuperGold number on it, you will pay an adult fare of \$2 no matter when you travel.

Cash fares are \$3 in Dunedin and \$4 in Queenstown and apply all day for anyone not travelling with a Bee Card.

## — How does it work on the bus?

After registering your card and adding your SuperGold details, you can enjoy concessionary travel on Orbus.

When you get on the bus, hold your Bee Card right up against the ticket reader until it beeps – tagging on.

When you get off, repeat the process at the front or back reader – tagging off – and your trip will be discounted. **DON'T FORGET TO TAG OFF.**

The driver can help you if something seems to be wrong.

If you don't have a Bee Card, you will pay an adult cash fare of \$3 in Dunedin and \$4 in Queenstown. If you have a Bee Card, but you haven't registered your SuperGold details, you will pay a \$2 Bee Card fare.



## — Can I still talk to the bus driver?

Yes. Drivers can sell Bee Cards (\$5), issue travel tickets (with or without your Bee Card) and top up Bee Cards with cash (minimum \$5). They cannot help you register your card. You will need to call the ORC to do that.

## — Need more help? Call us!

### **Dunedin:**

Call us on 0800 **ORBUSDN (0800 672 8736)**

Visit ORC at 144 Rattray Street, Level 2, Philip Laing House or 70 Stafford Street

### **Queenstown:**

Call us 0800 **ORBUSQT (0800 672 8778)**

Visit ORC at 1092 Terrace Junction, Frankton, Queenstown (above Westpac).

Or got to [www.OC.govt.nz/BeeCard](http://www.OC.govt.nz/BeeCard) for more info.

## — Can I use my Bee Card to pay for more than one person?

Yes, though we recommend that every passenger has their own Bee Card.

If you're travelling with a friend or family member who doesn't have a card, you can get them discounted travel with your Bee Card. Tag your own card on, and then talk to the driver about using your Bee Card to pay for your friend/family member.

The driver will give them a paper ticket. If you have a paper ticket you don't need to tag off. Only tag off if you have tagged on.

The only available tickets for this are adult and child.

## — What if I catch my second bus after 3pm?

If you need to take two buses as part of your journey, you may still only pay \$2. When a Bee Card user changes buses as part of their commute, they get a free transfer, so long as they change buses within 45 minutes.

That means you should tag on your next bus within 45 minutes of tagging off your last bus. Remember to tag off the second bus too.

If you started your journey in the free travel period, ie before 3pm, you won't get charged if you catch your usual second bus within 45 minutes of getting of your first.

This is only available to people using a Bee Card.



**Download printable SuperGold Information sheet**

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## Public Transport

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