

How to Use Your Clipper Card on Golden Gate Ferry

Step-By-Step Guide

Step 1: Locate the Clipper card reader in the ferry terminal in San Francisco or Larkspur. (If you board in Sausalito, you will need to tag your card when you exit in San Francisco.)

Step 2: Tag your card by holding it to the Clipper logo on the reader, making sure to hold the card flat.

Step 3: Wait for the beep and green light. Lift the card and continue on board. You do not need to tag your card a second time.

How to Use Your Clipper Card on Golden Gate Transit Buses

Step-by-Step Guide

Step 1: Locate the Clipper card reader on the vehicle.

Step 2: Tag your card by holding it to the Clipper logo on the reader, making sure to hold the card flat.

Step 3: Wait for the beep and green light. Lift the card and continue on to your seat.

Step 4: When exiting the bus, be sure to tag off by touching your card to the card reader a second time. This guarantees you will be charged the appropriate discounted fare.



Named for the clipper ships whose speed revolutionized travel from the East Coast to Gold Rush Era California, the Clipper card gives you quick access to all major forms of Bay Area transit with one easy-to-use card.

Contact Us:

Need help getting started with Clipper? Get in touch with us.

Phone: 877.878.8883

Fax: 925.686.8221

TTY/TDD: 711 or 800.735.2929
(and type Clipper)

Web: clippercard.com

Email: custserv@clippercard.com

Mail: P.O. Box 318
Concord, CA 94522-0318

Find us on **Facebook** and **Twitter** at
Bay Area Clipper



CLIPPER ON GOLDEN GATE TRANSIT AND FERRY



▶ About ClipperSM

Clipper is an all-in-one transit card now accepted on Golden Gate Transit and Ferry, Muni, BART, AC Transit, SamTrans and Caltrain. You can add a variety of passes and cash value to customize your card to your own transit needs. Clipper is available for adult, senior, youth and RTC customers.

▶ Getting Clipper and Adding Value

There are a lot of ways to get a Clipper card and add value to your card, including visiting clippercard.com or one of our Clipper retailers, like a participating Walgreens.



For a complete list of places you can get a Clipper card or add value to it, visit clippercard.com/retail or call **877.878.8883**. If you are a youth or senior or you have a disability, you need a special Clipper card in order to purchase discounted passes and receive a discount when paying with cash. To learn how to get your card, call Clipper Customer Service or visit clippercard.com/discount.

▶ Types of Value

To use your Clipper card on Golden Gate Transit and Ferry, you will need to add cash value to your card.

Cash Value: Cash value on your Clipper card works just like cash on Golden Gate Transit and Ferry. Load cash value onto your Clipper card, and the fare for each trip will be deducted from your balance. Clipper will automatically apply Ride Value and Frequent Ferry Rider discounts. This means a savings of 10–20% for local Marin and intercounty bus riders and a savings for ferry riders. Discounted fares are not available on Golden Gate Transit when traveling within San Francisco or within Sonoma County. Clipper also applies the appropriate discounts for customers using

senior, youth and RTC cards. Cash value on your card can be used on any participating transit system.

Autoload can be set up to reload cash value when your balance falls below \$10. To set up Autoload, visit clippercard.com.

▶ How Fares Are Calculated

When riding Golden Gate Transit buses, Clipper deducts the maximum fare from your starting zone and then refunds the difference when you touch your card to the card reader upon exiting. **This means you must touch your card to the card reader upon entering and exiting the bus to ensure you're only charged for the distance you travel and that any appropriate discounted fares and transfers are applied.**

For Example: A customer boards in San Francisco (Zone 1) for San Anselmo (Zone 3) with an appropriate discounted fare of \$4.04.

When that customer tags on, Clipper deducts the maximum fare from that zone (Zone 1 to Zone 6, for \$7.76).

When the customer tags off in San Anselmo, Clipper calculates the Zone 1 to Zone 3 fare (\$4.04) and gives the customer a refund of \$3.72 ($\$7.76 - 4.04 = \3.72).

For transferring customers, Clipper automatically deducts the maximum fare when you tag on but credits the excess amount when you tag off as you disembark at the end of your ride.

▶ Transfers

Clipper automatically calculates the appropriate transfers and discounts, so you don't need a paper transfer.

You will receive a \$0.50 discount off the Muni adult cash fare when transferring from Golden Gate Transit and Ferry to a Muni bus, light rail vehicle or streetcar and using cash value on your card to pay your fare. This

discount does not apply to customers using a Muni monthly pass.

Customers who transfer from Muni to Golden Gate Transit and Ferry will receive a \$0.50 discount off the adult fare or a \$0.25 discount off senior, disabled or youth fares when using cash value on their card to pay their fare. This discount does not apply to those paying with a 10-ride book or monthly pass on Muni.

Customers transferring from Golden Gate Transit to AC Transit in Contra Costa County will receive a free transfer when transferring to an AC Transit bus and using cash value on their card to pay their fare. This discount does not apply to those using an AC Transit 31-day pass.

Customers who transfer from AC Transit to Golden Gate Transit in Contra Costa County will receive a \$2 discount for adults or a \$1 discount for senior, disabled or youth customers using cash value on their card to pay their fare. This discount does not apply to those paying with an AC Transit 31-day pass.

▶ Employee Transit Benefits

Clipper works with several transit benefit programs. Whether you receive paper vouchers or commuter debit cards, or you redeem your transit benefits online, you can use your benefits to add value to your Clipper card. To find out if your transit benefit program works with Clipper and to learn how to apply your benefits to a Clipper card, go to clippercard.com/transitbenefits.

▶ Caring for Your Card

Avoid Damage: Don't punch a hole in your card, bend it or alter it in any way. Doing so can damage your card.

Lost or Stolen Cards: Lost or stolen cards that are registered can be replaced and balances restored for a small fee. To register your card, contact the Clipper Customer Service Center by visiting clippercard.com or calling **877.878.8883**.