

How to Use Caltrain Ticket Vending Machines & Validators

It's fast and easy to purchase Caltrain tickets with ticket vending machines.

Using the Ticket Vending Machine

1

Select Ticket Type

All Caltrain tickets are available - Monthly, 8-ride, Day Pass, One-way and Zone Upgrade for adults. To purchase a youth, senior, disabled or Medicare cardholder ticket or pass, press the **Eligible Discount** button.

2

Select Destination

After choosing your ticket type, select your destination zone. You also may change your starting zone. A zone map is located directly above the screen.

3

Select Number of Tickets

To purchase one or more tickets, select the ticket type, then push the appropriate buttons to make your selections. The amount of your purchase will appear on the screen.

4

Purchase Tickets

At this time, you have the option to purchase different types of tickets by pushing the **Additional Transactions** button located on the bottom left of the screen. Up to four different ticket types can be purchased in a single transaction. When you are ready to complete your transaction, either push the **Press to Purchase** button or wait several seconds and you will be taken to the payment screen.

5

Insert Cash, ATM or Credit Card

CASH: Insert **cash** (including coins) in the slots indicated. The machine accepts all bills up to \$100 and all coins, except pennies and 50-cent pieces. All change, including dollars, is given in coins. The machine can give up to \$19.50 in change.

CREDIT/DEBIT or ATM CARD: Insert **credit, debit** or **ATM bank card** in the slot and follow the instructions on the menu screen. The machine will issue a receipt for credit card transactions.

Your tickets and any change or receipt will fall into the **Ticket/Change** slot at the bottom of the machine. **Note:** 8-ride tickets come in two separate parts.

Cancel your transaction at any time by pushing the **red cancel button** under the menu screen.

The TVMs feature an **audio system** and are **marked in Braille**. Raised dots lead to the slots to insert cash and credit cards or retrieve tickets, change and receipt. TVMs are easily accessible and are available at all stations from San Francisco to Gilroy, except for the Stanford station where service is football game-day only.



Using the Validator



If you purchased an **8-ride Ticket** or have a complimentary ticket, you **must** validate your ticket **before** boarding the train. Most validators are located next to a TVM.

To validate a ticket, insert the ticket as far as it will go and wait for it to be stamped. It will be time stamped four hours from when you validate it.

8-ride tickets work best if they are kept in good condition.

Call Caltrain at **1.800.660.4287** for information or to report a problem with the validator.

Caltrain is a Proof-of-Payment System and tickets are not sold onboard trains. Passengers **must** have a valid ticket prior to boarding. Caltrain conductors and fare inspectors perform random fare checks onboard trains. Passengers without valid tickets are subject to a fine of up to \$250 plus court fees. (CPC Sec. 640)

