

1- What are the AFC devices?

Hafilat system is composed by:

- **Ticket Office Machine (TOM):** which are available in all the bus stations/terminals counters (Abu Dhabi Main Bus Station, Baniyas, Mussafah and Shahama). Passengers can buy new Hafilat card or reload existing one at the counter with Hafilat agent.
- **Ticket Vending Machine (TVM):** which are available in the streets, inside the malls, hospitals and in high demand areas. Passengers can buy new Hafilat card or reload existing ones using this machine.
- **Banknote Reloader (BR):** which are available inside bus shelters, malls or hospitals. Passengers can only reload their Hafilat card with the product (T-Purse) only using this machine.
- **Check-In Check-Out devices (CICO):** which are available inside the buses for the passengers to validate their trips by punching when boarding and leaving the buses.

2- What are the types of Hafilat Card?

Hafilat Cards types are as follows:

- **Contactless Smart Ticket CST (Temporary Use):** it is free of charge and is valid 30 days from date of purchase.
- **Contactless Smart Card Anonymous CSC (Permanent Use):** the cost is 10 AED and is valid 5 years
- **Contactless Smart Card Personalized CSC (Permanent Use):** the cost is 10 AED and is valid 5 years (*to be launched in Q4 2016*)
- **Contactless Smart Card Senior Citizen CSC:** the cost is 5 AED and is valid 5 years
- **Contactless Smart Card Special Needs/Disabled CSC:** the cost is 5 AED and is valid 5 years
- **Contactless Smart Card Students:** the cost (of the card only) is 5 AED and is valid 5 years

3- What are Hafilat card Fares?

Hafilat types of fares are:

- **T-Purse:** it is valid in Abu Dhabi city and regional buses.
- **Weekly pass:** it is valid in Abu Dhabi city buses only.
- **Monthly pass:** it is valid in Abu Dhabi city buses only.
- **Original destination:** valid for the intercity services (*no yet activated*)

4- What is T-Purse?

T-Purse is an electronic wallet in which you can load money to be used for transportation. T-Purse is valid in Abu Dhabi city and regional buses. The fare for T-Purse is:

- Boarding charge of 2 AED + 5 fils/kilometer for using regional services.
- Boarding charge of 2 AED + 10 fils/kilometer for using express or intercity service.

5- Where is the T-Purse available?

T-Purse is available in Ticket Office Machine counters, and all Ticket Vending Machines. Passengers can reload their T-Purse in all Banknote Reloader devices.

6- How can we validate the T-Purse?

Passengers must swipe Hafilat card (punch in) while entering the bus, and must swipe again (punch out) while exiting the bus. Failing to do this result in penalties.

7- What is Hafilat Weekly pass?

Hafilat Weekly Pass is a pass which gives unlimited access to bus trips usage inside Abu Dhabi city only. It is valid for 7 days from the date of purchase. The cost of Hafilat Weekly pass is 30 AED.

8- Where is the Hafilat Weekly Pass available?

T-Purse is available in Ticket Office Machine counters, and all Ticket Vending Machines.

9- How can we validate the Hafilat Weekly Pass?

Passengers must swipe Hafilat card (punch in) while entering the bus, and must swipe again (punch out) while exiting the bus. Failing to do this result in penalties.

10- What is Hafilat Monthly pass?

Hafilat Monthly Pass is a pass which gives unlimited access to bus trips usage inside Abu Dhabi city only. It is valid for 30 days from the date of purchase. The cost of Hafilat Monthly pass is 80 AED.

11- Where is the Hafilat Monthly Pass available?

T-Purse is available in Ticket Office Machine counters, and all Ticket Vending Machines.

12- How can we validate the Hafilat Monthly Pass?

Passengers must swipe Hafilat card (punch in) while entering the bus, and must swipe again (punch out) while exiting the bus. Failing to do this result in penalties.

13- What is Hafilat Senior Citizen Pass?

Hafilat Senior Citizen Pass: is a pass which gives unlimited access to bus trips usage in Abu Dhabi city and regional services for citizens older than 60 years old (*terms and conditions applied*). Hafilat Senior Citizen Pass is valid 1 year and must be renewed on annual bases if required documents are valid.

14- Where is the Hafilat Senior Citizen Pass available?

Hafilat Senior Citizen Pass is available in all Ticket Office Machine counters located in all bus stations/terminals.

15- What are the documents required to apply for the Hafilat Senior Citizen Pass?

Required documents to apply for the Hafilat Senior Citizen Pass are:

- Valid UAE ID
- Copy of Resident Visa
- Copy of lease contract

16- From where can we collect the Hafilat Senior Citizen Pass?

Hafilat Senior Citizen Pass can be collected in the same bus station/terminal counter where the required documents have been submitted with the application.

17- What is Hafilat Special Needs/Disabled Pass?

Hafilat Special Needs/Disabled Pass: is a pass which gives unlimited access to bus trips usage in Abu Dhabi city and regional services for disabled people. Hafilat Special Needs/Disabled Pass is valid 1 year and must be renewed if required documents are valid.

18- Where is the Hafilat Special Needs/Disabled Pass available?

Hafilat Special Needs/Disabled Pass is available in all Ticket Office Machine counters located in all bus stations/terminals.

19- What are the documents required to apply for the Hafilat Special Needs/Disabled Pass?

Required documents to apply for the Hafilat Special Needs/Disabled Pass are:

- Valid UAE ID
- Valid certified medial card/report

20- From where can we collect the Hafilat Special Needs/Disabled Pass?

Hafilat Special Needs/Disabled Pass can be collected in the same bus station/terminal where the required documents have been submitted with the application.

21- What is Hafilat Student Pass?

Hafilat Student Pass: is a pass which gives unlimited access to bus trips usage in Abu Dhabi city and regional services for students. Hafilat Student Pass is valid 1 year and can be renewed if required documents are valid.

22- Where is the Hafilat Student Pass available?

Hafilat Student Pass is available in all Ticket Office Machine counters located in Abu Dhabi bus stations/terminals.

23- What are the documents required to apply for the Hafilat Student Pass?

Required documents to apply for the Hafilat Student Pass are:

- Valid UAE ID
- Valid student ID
- Valid Letter from Educational Institute

24- From where can we collect the Hafilat Student Pass?

Hafilat Student Pass can be collected from the same bus station/terminal where the required documents have been submitted with the application.