

# New to Clipper?



Clipper automatically figures out the cost of your ride, including all discounts and transfers. Just **tag and go!**

You can add any combination of cash value—accepted on all participating Bay Area transit systems—or passes, where available.

LOCATION	GET CARD	ADD VALUE TO CARD
clippercard.com	✓	✓
BART, Muni and Golden Gate Ferry ticket machines and SMART fare machines (cash value only at BART machines)	✓	✓
VTA ticket machines	—	✓
Many Walgreens and Whole Foods Market stores and other participating retailers	✓	✓
Participating transit agency ticket offices	✓	✓
Clipper Customer Service Centers	✓	✓
Clipper Customer Service 877.878.8883	✓	✓
Your workplace transit benefit program	✓	✓

Adult Clipper cards cost \$3. All ticket machines load cash value. Pass availability varies.

Visit [clippercard.com](http://clippercard.com) for a full list of retail, customer service center, ticket machine and Add Value machine locations.

## Use Clipper on these transit services:

**AC Transit**  
**BART**  
**Caltrain**  
**City Coach**  
**County Connection**  
**Dumbarton Express**  
**FAST**  
**Golden Gate Transit and Ferry**  
**Marin Transit**  
**Muni**  
**Petaluma Transit**  
**SamTrans**  
**San Francisco Bay Ferry**  
**Santa Rosa CityBus**  
**SMART**  
**SolTrans**  
**Sonoma County Transit**  
**Tri Delta Transit**  
**Union City Transit**  
**VINE**  
**VTA**  
**WestCAT**  
**Wheels**

## Protect Your Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- Clipper can replace a registered card and restore its balance for a small fee.
- Don't punch a hole in your card, bend it or alter it in any way. Doing so can prevent your card from working properly.



Clipper is the all-in-one transit card accepted on most Bay Area transit systems.

## Contact Us

Need help or have a question? 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](http://clippercard.com)

Email: [custserv@clippercard.com](mailto:custserv@clippercard.com)

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

Follow:



Bay Area Clipper



# Clipper

Your All-in-One Transit Card

Bay Area  
Rapid Transit  
(BART)



[clippercard.com](http://clippercard.com)

# Using Your Clipper Card



## Tag On and Tag Off

1. Locate the Clipper card reader on top of the BART fare gate or on the side of the accessible fare gate.
2. Hold your card flat against the Clipper logo on the reader.
3. The reader will display “OK,” and the gate will open.
4. At the end of your trip, hold your card on the card reader again to tag off.
5. The reader will calculate your correct fare and display your remaining balance.

*If you ride a service that does not charge fares based on distance traveled, you only need to tag on when you board that system—you do not need to tag off.*

## Ways to Pay with Clipper

You can use three types of value to ride BART:

- Cash value, which is accepted on all participating transit systems and can be used by adult, youth, senior and disabled passengers
- High Value Discount (HVD) tickets for adult riders
- Muni “A” Adult Fast Pass, accepted on BART for travel between San Francisco stations only

*BART ticket machines only sell cash value. HVD tickets are only available through Clipper Autoload or a transit benefit program.*

## Transfers

Clipper keeps track of your rides and automatically grants transfer discounts between BART and AC Transit, County Connection, Muni, Tri Delta Transit, Union City Transit, VTA and Wheels. Visit [511.org](http://511.org) for information about fares, passes and transfer policies.

## Maintain a Balance

Some transit agencies require you to maintain a minimum balance to use Clipper on their services. Visit [clippercard.com](http://clippercard.com) for minimum value requirements on BART and other transit services.

## Autoload Your Clipper Card

Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add cash value or a BART HVD ticket to your Clipper card through your credit card or bank account when your cash or HVD balance falls below \$10. You can also set up Autoload for passes on other transit services.

## Check Your Balance

Card readers will display your cash value or HVD balance or pass expiration date when you tag. You can also check your balance at a BART ticket machine, online or through Clipper Customer Service.

For more information about Clipper—including more details about using your card on BART—visit [clippercard.com](http://clippercard.com).

# Frequently Asked Questions

## Are there any BART discounts available with the Clipper card?

You can get a 6.25% discount on BART rides (\$45 for a \$48 ticket or \$60 for a \$64 ticket) when you load BART HVD tickets on an adult Clipper card. Customers with a Youth, Senior or RTC Clipper card can load cash value and automatically receive the right discount.

Clipper customers also save money by avoiding BART’s surcharge on paper tickets (50 cents for adults, 25 cents for youth, and 19 cents for seniors and disabled riders).

## Can I use Clipper for parking at a BART station?

You cannot pay for BART parking with value on your Clipper card, but you can set up an EZ Rider parking account and link it to your Clipper card. BART charges the credit card that you provide a set amount. Each time you park and tag your card at the parking validation machine, BART will deduct the parking payment from your parking account. Visit [clippercard.com/bart](http://clippercard.com/bart) for more information.

## What if I don’t have enough value on my card to complete my trip?

Add the cash value you need at a BART Add Fare machine. Add Fare machines accept cash only—no credit/debit cards—and provide up to \$4.95 in change. If your HVD balance is too low to pay your fare, Clipper will deduct the entire fare from the cash value balance on your card.



## What’s the difference between cash value and BART HVD tickets?

You can use cash value on all transit systems that accept Clipper. Add cash value at ticket machines, retailers, transit agency ticket offices, Clipper Customer Service Centers or online, by phone or through your transit benefit program.

BART HVD tickets are only available in \$48 and \$64 denominations (at a 6.25% discount off the cash value price) and can only be used on BART. You can only get HVD tickets by setting up Autoload or purchasing them through your transit benefit program.

## Discount Cards

Youth, seniors and people with disabilities can get Clipper cards for discounted rides. Learn more:

- [clippercard.com/discounts](http://clippercard.com/discounts)
- 877.878.8883
- TTY/TDD: 711 or 800.735.2929 (and type “Clipper”)