

# 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	✓	✓
Walgreens, Whole Foods Market and other retailers	✓	✓
Participating transit agency ticket offices	✓	✓
Muni and Golden Gate Ferry ticket machines	✓	✓
BART and VTA ticket machines (cash value only at BART machines)	—	✓
Clipper Customer Service Centers	✓	✓
Clipper Customer Service 877.878.8883	✓	✓
Your workplace transit benefit program	✓	✓

\*Adult Clipper cards cost \$3.

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  
County Connection • FAST  
Golden Gate Transit & Ferry  
Marin Transit • Muni  
Petaluma Transit • SamTrans  
Santa Rosa CityBus  
SF Bay Ferry • SolTrans  
Sonoma County Transit  
The VINE • Tri Delta Transit  
Vacaville City Coach • 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.

## Discount Cards

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

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



CLIPPER

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

## San Francisco Bay Ferry

Alameda Main Street/  
Oakland/San Francisco

Alameda Harbor Bay/  
San Francisco

South San Francisco/  
Alameda/Oakland

Vallejo/San Francisco



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

# Using Your Clipper Card

## Tag Your Card

Tag your card every time you board. Your tag is your proof of payment.

1. Locate the Clipper card reader at the ferry terminal.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light.

When boarding or exiting the ferry at Pier 41, a ferry employee will help you tag with a handheld card reader.

## Tag Off

SF Bay Ferry also requires that you tag off when exiting the ferry. Tagging off ensures Clipper charges the correct fare for your trip and applies any appropriate discounted transfers. When you exit the ferry, “tag off” by repeating the “tag your card” steps above.

*If you transfer to 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.*

## Transfers

If you transfer from the ferry to Muni or SolTrans, you do not need a paper transfer. Clipper keeps track of your rides and automatically grants you appropriate transfer discounts. If you transfer to AC Transit, you will need to request a paper transfer from the ferry operator. Visit [511.org](http://511.org) for information about fares, passes and transfer policies.



## Ways to Pay with Clipper

You can add cash value to your card to pay your fares on SF Bay Ferry.

Cash value is accepted on all participating transit systems.

## Maintain a Balance

To use Clipper on SF Bay Ferry, you must have a minimum cash value balance. Visit [clippercard.com](http://clippercard.com) for minimum balance requirements on SF Bay Ferry and other services.

## Autoload Your Clipper Card

Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add cash value to your Clipper card through your credit card or bank account when your cash 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 balance or pass expiration date when you tag.

You can also check your balance online or through Clipper Customer Service.

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

# Frequently Asked Questions

## Which SF Bay Ferry routes accept Clipper?

Clipper is accepted on the following routes:

- Alameda Main Street/Oakland/San Francisco
- Alameda Harbor Bay/San Francisco
- South San Francisco/Alameda/Oakland
- Vallejo/San Francisco

SF Bay Ferry does not accept Clipper on its AT&T Park route. Please visit the SF Bay Ferry website at [sanfranciscobayferry.com](http://sanfranciscobayferry.com) to find out how to purchase tickets for this route.

## Can I use my Clipper card on the Route 200 bus service between the Vallejo Ferry Terminal and San Francisco?

Yes. Route 200 accepts Clipper, as do most local bus services in Solano and Napa counties.

## Why do I need to tag off when I exit the ferry?

When you ride SF Bay Ferry, Clipper deducts the maximum fare when you tag on and then refunds any difference when you tag off as you exit the ferry. This means you must tag your card to the card reader upon boarding AND exiting the ferry to ensure you're only charged for the distance you travel and that Clipper applies any appropriate discounted fares and transfers.



## Can I add value to my card at a ferry terminal?

You can add value to your Clipper card at the Vallejo Ferry Terminal and at the Clipper Customer Service Center at Bay Crossings in the San Francisco Ferry Building. In San Francisco, you can also add value at nearby Golden Gate Ferry, BART and Muni ticket machines.

You cannot add value at the Alameda Main Street, Alameda Harbor Bay, Oakland, Pier 41 or South San Francisco ferry terminals.

## Do I get any discounts with my Clipper card?

Adult riders who use Clipper will get a discount on all routes except short hops (Alameda/Oakland and Pier 41/Ferry Building). Youth, senior and RTC Clipper customers receive the standard SF Bay Ferry discounts.

Visit [sanfranciscobayferry.com](http://sanfranciscobayferry.com) for more information about discounts.

For more information about Clipper, visit [clippercard.com](http://clippercard.com).