



“Hafilat” Smart Card

User Guide

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“Hafilat” smart card is designed to facilitate payment of travel fares in public transport buses in the Emirate of Abu Dhabi.

This card is available in six categories to meet different requirements and needs of the public.

“Hafilat” card enables users to recharge their cards with a cash value via (T-purse), obtain travel passes or both, according to the type of the card.

“Hafilat” card is easy-to-use, flexible and smart, and it features incentive programs for frequent travelers.

هافيلات
hafilat
تتفّل بسهولة Travel Easy



Features available from services outlets for “Hafilat” cards



Ticket Sales office

Inside the main bus stations, ticket sales office and customer service center in the Department of Transport

Hafilat Card Types	Issue New Hafilat Card	Buy or Reload Balance	Balance Inquiry	Addition of Special Permits
Temporary	Yes	Yes	Yes	Yes
Permanent				
Personalized				
Special Needs				
Senior Citizens				
Students				
Hafilat Card Types	Accepts Cash	Accepts Coins	Gives Change for Cash	Accepts Credit /Debit Cards
Temporary	Yes	Yes	Yes	In the Future
Permanent				
Personalized				
Special Needs				
Senior Citizens				
Students				



Ticket Vending Machine

Inside the main bus stations, shopping malls, some public bus stops and Airport

Hafilat Card Types	Issue New Hafilat Card	Buy or Reload Balance	Balance Inquiry	Addition of Special Permits
Temporary	Yes	Yes	Yes	Yes
Permanent				
Personalized	No			
Special Needs				
Senior Citizens				
Students				
Hafilat Card Types	Accepts Cash	Accepts Coins	Gives Change for Cash	Accepts Credit /Debit Cards
Temporary	Yes	Yes	Yes	In the Future
Permanent				
Personalized				
Special Needs				
Senior Citizens				
Students				



Swift Reloader Machines

Inside the main bus stations, in all bus shelters, some shopping malls and Hospitals

Hafilat Card Types	Issue New Hafilat Card	Buy or Reload Balance	Balance Inquiry	Addition of Special Permits
Temporary	No	Yes	Yes	No
Permanent				
Personalized				
Special Needs				
Senior Citizens				
Students				
Hafilat Card Types	Accepts Cash	Accepts Coins	Gives Change for Cash	Accepts Credit /Debit Cards
Temporary	Yes	No	No	No
Permanent				
Personalized				
Special Needs				
Senior Citizens				
Students				



Intercity Driver Console

Inside intercity buses

Hafilat Card Types	Issue New Hafilat Card	Buy or Reload Balance	Balance Inquiry	Addition of Special Permits
Temporary	Yes - by the driver	Yes	Yes	No
Permanent				
Personalized	No			
Special Needs				
Senior Citizens				
Students				
Hafilat Card Types	Accepts Cash	Accepts Coins	Gives Change for Cash	Accepts Credit /Debit Cards
Temporary	Yes	Yes	Yes - if available	No
Permanent				
Personalized				
Special Needs				
Senior Citizens				
Students				

“Hafilat” card categories	Card price	Card validity from date of purchase	Top up (T-purse) with cash	Add-on special passes to the card			Public transport services available for each “Hafilat” card category			“Hafilat” card outlets	
			Up to AED 150 rechargeable if the card is still valid	AED 30 Unlimited travel pass inside city (for 7 successive days) renewable as long the card is valid	AED 80 Unlimited travel pass inside city (for 30 successive days) renewable as long the card is valid	AED 500 Unlimited travel pass inside city and suburbs (for 365 successive days) renewable as long the card is valid	Via public transport - city bus services (local)	Via public transport - suburbs bus services	Via public transport - intercity bus services		
Temporary Card - Limited Period	AED 5	14 Days	Optional / or add a -7day travel pass	Optional / or add a cash value in the T-purse	No	No	With fare	With fare	With fare	Bus stations, Shopping malls, Ticket vending machines, Customer care centers	
Permanent Card (Anonymous)	AED 10	5 Years	Yes	Yes	Yes		No	With fare			With fare
Permanent Card (Personalized)	AED 5		Yes for intercity services	No	No						
Special Needs Card						★★					
Senior Citizen Card											
Student Card	AED 5	5 Years	Yes for intercity services	No	No	Yes	Annually paid	With fare	The ticket office at bus stations after submitting the required documents and personal photo		

- ◆ The price of the card does not include a travel balance for public transport fares, so you must recharge your T-purse and/or add a special travel pass for public buses.
- ◆◆ Card validity is subject to conditions of good use and conservation.
- ◆◆◆ With this card you can add a cash value to the T-purse or add a special pass, but not both.

- ★ In case you are interested in using special passes for citybus services (local) inside Abu Dhabi, Al Ain and Al Gharbia, you have to purchase special passes for each city separately.
- ★★ Free use of the services described in the table above applies to the services in the city of Abu Dhabi and suburbs, where as the free services in the cities of Al Ain and Al Gharbia will be announced later.

Hafilat Cards & Public Transport Fees

By public transport service city buses (local)	By public transport service suburb buses	By public transport service Intercity buses
2 Dhs	2 Dhs + 5 Fils/KM*	10 Dhs + 10 Fils/KM*

* This rate is calculated per actual traveled kilometer of distance from the full bus route, according to each public transport category mentioned.

Uses

- To check in, hold your “Hafilat” in front of the card validator located at the bus entrance. You should be prompted with green color message if card is accepted.
- To check out, hold your “Hafilat” in front of the card validator located at the bus exit, to avoid charging with maximum journey fare, always make sure to check out your card at the end of your journey, message will appear on the card validator showing the remaining balance.
- A red color message will be prompted for rejected cards in case of invalid/expired cards/pass or insufficient balance. In this case, usage of public transport service not possible.
- Passenger always should check in and check out their “Hafilat” card in front of card validator when boarding and alighting bus service even in short journeys to avoid deducting the full fare of bus route distance.
- Before using public transport, customers must ensure the validity of the “Hafilat” card by visiting any “Hafilat” cards outlets.