

SmartPass Replacement Policy

Lost or stolen SmartPass Clipper Card and/or Tower Card

If you lose your SmartPass Clipper card or it gets stolen, contact Transportation Solutions immediately by phone (408.924.7433), email (transportation@sjsu.edu) or stop by the TS Center and report the loss. Make sure you provide your name and Tower Card number.

To replace your Tower Card ID, go to the Student Services Center's (located on 9th & San Fernando street) Tower Card window, and apply for a new Tower Card.

To replace your SmartPass Clipper card visit AS General Services front counter located in the East Wing of Student Union building on 9th Street Plaza by the ATM's.

SmartPass Clipper Card Replacement		With Valid Police Report
Fee	\$25	\$15

Late Renewal Fees

Smartpass renewals are paid each semester by employees and open university / special session students to keep their Smartpass active. A \$10 late renewal fee will be charged for renewals paid after the deadline set by TS. To avoid late fees, we strongly recommend visiting the AS General Services office at the start of each semester to pay the Smartpass renewal fee.

Refund Policy:

Fees paid for the Smartpass including but not limited to replacements, renewals, late renewals fees are non-refundable.

AS Transportation Solutions is not responsible for reimbursing costs for VTA rides due to ineligibility of SmartPass program or SmartPass issues due to VTA or Clipper reader issues.

Defective SmartPass Clipper Card

Cards that are determined as defective by Transportation Solutions will be replaced for free. This does not include cards that are defective/damaged due to negligence as defined below.

Damaged SmartPass Clipper Card due to negligence

The AS TS will not replace a SmartPass Clipper for free due to damage caused by negligence or mishandling (e.g. hole punching, bending, cuts, heat damage, etc).

Illegal Use of SmartPass Clipper Card

The SmartPass Clipper Card serial number is linked to student/employee name and SJSU Tower Card ID number. Transfer of the SmartPass Clipper card to another person is strictly prohibited.

VTA drivers and inspectors will not accept an expired or deactivated SmartPass. Attempts to transfer, sell or misuse the SmartPass Clipper will result in immediate deactivation of the SmartPass.

Anyone who files a false claim, alters, sells, transfers, or duplicates the SmartPass Clipper card with the intent to make money or evade the payment of any fare is in violation of California Penal Code 640 . Violation of Penal Code 640 is punishable by a fine of up to \$250 and 48 hours community service.

If you are found to be in violation, you may be liable for the following:

- Your SmartPass Clipper Card access will be frozen and you will no longer be eligible to participate in the program.
- You may be charged for the amount equal to the cost of a VTA Adult Annual Pass (approximately \$800).
- If you are a student, you may be referred to the SJSU Office of Student Conduct & Ethical Development for assessment of violation of student code of conduct (Title 5 California Code of regulations, 41301 Standards for Student Conduct) and the resulting administrative disciplinary action(s).
- If you are an employee or an affiliate of SJSU, you may be referred to the University authorities for assessment of the violation and the resulting administrative disciplinary action(s).

VTA or AS will confiscate the SmartPass Clipper card and report the violation to the SJSU Office of Student Conduct & Ethical Development and the University authorities. VTA or SJSU will pursue claims or demands against, or seek prosecution of, anyone who commits unauthorized use of the SmartPass Clipper card.