



## FAQ: 2025 Tax saver Fares Determination

**Effective Date: TBC**

**Q. What is the purpose of the 2025 Tax saver Fares Determination?**

**A.** The 2025 update aims to simplify the Tax saver fare structure, make travel more flexible, and improve the customer experience. This includes introducing a zonal ticketing system for the Dublin Commuter Zone and launching an enhanced All-Service ticket.

**Q. I currently have a Dublin City Bus or Luas-only ticket. How will the new fares affect me?**

**A.** We would advise customers to continue using your current ticket until it expires as the ticket will still be valid for your journey. Upon renewal date, you will need to order the new **Dublin City Zone ticket** fulfilled by Iarnród Éireann Tax saver system.

**Q. I currently have a Commuter Rail & DART ticket and travel from Bray to Dublin City Centre. How will the changes affect me?**

**A.** We would advise customers to continue using their current ticket until it expires as the ticket will still be valid for their journey. Upon renewal date, you will need to order **Dublin City Zone 1 ticket**, which includes unlimited travel within the Dublin City Zone. The cost of this ticket is €960.00 annual / €96.00 monthly before the tax saving.

**Q. I currently have a Commuter Rail & DART ticket and travel from Balbriggan / Skerries, Greystones / Kilcoole / Kilcock, or Sallins & Naas to Dublin City Centre. How will the changes affect me?**

**A.** We would advise customers to continue using your current ticket until it expires as the ticket will still be valid for your journey. Upon renewal date, you will need to order the **Dublin Commuter Zone 2 ticket**, allowing unlimited travel within Zone 2 and the Dublin City Zone. The cost of this ticket is €1400.00 annual / €140.00 monthly before the tax saving.

**Q. I currently have a point-to-point ticket from Drogheda / Laytown / Gormanston / Wicklow / Newbridge / Enfield / Kildare / Rathdrum to City centre. How will the changes affect me?**

A. We would advise customers to continue using your current ticket until it expires as the ticket will still be valid for your journey. Upon renewal date, you will need to order a new zonal ticket, allowing unlimited travel within your zone and all zones closer to Dublin city. Check the ticket description and map for full details.

**Q. I have a current annual Tax saver ticket. Can I switch or cancel my ticket and order a new ticket?**

A. We advise customers to continue to use their current ticket until it expires. Ticket cancellations and refunds should be discussed directly with your employer. **Normal cancellation terms and conditions will be applied to all refund requests.**

**Q. Can I use different modes of transport with my new multimodal zonal ticket?**

A. Yes, the new Tax saver zonal tickets allow **unlimited multimodal travel** on Iarnród Éireann, Dublin Bus, Go Ahead, Bus Éireann, JJ Kavanagh (139 only) and LUAS within your purchased zone and all closer zones, including the Dublin City Zone 1.

*Example: A **Zone 3 multimodal ticket** allows unlimited travel in Zones 3, 2, and the Dublin City Zone 1. You can combine different modes of transport, such as taking a train in the morning and a bus in the evening.*

**Q. What is included in the Dublin Commuter Zone tickets?**

A. Each zone covers specific Iarnród Éireann Irish Rail stations, Bus Éireann services, Dublin Bus, Luas, and Go-Ahead services. Check the ticket description and map for full details.

**Q. What is the Enhanced All-Service Ticket?**

A. It offers unlimited travel across Iarnród Éireann Irish Rail, Dublin Bus, Bus Éireann, and Luas services for **€4040.00/year**, replacing several older products at higher prices.

**Q. Why is the Enhanced All-Service Ticket better?**

A. It provides broader coverage at a lower price, offering greater flexibility and value for money.

**Q. Will there be changes to Point to point tickets or Tax saver tickets outside of the Dublin zones?**

**A.** Point-to-point ticket from Drogheda / Laytown / Gormanston / Wicklow / Newbridge / Enfield / Kildare / Rathdrum will now move into the Dublin Commuter zone. All other Point to point tickets which include the feeder service add-on charge between Heuston Station and Dublin city centre will be reduced by €32 /€320 as the add on fare is being removed.

Point to point tickets that do not include the feeder service and Tax saver tickets outside of the Dublin Zone **will not change**.

## **Bus Éireann (bus only) tickets**

**There will be no point-to-point tickets available within the Dublin Commuter Zone**

**Q. I currently have a Bus Éireann monthly / annual Leap Card ticket to / from a destination that is changing zones. What do I do?**

**A.** We would advise customers to hold onto their tickets until they expire as they will still be valid for their current journey. When the ticket expires, a new ticket should be purchased for the new zone.

**Q. I currently have a Bus Éireann Dublin Red Zone monthly / annual Leap Card ticket. What do I do?**

- We would advise customers to hold onto their tickets until they expire as they will still be valid for their current journey.
- When the ticket expires, a new ticket should be purchased for the correct Zone 1 or 2.
- If you require a Zone 1 ticket this should be ordered by your employer from Iarnród Éireann Irish Rail through the current Tax saver.ie company account.
- If you require a Zone 2 ticket this should be ordered by your employer from Bus Éireann through the current Tax saver.ie company account.

**Q. I currently have a Bus Éireann Dublin Green Zone monthly / annual Leap Card ticket. What do I do?**

- We would advise customers to hold onto their tickets until they expire as they will still be valid for their current journey.
- When the ticket expires, a new ticket should be purchased for the correct Zone 2 or 3

**Q. I currently have a Bus Éireann Dublin Blue Zone monthly / annual Leap Card ticket.**

**What do I do?**

- We would advise customers to hold onto their tickets until they expire as they will still be valid for their current journey.
- When the ticket expires, a new ticket should be purchased for the correct Zone 3, 4 or 5.

**Q. I currently have a Bus Éireann Dublin Yellow Zone monthly / annual Leap Card ticket.**

**What do I do?**

- We would advise customers to hold onto their tickets until they expire as they will still be valid for their current journey.
- When the ticket expires, a new ticket should be purchased for the Zone 5

**Q. I currently have a Bus Éireann Dublin Orange Zone monthly / annual Leap Card ticket.**

**What do I do?**

- We would advise customers to hold onto their tickets until they expire as they will still be valid for their current journey.
- When the ticket expires, a new ticket should be purchased for the Zone 6

**Q. What if I wish to cancel my current Tax saver ticket and apply for a refund?**

- Refunds are calculated by dividing the original cost by ten months and multiplying the months used. This total is taken from the original cost of the ticket for the refundable amount.

## **Support and Contact**

**Who can I contact for more information?**

### **Iarnród Éireann Irish Rail**

Dublin 1. Office Hours: 9 - 5pm, Monday – Friday

Phone: (01) 7034652 or (01) 7034697

email: [taxsaver@irishrail.ie](mailto:taxsaver@irishrail.ie)

### **Bus Éireann**

Phone: (01) 7033435 Office Hours: 9 - 5pm, Monday – Friday. Closed for lunch 1 – 2 pm

Email: [taxsaver@buseireann.ie](mailto:taxsaver@buseireann.ie)