Due to cancellation of the Bobcat Tram Interurban (BTI) bus service, BTI fare cards will cease to be of value after service ends on August 23, 2013; however, refunds for unused or partially unused cards are being offered to card holders through August 31, 2013.

Refunds will be accepted in person at the Transportation Services office, 228 Commons Hall, or by mail:
Transportation Services
Texas State University-San Marcos
228 Commons Hall
601 University Drive
San Marcos, TX  78666

Card holders should submit, in person, the unused fare cards and the completed Fare Card Refund Request Form, found at http://gato-docs.its.txstate.edu/bobcat-tram/Interurban/BTI_Refund.pdf no later than 5:00 p.m., Friday, August 30, 2013. Card holders may mail the unused fare cards and the required refund form, if postmarked by Saturday, August 31, 2013.

Requests for refunds received before July 31, 2013 will be processed within 10 business days after July 31. Requests for refunds received between August 1 and August 31, 2013 will be processed within 10 business days after August 31.

University students, faculty, and staff with outstanding charges on their account will receive a credit toward the outstanding charges. All other refunds will be made by direct deposit or by check. Checks will be mailed to the address reflected in the University’s data base. Persons not affiliated with Texas State must provide a mailing address to receive a refund check.

Refunds will be made for unused fare cards at the following rates:

- $40 for fare cards issued prior to the fare increase on September 1, 2012
- $45 for each fare card issued in pairs from the Information Desk at the LBJ Student Center
- $50 for single fare cards issued from all locations
- Refunds for partially used cards will be pro-rated based on the original value of the card and the unused portion.

Requests for refunds will not be accepted after August 31, 2013.