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Terms and Conditions of Credit Account (CrA) of Železničná spoločnosť Slovensko, a. s. Valid from 15 November 2016

The Credit Account (hereinafter abbreviated as CrA) of Železničná spoločnosť Slovensko, a. s. (ZSSK) can be used by natural or legal person without limitations supposing that they follow these Terms and Conditions of Credit Account of ZSSK (Terms and Conditions CrA).

1. General Conditions

- 1.1 The Application **Credit Account (CrA)** of Železničná spoločnosť Slovensko, a. s. (ZSSK), is available to the ZSSK customer, who has registered his/her **ZSSK Customer Account (hereinafter abbreviated as CuA)**. Credit Account is available through the web interface via the standard browsers and it is also accessible in our **Customer Centres ZSSK** and at **sales-desk equipped with KVC**, with the verified e-mail address and the verified mobile-phone number.
- 1.2 CrA is not accessible via the simplified mobile version of the internet commerce eMIL.
- 1.3 The user of the electronic portal and electronic commerce of ZSSK is obliged to follow the **Safety Rules of the ZSSK e-commerce usage**, which are published on the **ZSSK webpage**.

2. Credit Account (CrA)

- 2.1 CrA is a part of CuA (Customer Account), which stores a certain financial credit. Our customer can use this credit for purchases from his/her Customer account (CuA).
- 2.2 CrA is activated once the first deposit is put to the CrA. The prerequisite is, that before putting the first deposit to CrA, the customer has his/her mobile-phone number verified in CuA.
- 2.3 For all operations related to the account (CrA) activity, it is necessary that the customer is correctly identified. If you want to make such an operation at the sales-desk, you need to present the ZSSK registration card (with 2D code), respectively other registration data entered at the registration. For the operation realized through the web interface, the customer must be logged in his/her CuA account.
- 2.4 CrA consists of 2 parts:
- a) **customer credit** – contains the actual financial deposit (credit) that was put by the customer on his/her CuA,
- b) **bonus credit** – contains the actual bonus discounts calculated in Euros, which were assigned to the customer by ZSSK. Each bonus discount has its conditions under which it can be applied and used.
- 2.5 **Bonus credit cannot be applied for purchase of these travel documents:**
- Tickets for the zero-fare transportation (ZFT) and other travel documents issued without payment,
 - Tickets issued according to the Terms and Conditions of Carriage of the Bratislava Integrated Transportation System (PP IDS BK),
 - International travel documents with global price, including these special offers: EUROPA EXPRES, BERLIN SPECIAL and transfer documents for the car-coach,
 - International berth and couchette tickets,
 - Weekly/monthly season tickets for selected routes – purchased via ZSSK online-sale service,
 - Student season tickets for selected routes – purchased via ZSSK online-sale service,
 - Passes for Tatra electric railways and Cog railways (TEŽ and OŽ) – 1 day/3 days/7 days/1 month – purchased via ZSSK online-sale service,
 - Summer network passes SLOVAK – purchased via ZSSK online-sale service,
 - Customer cards JUNIOR RAILPLUS, KLASIK RAILPLUS, SENIOR RAILPLUS and the network pass MAXI KLASIK,
 - Packings,
 - Voucher *Daruj cestu vlakom*,
 - InterKuriér,
 - The travel documents issued for the trains operated by RegioJet for the line No. 131 Bratislava – Dunajská Streda – Komárno according to the pricelist of RegioJet.

3. Depositing the credit on CuA

- 3.1 Each **deposit of the finances on CuA** can be realized via CuA App and at our sales-desk equipped with KVC and in our Customer Centres using the standard payment methods. After depositing the finances on CuA, the confirmation of the deposit on CuA will be issued. The App will send an SMS on the defined mobile-phone number with information about the credit add-on.
- 3.2 **Customer credit add-on:**
The customer can deposit any sum between 10 € - 500 €, while the maximum allowed deposit value after the add-on is 500 €.
- 3.3 **Bonus credit add-on by ZSSK:**
The Bonus credit from ZSSK is granted:
- a) **For each deposit** – for the minimum add-on of 10 € up to the maximum add-on of 500 €, the bonus credit is 5% of the financial sum that is added on to the customer credit,
- b) **For returning the travel documents** – the bonus credit is equal to the cancellation-fee value in accordance with the valid conditions of the offer.
The cancellation fee is always calculated from the sum paid for the travel document. The price paid for the ticket and reduced with the cancellation fee, will be added on to the *customer credit*.

4. Payments with the credit / the options for using the CrA credit

- 4.1 Payment with the credit in case of travel documents purchase is available via ZSSK online sales service, at the sales-desk equipped with KVC or in the Customer Centres and only if the value of the deposit on the CrA is sufficient. Combination of the payment with the credit and other payment method is not accepted. Payment with the credit is also not accepted in case of purchasing the weekly/monthly season tickets for selected routes, student season tickets for selected routes, passes for Tatra electric railways and Cog railways (TEŽ and OŽ) – 1 day/3 days/7 days/1 month, summer network passes SLOVAK – if purchased via ZSSK online-sales service. It is also not possible to use the credit for payments in case of purchase of the tickets issued for Bratislava Integrated Transportation System (IDS BK) and the travel documents issued for the trains operated by RegioJet for the line No. 131 Bratislava – Dunajská Streda – Komárno according to the pricelist of RegioJet.
- 4.2 In case of payment with the credit, our customer can use also the *bonus credit*. Drawing the finances from the *bonus credit* will decrease the resulting price of the travel document.
- 4.3 **Bonus credit can be drawn in form of discount for purchase of the travel documents which minimum value is 1 €, except of those which are listed in § 2.5** – up to the sum specified at the purchase.
- 4.4 In case the customer chooses the option of payment with the credit, a special code will be generated and sent via SMS on the defined mobile-phone number of the customer. The App will request that the customer inserts the confirmation code from the received SMS and within the time limit determined in SMS. In case the purchase is realized at a sales-desk, the customer will insert the code on the PIN PAD keyboard of POS terminal, or can also dictate it to the sales-desk employee.

5. Returning of the travel document that was paid from the credit

- 5.1 In case the travel document was paid with the credit, it can be returned:
- a) **without the cancellation fee – if the refunded finances are returned to the CrA**
In case the customer decides that the refund will be returned on the CrA from which the purchase was realized, the overall sum paid for the travel document will be returned to the CrA as follows:
- *Bonus credit* will be increased by adding back the **bonus discounts** (under the original conditions) **used for the ticket purchase and adding on the cancellation fee value**,
 - *Customer credit* will be increased with **the sum paid for the travel document** with the cancellation fee deducted,
- b) **with the cancellation fee deduction – if the refund is sent to the bank account** (only if the e-travel document is returned in the ZSSK online shop)
In case the customer decides he/she wants to have the refund sent to his/her bank account, the refund will be realized as follows:
- **bonus discounts** (under the original conditions) **used for the purchase** will be added on to the *bonus credit*
 - **the sum paid for the travel document after the cancellation fee deduction** will be returned to the bank account defined by the customer,
- c) **with the cancellation fee deduction – if the refund is realized with the cash pay-out** (only if the travel document is returned at the sales-desk equipped with KVC or Customer Centre)
If the customer decides for refund paid out in cash, the refund will be realized as follows:
- **bonus discounts** (under the original conditions) **used for the purchase** will be added on to the *bonus credit*,
 - **the sum paid for the travel document after the cancellation fee deduction** will be paid out to the customer in cash.
- 5.2 In case the customer cancels the journey before starting it because of an extraordinary situation/condition and if the fault is provably on the side of the carrier/ticket seller (train delay, strike, accident on the track, calamity), the customer can return an ITD at the sales-desk equipped with KVC and according to the Online Sales Terms and Conditions of ZSSK, art. 3.1 In this case the refund will be returned to the customer, without deduction of the cancellation fee – at the sales-desk. The refund can also be added on to the CrA as add on to the *customer credit* and the *bonus credit* will be increased with the bonus discounts (under the original conditions), that were used for the ticket purchase.
- 5.3 **When returning the travel documents to the CrA, identification via CuA is required.**
- 5.4 **Partial return of the travel document** paid with the credit - the confirmed sum will not be returned to CrA. This sum will be:
- a) paid out in cash, if the customer asks for the refund at ZSSK sales-desk, or
- b) sent to the bank account defined in the application form that is sent to SeOTZ ZSSK together with the travel document.
- 5.5 **The cancellation fee** is always deducted from the **price paid for the travel document** and in accordance with the valid conditions of the offer.
- 5.6 In exceptional cases, after returning the travel document, the refund sum is not immediately added on the CrA. The transaction is released and shown in the account movements on the day after.

6. Transaction movements on CrA

- 6.1 When CrA is being in use, the following **movements appear on CrA**:
- a) **When credit is added on the CuA:**
- **Credit upload** – increasing the *customer credit* by depositing customer's finances on his/her CuA,
 - **Bonus-deposit** – increasing *bonus credit* from ZSSK as bonus for financial deposit on the CuA. The bonus is 5% of the deposited amount.
- b) **When paying with the credit/using the credit:**
- **Credit withdrawal** – using the *customer credit* to pay for the purchased travel document,
 - **Bonus withdrawal** – using the *bonus credit* (bonus discounts) for the purpose of decreasing the final price of the purchased travel document.
- c) **When returning the travel document that was paid for with the credit:**
- **Credit upload** – increasing the *customer credit* with the sum paid for the travel document after cancellation fee deduction (if the travel document was returned for the reasons on the customer side) or without deduction of the

- cancellation fee (if the travel document was returned for reason on the carrier/seller side),
 - **Bonus-cancellation fee** – cancellation fee is added on to the *bonus*,
 - **Bonus release** – adding the bonus discounts used for the ticket purchase to the *bonus* credit (with the original conditions). This will be visible in transaction movements within 20 min. from the ticket return.
- d) **When the invalid ticket is cancelled by the system as a result of not inserting the confirmation SMS code:**
- **Abandoned purchase** – *customer credit* is increased with the value of the document that was being purchased,
 - **Bonus release** – adding the bonus discounts used for the ticket purchase to the *bonus* credit (with the original conditions).

6.2 Movement status of the individual transaction movements can be one of the following:

- **Authorized** – payment verified with SMS code, transaction is awaiting processing,
- **Unauthorized** – payment awaiting processing within the next 15 minutes,
- **Processed** – payment successful.

7. Registration to CuA (part of which is CrA) and its activation

- 7.1 CuA registration means creation of CuA of the concrete customer. CuA is identified by a unique number. This is CuA number. **One customer can only have one CuA.**
- 7.2 Registration to CuA can be done through **internet application** or at our sales-desk equipped with KVC and in the **Customer Centres**. It is necessary to fill in all the required obligatory login data in the registration form. To access CuA and to be able to realize purchases from CrA in the ZSSK online shop, the obligatory data are also: verified e-mail address and verified mobile-phone number. Verification of the e-mail address and mobile-phone number is realized directly in CuA application.
- 7.3 CuA can be registered without any deposited credit, i.e. the customer has no CrA. CrA, however, is accessible and can be used once finances are deposited on the CrA. The requirement is to have the mobile-phone number verified before realizing the first deposit.
- 7.4 Data provided in the CuA registration form are used for ZSSK internal purposes only and solely and ZSSK guarantees that these data will not be provided to the third parties and abused in any way. In accordance with provisions of § 11 Act No. 122/2013 Coll. on the protection of personal data and amendments of other acts, ZSSK requests the voluntary agreement without reservation - on processing of the personal data such as name and surname, ID number, date of birth, residential address, photograph, telephone number or e-mail address. The reason for this is capability of issuance of the customer card, identification on the train when enforcing the entitlement to various discounts, CuA registration, recovery connected with breaching Terms and Conditions of Carriage and statistical purposes during the time of archiving. The customer confirms the accuracy and veracity of submitted data and the consent with processing the submitted personal data – either with the signature on personal registration or clicking the agree button in case of the internet application. The consent is valid for the time of the CuA purpose fulfilment.
- 7.5 When the registration is finalised, the application informs the customer about the registration number and the CuA number (the number of the actual valid ZSSK registration card with 2D code – in the bottom right corner of the card) and enables the customer to print the card.
- 7.6 The card enables easy access to CuA at the sales-desk or in the train by reading the 2D code. The card can be used as a printout (paper) or electronically in PDF format in the personal electronic device (Notebook, Netbook, iPhone, iPad...).

8. Personal data change

- 8.1 Customer personal data can be changed directly in the **internet application** or **at sales-desk equipped with KVC and Customer Centres** and to the extent enabled by the application.
- 8.2 When the data change is finalised, the application enables to make a new printout of the actual ZSSK registration card with 2D code.
- 8.3 Customers can change the e-mail address and the mobile-phone number only via **Contact Centre (CC)** 24/7 on tel. number 18 188 or in writing at the address of OTZ Section ZSSK.

9. CuA cancellation

- 9.1 Customers can cancel the CuA directly in the application or in writing at the address of OTZ Section ZSSK.
- 9.2 In case CuA contains the deposit *customer credit*, the customer needs to enter the bank account number where the remaining financial sum will be sent. The remaining sum reduced with the 5% cancellation fee will be returned to the customer by being sent on the entered account number within 30 days from CuA cancellation. By cancelling CuA, the customer loses entitlement to the collected sum of the *bonus credit*.
- 9.3 Restoration of the cancelled CuA is not possible. By cancellation of CuA, also all other registrations bound to CuA will be cancelled and the *bonus credit* will be voided.
- 9.4 On the new CuA registration, the customer is considered to be a new customer.

10. Claims and Complaints

- 10.1 ZSSK is not liable for any damage occasioned when the customer cannot, in a certain moment, use the account services according to the provisions of these Terms and Conditions of Credit Account.
- 10.2 All claims and complaints must be submitted in written form, where the identification data (name, surname, residential address, CuA card registration number, CuA number), the reason of the complaint and the complaint-relevant documents.
- 10.3 The claim/complaint will be dealt with latest within 30 days from its delivery.
- 10.4 **Clearing Section (Section OTZ) address:**

Železničná spoločnosť Slovensko, a.s.
 Úsek obchodu
 Sekcia odúčtovania tržieb železníc
 Oddelenie vnútroštátnej prepravy
 Rožňavská 1
 832 72 Bratislava 3

ZSSKSeOTZ@slovakrail.sk

11. Final provisions

- 11.1 ZSSK publishes the Terms and Conditions of Credit Account on its webpage www.slovakrail.sk. Terms and Conditions of Credit Account are valid even after the legal relationship customer - ZSSK is terminated, until the complete settlement of the mutual legal relationship.

12. Merchant's Identification

Železničná spoločnosť Slovensko, a.s., Rožňavská 1, 832 72 Bratislava 3, Slovak Republic

Registered in the Commercial Register of the District Court of Bratislava I, Section: Sa, Entry No. 3497/B

Company ID Number: 35 914 939

Tax ID Number: 2021920076

VAT Registration Number: SK 2021920076

Online Sales Terms and Conditions of Železničná spoločnosť Slovensko, a. s. Valid from 15 November 2016

Online Sales of Železničná spoločnosť Slovensko, a. s. (hereinafter „ZSSK“) available on www.slovakrail.sk are governed by these Online Sales Terms and Conditions (hereinafter „Terms and Conditions“).

The user of electronic portal and electronic services is obliged to follow The security rules for the electronic services usage within the system of ZSSK published on ZSSK website.

Information provided by customers in ZSSK's order forms will be used solely for internal purposes and ZSSK undertakes not to misuse it in any way and nor to disclose it to any third parties (further specified in point 2.1).

1. Basic Terms and Conditions

1.1 Issuance Terms and Conditions of Validity

ZSSK online sales service offers following types of e-travel documents (hereinafter „ETD“):

- **Travel tickets** (including zero-fare travel tickets for zero-fare public transport, hereinafter „ZFT“),
- **Motorail tickets for journeys between ZSSK and ČD,**
- **Reservations** (seat reservations, couchette berth reservations, sleeping berth reservations; hereinafter „reservations“),
- **Travel tickets together with reservations.**

Following ETD are available:

1) single (one-off) travel documents, available via the search connection application on the ZSSK website after selecting the „BUY A TICKET“/„NÁKUP DOKLADU“ button:

- for all domestic journeys
- for crossborder trains between ZSSK a ČD,
- for selected any international journeys

2) season travel documents for multiple journeys available via a special form at www.slovakrail.sk:

- weekly/monthly season tickets for selected routes and students season tickets for selected routes,
- monthly season zero-fare travel tickets for multiple journeys for students,
- passes for Tatra electric railways and Cog railways (TEŽ and OŽ) – 1 day/3 days/7 days/1 month,
- season tickets for Integrated Transport System of the Bratislava Region.

3) motorail tickets available via the search connection application on the ZSSK website after selecting the „BUY A TICKET“/„NÁKUP DOKLADU“ button or via a special form at www.slovakrail.sk:

ETD are available **non-stop** with following **technical breaks**:

- first Wednesday in month between 00:00 and 04:00 and
- first night from Tuesday to Wednesday in February, June, November from 23:00 to 04:00.

Any other unexpected technical breaks will be announced via ZSSK's website.

ETD validity and issuance terms			
COMMON TERMS AND CONDITIONS:			
ETD is not transferable and it is valid only for the passenger and his/her fellow passengers as stated on the ticket, if the concrete conditions of the offer do not state otherwise.			
Reservations are valid only for the train and date shown on the ETD.			
ETD cannot be purchased earlier than 60 days prior to the journey, if the concrete conditions of the offer do not state otherwise.			
Domestic travel documents	Tickets for IC trains	to the train's scheduled departure from the passenger's boarding station	ETD is only valid on the train and date shown.
	Tickets with seat reservations	at latest 15 minutes prior to the train's scheduled departure from the passenger's boarding station	ETD is only valid on the train and date shown. If an ETD is not used for the train shown on the ticket, it may be used also for other trains on the same route on the first day of its validity according to following rules: a) ETD issued for non-zero-fare passengers (i.e. excluding ETD with ZFT) may be used for any following train, b) ETD issued for zero-fare passengers may be used for any following train except for the trains of the following categories: RR, R, Ex, EC, EN, SC trains. (Using ETD on an entirely or partially different route and using a higher class or a train of a higher standard is possible as specified in ZSSK Terms of Service.)
	Seat reservations		
	Tickets (without seat, sleeping/couchette berth reservation)	at latest 2 hours prior to the scheduled departure of the train with a sleeping/couchette berth coach from its originating station	
	Tickets with sleeping/couchette berth reservations		
Sleeping/couchette berth reservations			

	Special offer SLOVAK EXPRESS valid for selected domestic night trains	at latest 24 hours prior to the train's scheduled departure from its originating station	ETD is valid on the train and date shown only in the reservation category shown.
International travel documents	EUROPA EXPRESS for selected international journeys between ZSSK and ČD	at latest 24 hours prior to the train's scheduled departure from its originating station	ETD is only valid on the train and date shown, only in the reservation category shown.
	Motorail tickets for journeys between ZSSK and CD plus travel tickets and seat, couchette and berth reservations for passengers (the driver and his/her fellow passengers)	at latest 3 hours prior to the train's scheduled departure from the passenger's boarding station	EDT for motorail and travel tickets for passengers is valid only for the vehicle, the driver and his/her fellow passengers as stated on the ticket.
	Tickets between ZSSK and CD	at latest 15 minutes prior to the train's scheduled departure from the passenger's boarding station	ETD is only valid on the train and date shown. For the later trains on the same route (the journey THERE can only be initiated on the first day of the validity) the following is valid: a) ETD in the small border traffic – in any later train of the category Os, REX, RR and R: - single ticket is valid until 6 a.m. on the day after, - return ticket until midnight on the day after, b) ITD within the neighbouring countries transport (i.e. other tickets with the exception of the small border traffic) will be issued as a single ticket in any later train until the midnight on the day after.
	Seat reservations		
	Couchette or berth reservations	at latest 2 hours prior to the train's scheduled departure from its originating station	
	Special offer EURegio WIEN TICKET (purchase button: WIEN TICKET)	at latest on the day of the ticket's validity	ETD is valid for 1 journey to Vienna and 1 journey back on the appropriate route and on the day for which the ticket was purchased. The ticket is valid for any ZSSK train and for any ÖBB regional and suburban line (ÖBB train category: R, REX, S-Bahn). The return journey must be initiated on the day of the ITD validity, it can be finished after midnight on the territory of Slovakia. ITD loses its validity after the return journey is completed. ITD refund is not allowed if the reason for returning is on the side of the passenger.
BERLIN SPECIAL for selected international journeys between ZSSK and DB	at latest 72 hours prior to the train's scheduled departure from its originating station	ETD is only valid on the train and date shown. If the journey is done with a transfer (change of stations), ETD is valid between ČD and DB on any other train (within validity of ETD).	
Season tickets for selected routes and Student season tickets for selected routes	at latest on the first day of the ticket's validity		
Monthly season zero-fare travel tickets for students			
Passes for Tatra Electric Railways and Cog Railways (TEŽ and OŽ)			
Season tickets for Integrated Transport System of the Bratislava Region	at earliest 30 days, be at latest one day before the first day of the ticket's validity	ETD is not valid as a travel document. Passengers will be asked to show their contactless chip cards charged with the season ticket at the ticket inspection. Contactless chip cards is not transferable and it is valid only for passenger stated on the card.	

An ETD IC sent to a passenger's e-mail address which can be downloaded and printed after a successful payment, is considered as a valid tax document.

1.2 Additional Terms and Conditions

1.2.1 Special offer: SLOVAK EXPRESS

Special offer SLOVAK EXPRESS is a global price package, where the global price includes the price of the ticket and the reservation, which is a seat reservation, or a berth reservation (Single, Double or Tourist), or a couchette reservation (4-couchette compartment or 6-couchette compartment), depending on the train type. This offer is limited and is valid for all journey relations of the chosen trains.

1.2.2 International travel documents ZSSK – ČD EUROPA EXPRESS

EUROPA EXPRESS is a global price package, where the price of the package includes the price of the ticket and the reservation, which is a seat reservation, or a berth reservation (Single, Double or Tourist), or a couchette reservation (4-couchette compartment or 6-couchette compartment), depending on the train type).

For international day-time trains that do not originate in the Czech Republic or in the Slovak Republic, there are no seat reservation available (there are no seats available in the reservation systems of ZSSK and ČD).

Number of tickets is limited and they are available only for selected routes and selected trains/train connections.

EUROPA EXPRESS tickets for selected trains and days are available until they are sold out, at earliest 60 days and at latest 24 hours prior to the train's scheduled departure from its originating station (24 hours prior to the train's scheduled

departure from the ZSSK (ČD) border station in case of international day-time trains operating in direction ZSSK → ČD (ČD → ZSSK) that do not originate in the Slovak Republic (in the Czech Republic)).

EUROPA EXPRESS can be purchased for a journey starting in a ZSSK railway station and finishing in a ČD railway station and the other way round. ETD for GOING OUT and COMING BACK are issued separately.

PLEASE NOTE:

Passengers are required to print their EUROPA EXPRESS ETD with sleeping/courette berth reservations before their journey. EUROPA EXPRESS ETD with sleeping/courette berth reservations are accepted only in a hard copy at the ticket inspection. Electronic versions of ETD will not be accepted.

1.2.3 International travel documents ZSSK – ÖBB EURegio WIEN TICKET

The special offer EURegio WIEN TICKET is a discounted **one-day return ticket** for 2nd Class and without reservation (seat, berth or couchette reservation). The ticket is valid for the journey from a selected station in Slovakia to Vienna and back via the border station Kittsee Gr. or Marchegg Gr. between Slovakia (ZSSK) and Austria (ÖBB).

Transportation of 1 bicycle for the route Bratislava – Vienna and back is included.

The detailed Terms and Conditions and pricelist are available on [the webpage](#).

Special ticket including use of Vienna public transport (WIEN TICKET Z100) is not available via internet online shop of ZSSK.

To your attention:

ITD refund is not allowed if the reason reasons for returning is on the side of the passenger.

1.2.4 International travel documents ZSSK – DB BERLIN SPECIAL

Special offer BERLIN SPECIAL is an one-way ticket for second class without reservation (seat reservation, couchette, berth) to/from selected stations in Slovakia to/from Berlin via border station Schöna Gr. between Czech Republic (Czech Railways – CD) and Germany (German Railways – DB).

Number of tickets is limited. BERLIN SPECIAL is valid for selected journey relations and train services/connections.

BERLIN SPECIAL tickets for selected trains and days **are available until they are sold out, at earliest 60 days and at latest 72 hours prior to the train's scheduled departure from its originating station** (if the train is originating from Hungary then 72 hours prior to the train's departure from border station between Hungary and Slovakia).

BERLIN SPECIAL can be purchased for a journey from selected stations in Slovakia (ZSSK) to Berlin and vice-versa, ETD for GOING OUT and COMING BACK are issued separately.

PLEASE NOTE:

Passengers are required to print their BERLIN SPECIAL ETD before their journey. BERLIN SPECIAL ETD are accepted only in a hard copy at the ticket inspection. Electronic versions of ETD will not be accepted.

1.2.5 Season Tickets for Selected Routes and Student Tickets for Selected Routes

Season tickets for selected routes are monthly or weekly tickets for multiple journeys on all trains of ZSSK that are valid for selected time periods and routes as defined in [ZSSK Terms of Service](#).

1.2.6 Monthly Season Zero-fare Travel Tickets for Students

Monthly season zero-fare travel tickets for students entitle their holders to travel from one railway station (residence place) to another railway station (site of school, shown on the student ID card) as defined in [ZSSK Terms of Service](#).

1.2.7 Passes for Tatra Electric Railways and Cog Railways (TEŽ and OŽ)

Passes for Tatra Electric Railways and Cog Railways (TEŽ and OŽ) are 1 day, 3 days, 7 days or 1 month tickets entitling their holder for multiple journeys on TEŽ and OŽ routes as well as routes running via Studený Potok as defined in ZSSK Terms of Service.

1.2.8 Season Tickets for Integrated Transport System of the Bratislava Region

Season tickets for Integrated Transport System of the Bratislava Region are tickets valid for 7, 30, 90 or 365 days. Tickets can be used on all public urban transport lines of Dopravný podnik Bratislava, on suburban bus lines of Slovak Lines and on Os and REX trains of Železničná spoločnosť Slovensko within the scope of their temporal and geographical validity.

Season tickets for Integrated Transport System of the Bratislava Region are available online only for contactless chip cards issued by ZSSK. Customers can select time validity, territorial zones and validity start day during their purchase. Customers are also asked to provide the ID number of their contactless chip card (10 digits serial number) during the purchase. Passengers will be asked to show their contactless chip cards charged with the season ticket at the ticket inspection.

2. ETD Conditions of Issuance

ZSSK online sales service allows passengers to add ETD IC to their shopping carts.

After closing their shopping cart, customers are asked to fill in a purchaser's personal data form. The form contains several mandatory fields (marked with *). **No blank spaces should be used to separate the series and numbers of purchaser's ID card in the purchaser's ID field.** In the next step, customers are asked to fill in passenger's personal data for each ETD. **Customers are responsible for providing correct and accurate information. Customers purchasing ETD for another person are asked to provide both purchaser's personal data in the in the purchaser's data form and personal data of the passenger in the passengers' data form.**

The term **purchaser's ID card** refers either to national ID cards or to passports.

The term **passenger's ID card** refers to:

- **For non-zero-fare passengers:** national ID cards or passports; ID cards of accompanying persons for children under 6 years of age; ID cards for children under 15 years of age issued by ZSSK for children aged 6 -15 years or any other ID card issued by another organization or authority provided that this ID card contains an up-to-date profile picture, name, surname and date of birth as a proof of age. Depending on the type of purchased product, ID card may also refer to non-transferable MAXI KLASIK rail passes; and JUNIOR RAILPLUS cards; JUNIOR RAILPLUS EURO<26 cards; KLASIK RAILPLUS cards; SENIOR RAILPLUS cards; in case of issuance of season tickets for selected routes, as well as contactless chip card, issued by ZSSK; student cards issued by ZSSK for students; student ID cards with contactless chips; by purchase of the travel document for IC train, any valid ISIC card is also acceptable; railway card,
- **For zero-fare passengers:** ID cards of accompanying persons for children under 6 years of age; ID cards for children under 15 years of age issued by ZSSK for children aged 6 -15 years; student cards issued by ZSSK for students; student ID cards with contactless chips; senior cards with profile pictures issued by ZSSK for retired persons under 62 (if issued without a profile picture, passengers will need to present their national ID cards or passports together with the senior card); senior cards with profile pictures issued by ZSSK for retired persons over 62 (and 70) (if issued without a profile picture, passenger will need to present their national ID card or passport together with the senior card).

When obtaining zero-fare tickets online, customers will be asked to provide the zero-fare passenger ID number issued for zero-fare passengers upon their registration for zero-fare travelling. System will issue a zero-fare travel ticket only after a successful validation of the data provided by the customer. If a shopping cart contains zero-fare travel tickets only, customers are prompted to confirm acceptance of Terms and Conditions and delivery method. In a following step, an ETD with zero-fare travel ticket will be generated. **If customers do not receive their zero-fare ETD, they are recommended to contact ZSSK Call Centre on 18 188 (+421 24 48 58 188 from abroad) immediately.** After providing information regarding their ETD, a new ETD will be generated for them and sent to the e-mail address provided in their order form.

When purchasing non-zero fare tickets online, customers will be asked to check their data, select their payment method and to confirm their agreement with the Terms and Conditions by clicking on the confirmation field.

Customers who fail to fill in any mandatory field or to accept the Terms and Conditions will not be allowed to continue their purchase.

In the next step, customers can make their payment using one of the following bank applications: **GP webpay** (an online payment product of Československá obchodná banka for MasterCard, Maestro, VISA and VISA Electron cards); **e Platba VÚB** (product of Všeobecná úverová banka); **TatraPay** (product of Tatra banka) or **SporoPay** (or product of Slovenská sporiteľňa)

Mobile payments can be made only via **GP webpay** with MasterCard, Maestro, VISA and VISA Electron cards.

Customers can cancel their transaction any time before making their payment. After accepting the cancellation, the online sales application will place the reserved seats back to the sales system.

The time limit for closing the shopping cart, filling in the forms and sending a payment request is 30 minutes. After expiration of this time limit, the online sales application will cancel the purchase, place the reserved seats back to the sales system and display a session timeout message.

Passengers wishing to make a seat, couchette berth or sleeping berth reservation are recommend to search the direct train connections only (using the "**Direct Connection**" search parameter) to make sure that the system selects the correct train and coach.

2.1 Personal Data (Purchaser's Data, Passenger's Data)

ZSSK gathers personal data of its customers in order to fulfil the obligations expected by passengers ordering their travel documents online and for the purposes of fulfilling the contract of carriage. Without these data, ZSSK would not be able to process customers' orders. ZSSK requires filling in mandatory personal data in order to issue process online travel documents correctly.

Customers (passengers) are asked to provide their name, surname, address, e-mail address and ID card number to protect both themselves and the carrier when making an online purchase and payment. The aim is to prevent unauthorised use of travel documents by passengers or third parties; to execute the right of the carrier to verify passengers' identity for further collection of fares/other charges and to execute the right to check passengers' entitlement for discounts pursuant to § 16 sec. 2 of the Act No. 514/2009 Coll. on the Transport on Railroads.

2.2 ETD Ticket Inspection

On request of ZSSK train personnel, **passengers are obliged to show their ETD** together with:

- An ID card, which number is printed on ETD **in case of following ETD: tickets for IC trains, single (one-off) travel tickets, season tickets, motorail tickets or single (one-off) travels ticket together with reservation.** Passengers travelling at reduced fares are also obliged to show documents/cards that prove their entitlement for the reduced fare,
- An ID card which number is printed on ETD together with a valid travel ticket (except for children under 6 years) **in case of an ETD reservation only.** Passengers travelling at reduced fares are also obliged to show documents/cards that prove their entitlement for the reduced fare.

In case of e-season tickets for selected routes, passengers are obliged to show following documents/cards:

- **In case the purchase of a season ticket for selected route is registered on contactless chip card ZSSK (by purchase, the 10-digit number of the contactless chip card was entered)** – their contactless chip cards charged with the season ticket at the ticket inspection. Passengers travelling on the day of purchase will need to show the ETD in printed or electronic form as well,

- **In case the purchase of a season ticket for selected routes is registered on other ID document (other than contactless chip card) –** the ETD in printed or electronic form as well and an ID card, which number is printed on ETD.

In case of e-season tickets for Integrated Transport System of the Bratislava Region passenger are obliged to show their contactless chip cards charged with the season ticket at the ticket inspection.

Passengers may present their ETD (with exception of motorail tickets, EUROPA EXPRESS packages with sleeping/courette berth reservations, BERLIN SPECIAL and e-season tickets for Integrated Transport System of the Bratislava Region) **in any of the following formats:**

- **A hard copy** – an ETD printed directly from browser/E-mail Inbox (as a PDF file) in its original format and size, without any additional editing,
- **A pdf file** in electronic devices (Notebook, Netbook, iPhone, iPad ...) downloaded from the browser/E-mail Inbox in its original format and size, without any additional editing,
- **A png file (a simplified ETD)** in mobile phones, downloaded via online sales mobile app (eMIL).

International travel documents are accepted in hard copy only at the ticket inspection. Electronic versions of ETD will not be accepted. Here the only exception is travel ticket between ZSSK and CD, seat reservation, EUROPA EXPRESS ticket with seat reservation and EURegio WIEN TICKET that can also be accepted as a pdf file.

Please note:

Passengers are obliged to board the train with their ETD already printed or downloaded in their electronic devices or mobile phones. Passengers failing to present a valid ETD (saying, for example, that they have already purchased their ETD but have not received it yet or that they cannot load the file in their electronic device for any reason) **will be considered as passengers without a valid travel document.**

If passengers fail to present their ETD together with a valid ID card, or if the ID card number does not match with the ID card number printed on the travel document, or if they present an ETD that has been modified, or used beyond the scope of its time/route validity, they will be considered as passengers without a valid travel document according ZSSK Terms of Service or ZSSK Terms of Service for IC Trains.

2.3 Recommendation

Customers are recommended to remember the variable symbol of their payment, which is required by ZSSK Call Centre in case of problems with online purchase or in case of reimbursement procedure (ZSSK Cancellation/Reimbursement Request Form for Online Sales No. 33295).

If a customer enters the Tatra banka - TatraPay, Slovenská sporiteľňa – SporoPay, Všeobecná úverová banka – e Platby VÚB or the GP webpay payment site, but does not continue to log-in and carry on the transaction, his/her purchase will be cancelled and the online sales application will place the reserved seats back to the sales system.

After making a payment, the online sales application will display a message confirming generation of an ETD, including passenger's personal data, 2D code, transaction date and transaction number. Customers can download their ETD in a PDF form using the **DOWNLOAD THE RECEIPT link**.

The ETD can be also sent as a PDF file to the email address provided by the purchaser.

Pursuant to §19 of Act no. 122/2013 Coll. on Protection of Personal Data, ZSSK has taken **due technical, organisational and personal measures** to protect personal data while considering the technical devices in use as well as risks that may threaten the security or functionality of its information systems.

Customers wishing to receive their ETD via e-mail agree with transfer of their data from ZSSK website protected by a security project for a publicly accessible computer network. Hereby ZSSK declares that it does not have control over publicly accessible computer networks/linked locations and therefore is responsible neither for their content nor for the security of personal data processed by these networks. ZSSK is not familiar with personal data processing methods of these networks nor with the range of potential risk, which may threaten their security. By providing a link to a linked location ZSSK does not automatically approve or agree with its content. ZSSK provides links to the publicly accessible computer networks in a good faith that its provision complies with the generally applicable standards and meets the expectations of internet users.

ETD issued via online sales mobile app (eMIL) can be downloaded directly to mobile devices in a simplified version as a PNG file by clicking on the TRAVEL DOCUMENT link after successful transaction. A simplified ETD is valid for purposes of ticket inspection. A simplified ETD includes details of train connections, transaction number and 2D code.

The payment confirmation session (30 minutes) starts immediately after sending a payment request to the bank application. A payment must be made within this time limit.

If a customer fails to make his/her payment within this time limit or if the online sales application does not receive a payment confirmation from the bank, the purchase will be cancelled and seats will be placed back to the sales system.

If a customer does not return to the merchant's site after making the payment or if he/she does not receive his/her ETD, the ZSSK Call Centre should be contacted immediately:

18 188 (for international calls +421 24 48 58 188).

ZSSK Call Centre operators are ready to provide assistance and help. For the purposes of payment verification, customers will be asked to submit the variable symbol of their payment. After successful payment verification, an ETD will be generated and sent to customer's e-mail address provided in the order form. ZSSK Call Centre operators are able to provide 24/7 customer support in case of any problems with online purchases together with any further information on travelling by train.

3. Assertion of Rights

3.1 ETD Cancellations (Refunds)

Passengers may cancel their ETD unused for personal reasons before starting their journey using an online form on ZSSK website within time limits as shown in the table below. A cancellation fee is applicable. Refunds of ETD will be transferred to the passenger's bank account provided in the online order form within 30 days after submission of the online cancellation form. If a customer has made his/her payment with a credit card that is bound to bank account in a foreign bank, refunds will be transferred to this bank account within 30 days after submission of the online cancellation form. In case of cancelling a Domestic zero-fare travel ticket online, the passenger using the online cancellation form can choose the foreign payment option. In that case the passenger is not obliged to enter the account number as these tickets are not refundable.

If customers do not receive an e-mail notification confirming a successful cancellation of their ETD, they are recommended to contact ZSSK Call Centre on 18 188 (+421 24 48 58 188 from abroad) in order to confirm the cancellation.

It is not possible to exchange ETD IC.

ETD cancellations can be submitted using an online form only within the time limits as specified below. ETD cancelled after these deadlines will not be accepted.			
A	Tickets for IC trains		to the train's scheduled departure from the passenger's boarding station <i>(Cancellation fee: 10 % of the fare)</i>
	Domestic travel documents (without premium 1 plus compartment seat reservation)		<p>a) if the first train of passenger's train connection is a domestic train or an international train originating in Slovakia: at latest 2 hours prior to the train's scheduled departure from its originating station (respectively prior to departure of the train from passenger's train connection with the earliest departure from its originating station)</p> <p>b) if the first train of passenger's train connection is an international train not originating in Slovakia: at latest 2 hours prior to scheduled departure from the Slovak border station</p> <p><i>(Cancellation fee: 10 % of the fare, amounts less than 1 € will be not refunded; 100 % (1 €) of the price of seat reservation; 1 € of the price of couchette berth; 2 € of the price of sleeping berth)</i></p>
	Premium 1 plus compartment seat reservation		At latest 2 hours prior to the scheduled departure of the train from the passenger's boarding station <i>(Cancellation fee: 1 €)</i>
	Special offer SLOVAK EXPRESS valid for selected domestic night trains		At latest 24 hrs. prior to the scheduled departure of the train from the passenger's boarding station <i>(Cancellation fee 10% from the ETD price)</i>
B	Domestic zero-fare travel tickets	B1) trains of the following categories: RR, R, Ex, EC, EN, SC trains	At latest 120 minutes after the scheduled departure of the train indicated on the zero fare ETD from the passenger's boarding station <i>(zero fare ETD can be cancelled also at KVC cash desks)</i>
		B2) all the remaining trains excluding RR, R, Ex, EC, EN, SC trains	See point A
C	International travel documents	C1) EUROPA EXPRESS for selected international trains between ZSSK and ČD	At latest 24 hours prior to the scheduled departure of the train from the passenger's boarding station <i>(Cancellation fee: 10 % of the ticket price, min. 5 €)</i>
		C2) Motorail tickets for journeys between ZSSK and CD plus travel tickets for passengers (the driver and his/her fellow passengers) <i>(Seat, couchette and berth reservations need to be cancelled separately according to point C5)</i>	<p>a) At latest by the 24th hour of the day preceding the day of the train departure from the passenger's boarding station <i>Cancellation fee: 10 % of the ticket price</i></p> <p>b) At latest 3 hours prior to the scheduled departure of the train from the passenger's boarding station <i>Cancellation fee: 50 % of the ticket price</i></p>
		C3) local border traffic tickets between ZSSK and CD	At latest 24 hours prior to the scheduled departure of the train from the passenger's boarding station <i>(Cancellation fee: 10 % of the ticket price, min. 1 €)</i>
		C4) train ticket within the neighbouring countries transport between ZSSK and ČD	At latest 2 hours prior to the train's scheduled departure from its originating station <i>(Cancellation fee: 10 % of the ticket price, min. 4 €)</i>

	C5) Separate seat, couchette or berth reservations	At latest 2 hours prior to the train's scheduled departure from its originating station <i>(Cancellation fee: 100 % (2 €) of the seat reservation price; 10 % of the couchette or berth reservation price, min. 1 €)</i>
	C6) EURegio WIEN TICKET	ITD refund is not allowed if the reason for returning is on the side of passenger
	C7) BERLIN SPECIAL for selected international trains between ZSSK and DB	At latest 72 hours prior to the scheduled departure of the train from the passenger's boarding station <i>(Cancellation fee: 10 % of the ticket price, min. 5 €)</i>
D	Monthly season zero-fare travel tickets for students	Before its validity start day, meaning at latest at the midnight of the day preceding the first day of its validity
E	E1) Season tickets for selected routes and Student season tickets for selected routes	Before its validity start day, meaning at latest at the midnight of the day preceding the first day of its validity <i>(Cancellation fee: 10 % of the fare, amounts less than 1 € will be not refunded)</i>
	E2) Passes for Tatra Electric Railways and Cog Railways (TEŽ and OŽ)	Note: After the first day of its validity ETD can be cancelled in accordance with ZSSK Terms of Service
F	Season tickets for Integrated Transport System of the Bratislava Region	At latest 2 calendar days before its validity start date. <i>(Cancellation fee: 2 €)</i> Note: After the first day of its validity ETD can be cancelled in accordance with Integrated Transport System of the Bratislava Region Terms of Service

If passengers cannot start their journey **due to fault on the part of the carrier** (e.g. in case of strike, calamity, train delay, accident on the track), they can return their ETD at KVC cash desks **within one hour after start of its validity**, in case of the offer EURegio WIEN TICKET within 1 hour after the scheduled departure of the train to which the extraordinary situation is related. In this case, refunds of ETD will be paid out in cash, with no cancellation fee.

Please note: E-tickets for multiple journeys (season tickets for selected routes, student season tickets for selected routes, monthly season zero-fare travel tickets for students, passes for Tatra Electric Railways and Cog Railways, season tickets for Integrated Transport System of the Bratislava Region) cannot be cancelled at iKVC cash desks before their validity start date. This applies to cancellation due to extraordinary circumstances as well. Please use ZSSK [online form](#) to cancel these e-tickets before the start date of their validity.

3.2 Reimbursements

Passengers who have not received their ETD after making their online payment are recommended to contact ZSSK Call Centre immediately. If they do not contact ZSSK Call Centre within the defined time limit or if ZSSK Call Centre operators are not able to confirm their payment, generate and send the ETC within the defined time limit, passengers are recommended to send a written reimbursement request (via conventional mail or via e-mail) to ZSSK **Clearing Section (Sekcia OTZ)**. The reimbursement request should include the variable symbol of the payment (provided that a variable symbol has been generated), purchase date and the purchaser's personal data provided in the order form. ZSSK Clearing Section will examine the reimbursement request and if justified, they will reimburse passengers within the legal period of 30 days after submitting their request. The reimbursement amount will be transferred to the purchaser's bank account provided in the online order form.

In case of any other extraordinary situations, passengers are recommended to send a written reimbursement request (via conventional mail or via e-mail) to ZSSK **Clearing Section (Sekcia OTZ)**. The reimbursement request should include the variable symbol of the payment (provided that a variable symbol has been generated), personal data, bank account number (if using the GP Webpay services) and all relevant documentations and arguments to justify the request. Passengers can submit their reimbursement request (addressed to ZSSK Clearing Section - Sekcia OTŽ) directly at ZSSK Clearing Section or at ZSSK cash desks. ZSSK Clearing Section will examine the reimbursement request and if justified, they will reimburse passengers after deducting a cancellation fee according to ZSSK Terms of Service within the legal period of 30 days after the date of their journey (or within 30 after submitting their request if submitted later). The reimbursement amount will be transferred to the purchaser's bank account or to bank account provided in the reimbursement request (if using the GP webpay services). Reservation fee cannot be reimbursed in this case.

Passengers may send the „Internet Travel Document Cancellation/Reimbursement Request Form” (available for downloading/printing on ZSSK web site or on request at ZSSK KVC cash desks) to ZSSK **Clearing Section (Sekcia OTZ)** directly or they may submit it at ZSSK cash desks.

Passengers are required to submit their ETD for reimbursements as a hard copy only. Passengers wishing to reimburse their ETD IC who have not selected the e-mail delivery option and therefore cannot print it as a hard copy, are advised to contact ZSSK Call Centre (by phone: 18 188, for international calls +421 24 48 58 188) to receive their ETD via e-mail for printing.

If an ETD cannot be fully or partially used due to fault on the part of the carrier, passengers can apply for reimbursement of ETD at the railway station where they have abandoned their journey. In this case, no hard copy is needed for reimbursement.

Clearing Section (Sekcia OTZ) address:

Železničná spoločnosť Slovensko, a.s.

Úsek obchodu

Sekcia odúčtovania tržieb železníc

Oddelenie vnútroštátnej osobnej prepravy

Rožňavská 1

832 72 Bratislava 3
info@slovakrail.sk

4. Merchant's Identification

Železničná spoločnosť Slovensko, a.s., Rožňavská 1, 832 72 Bratislava 3, Slovak Republic

Registered in the Commercial Register of the District Court of Bratislava I, Section: Sa, Entry No. 3497/B

Company ID Number: 35 914 939

Tax ID Number: 2021920076

VAT Registration Number: SK 2021920076