

Conditions of payments for ITD

via the slovakrail.sk website

You can make your payment using online payment products of Československá obchodná banka – **GP webpay**, Všeobecná úverová banka - **e Platba VÚB**, Tatra banka – **TatraPay** or Slovenská sporiteľňa – **SporoPay**.

Payments for travel documents via mobile interface are possible only through payment product GP webpay.

2.1 Payment by credit card – „GP webpay“

GP webpay is a service offering safe online credit card payments. The service is provided by ČSOB Bank in cooperation with Global Payments Europe (GPE) Company that operates an online payment gate (GP webpay) for online payments. **This payment product is intended for holders of Maestro, MasterCard, VISA and VISA Electron cards, on condition that their issuing and the clearing bank accept online payments.** This payment product offers advanced safety standards of online payments for both card holders and merchants. The system uses 3-D Secure technological solution that authorizes card holders during their transaction. Card holders enter their card number only at the GP webpay payment gate and card details do not enter the merchant's online system at all.

After entering the required data and after confirming the payment on the GP webpay payment site, the customer is automatically redirected back to the merchant's site, where a payment status message is displayed.

2.2 E Platba VÚB

E Platba VÚB is available for both the owners of accounts of Všeobecná úverová banka - VÚB Bank and for the users of these accounts (if the account owner authorizes the account user to make payments from his account) who use the Internet Banking/Internet Banking Plus services. E Platba VÚB service is free of charge.

It is not possible to use the e Platba VÚB services during VÚB's system maintenance breaks. Všeobecná úverová banka announces these breaks on www.vub.sk. If a system maintenance break occurs in the course of your payment, a following message will be displayed on your screen:

An error has occurred while processing your transaction. Please contact the Call Centre or the "Kontakt", on 0850 123 000 from Slovakia or +421 48 4141 212 from abroad. If you are carrying out your transaction between 20:20 and 20:40, it is not possible to process it due to technical reasons. Please try again later, after 20:40.

After making your internet banking payment, a message announcing successful or unsuccessful payment will appear on your screen. Within 5 seconds you will be automatically redirected to the merchant's site. If this does not happen, please click on the redirection link to return to the merchant's site. Otherwise, our online sales application will not be able to generate your online travel document, your purchase will be cancelled 30 minutes after sending your payment request and your tickets/reservations will be placed back to the sales system.

2.3 TatraPay

TatraPay is available for all owners of Tatra banka accounts using the internet banking services, it is not necessary to activate any additional service.

Notice: Tatra banka does not offer TatraPay services during its system maintenance breaks. Tatra banka announces these breaks on its web site under the "**Availability**" section.

If you fail to log-in TatraPay internet banking service for three times, you will see following message:

INFO

It is not possible to process your payment as you have failed to log-in for three times or your access to the system has been blocked!

CONTINUE

If you select the "Continue" button, you will be redirected back to our online sales site and the online sales application will display the content of your shopping cart.

If you do not continue your purchase and you close your internet browser, your purchase will be cancelled automatically and your tickets/reservations will be placed back to the sales system.

After making your payment, a message announcing successful payment will appear on your screen:

INFO

Your payment has been successful!

CONTINUE

After making your TatraPay payment, **you are obliged to confirm your return to the merchant's site** using the "Continue" button. Otherwise, our online sales application will not be able to generate your HPTD, your purchase will be cancelled 30 minutes after sending your payment request and your tickets/reservations will be placed back to the sales system.

2.4 SporoPay

SporoPay is available for all owners of Slovenská sporiteľňa accounts using the internet banking services without any specific additional fees.

If necessary (in case of the SporoPay bank application loops), you can return to our online travel ticket sales application from the Slovenská sporiteľňa internet banking site using the "Return to Merchant's Site" link. You can repeat this procedure three times.

If the bank system falls in the course of your SporoPay payment (A system maintenance break, please try again later.), you will have to carry out your purchase again.

NOTICE: We do not recommend to use SporoPay between 21.30 and 01.00 as there is a bank system closure in Slovenská sporiteľňa at this time and Slovenská sporiteľňa is not able to deliver the payment information on time (within 30 minutes). Your purchase will be cancelled and your tickets/reservations will be placed back to the sales system. If you make a payment during the bank system closure, you will have to request for a reimbursement pursuant to our Terms and Conditions, Part 3.2: Reimbursement.

After making your SporoPay payment, you will be automatically redirected to our online sales application site.