



Terms and Conditions of Credit Account (CrA) in Železničná spoločnosť Slovensko, a. s. (ZSSK)

Valid from 18 May 2020

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, Mobile Application of ZSSK Ideme vlakom 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 The user of the electronic portal and electronic commerce of ZSSK is obliged to follow the **Security Rules of the electronic services usage within the system of ZSSK**, 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 and Mobile Application of ZSSK Ideme vlakom, 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, international travel documents for IC 44/45 Košice – Wien and transfer documents for the car-coach,
 - International berth and couchette tickets,
 - Customer cards JUNIOR RAILPLUS, KLASIK RAILPLUS, SENIOR RAILPLUS and the rail pass card MAXI KLASIK,
 - Packings,
 - 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** – in the amount of the cancellation fee for the travel document applied by the ZSSK in accordance with the valid terms of a particular offer (the bonus credit, that does not remain with ZSSK, is not increased by the amount applied and derecognised in favor to another company). 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*.

- c) **For claim of compensation from domestic travel documents in case of IC train delay** - up to the sum of compensation as published in the **Terms and Conditions of Carriage for IC train in ZSSK (PP ZSSK IC)**.

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, Mobile Application of ZSSK Ideme vlakom, 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 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 less than 100 % of the price of the bought ticket for purchase of the travel documents with minimum value of 1 €, except of those which are listed in § 2.5*** – up to the sum specified at the purchase (the discount is always less than the original price of purchased ticket, remaining amount must be paid by the customer's credit).
- 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 and Mobile Application of ZSSK Ideme vlakom)
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 seller's side (train delay, strike, accident on the track, calamity), the customer can return an ETD:
- a) on the 1st day of validity (ETD within the time limits in accordance with the Terms and Conditions of the ZSSK, art 3.1.) in the KVC cash desks - in such case, a refund without cancellation fee will be paid in cash or returned to CrA in the form of an increase of the customer credit and *bonus credit* will be increased by the amount of *bonus discount* (with original terms) that were used to purchase the ticket,
- b) later, the return of a document can be made on the basis of a written request together with the travel document (by direct sending to address of the ZSSK (see point 13) or filing the application at a cash desk) – in this case, a refund without any cancellation fee will only be transferred to the bank account that the customer states in the written request.
- 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 ZSSK (see point 13) 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. Claiming the compensation in case of InterCity (IC) train delay

6.1 In case the domestic travel document for IC train was purchased from the CuA of the passenger, or the holder of the CuA purchasing the domestic travel document for a third party used the registration number of the customer ID (i.e. the registration number on the travel document is the number from the ID of the passenger actually travelling), no matter if the purchase was realized online, in Mobile Application of ZSSK Ideme vlakom or at the ticket-desk, it is possible to claim the compensation for IC train delay (hereinafter 'compensation'):

- a) **Within the period between 1 working day up to 15 days after completing the journey – the passenger is entitled to claim the compensation on the self-service principle in the internet application of his/her CuA, in the section 'Compensation':**
 - After filling in the 16-digit number of the IC train travel document (to which the compensation is bound),
 - Compensation can only be made if the travel document for the IC train has a registration number from the customer's card and has an activated CrA. Compensation is paid to the CrA corresponding to the customer's registration number, regardless of the CrA which the document was purchased from.
 - **The compensation sum** will be added to the *bonus credit*.
- b) **Within the period between the day on which the journey was completed up to 12 months after completing the journey – at any ticket-desk or by writing at the address of ZSSK (see point 13):**
 - **If the travel document for the IC train was purchased at a ticket-desk** – it is necessary to acquaint the identification data of the customer (name, surname, address, bank account number) and the original IC train travel document is to be attached,
 - **In case of the internet travel document for IC train (ETD IC)** – it is necessary to acquaint (in the e-mail or the written paper-request) the identification data of the customer (name, surname, address, bank account number) and to attach the ETD IC (it is necessary to acquaint just the 16-digit number of ETD IC),
 - **The compensation sum** will be sent to the bank account acquainted.

7. Transaction movements on CrA

7.1 Using CrA, there are transaction movements. They are available in the CuA application under Transactions, where the current customer credit balance (Customer Credit item) and bonus credit (ZSSK Bonus Balance item) are also listed. After clicking on the transaction movement (line), the data for the relevant transactions are displayed. The Reservations tab contains an actual transaction that was not confirmed by the SMS code. This is an amount of funds that you have withdrawn. This amount detracts from the available credit balance or bonus credit. The release of the funds in the Reservations will take up to 20 minutes.

7.2 **Types of transaction movements on CrA:**

- a) **When credit is added on the CuA:**
 - **Recharging credit online/at cash desk** – increasing the *customer credit* by depositing customer's finances on his/her CuA,
 - **Bonus for recharging credit online/at cash desk** – 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 payment online/at cash desk** – using the *customer credit* to pay for the purchased travel document,
 - **Use of discount online/at cash desk** – 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 release for cancelled ticket online/at cash desk** – 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 for returning a ticket online/at cash desk** – cancellation fee, which belongs to ZSSK, is added on to the *bonus*,
 - **Returning used discounts for a ticket cancelled online/at cash desk** – 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 claiming the compensation in case of IC train delay:**
 - **Bonus-compensation for delayed IC train** – increasing the *bonus credit* from ZSSK as compensation for the IC train delay up to the amount in accordance with the conditions stated in **PP ZSSK IC**.
- e) **When paying for customer credit**
 - **Payment of the credit balance** – transfer of the customer credit balance to the customer's bank account,
 - **Payment of the compensation balance for the IC train** – transfer of the balance of compensation for the delayed IC train from the bonus credit to the customer's bank account,
 - **Cancellation of credit discounts when paying for credit balance** – cancellation of a bonus credit (the accumulated bonus amount is not paid).

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

8.1 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.**

8.2 Registration to CuA can be done through **internet application** or at our **sales-desk equipped with KVC** and in the **Customer Centres ZSSK**. 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.

- 8.3 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.
- 8.4 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.
- 8.5 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...).

9. Personal data change

- 9.1 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.
- 9.2 When the data change is finalised, the application enables to make a new printout of the actual ZSSK registration card with 2D code.
- 9.3 Customers can change the e-mail address and the mobile-phone number only via **Contact Centre (CC)** 24/7 on tel. number 18 188.

10. Credit payment

- 10.1 You can request a credit payment by writing at the address of ZSSK (see point 13). Payment can only be made in full amount of the customer's credit balance; partial payment is not possible. By paying the customer's credit, the customer loses the amount of the bonus credit.
- 10.2 In the payment request, the account number which the customer requests to send the customer credit balance to must be stated. The amount of the remaining customer's credit balance reduced by a 5 % cancellation fee will be refunded to the account number listed within 30 days of the request for payment. Balances less than EUR 1 are non-refundable.
- 10.3 By paying customer credit, CuA remains valid without customer credit and no bonus credit.
- 10.4 Payment of the customer credit does not prevent the customer from re-depositing funds into the CuA.

11. CuA cancellation

- 11.1 Customers can cancel the CuA directly in the application or in writing at the address of ZSSK (see point 13).
- 11.2 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*.
- 11.3 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.
- 11.4 On the new CuA registration, the customer is considered to be a new customer.

12. CuA Claims and Complaints

- 12.1 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.
- 12.2 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.
- 12.3 The claim/complaint will be dealt with latest within 30 days from its delivery.

13. Contact

REKLAMÁCIA VNÚTROŠTÁTNA

Železničná spoločnosť Slovensko, a. s.
Rožňavská 1 (pracovisko Žabotova 12)
832 72 Bratislava 3
Slovak republic
reklamacie@slovakrail.sk

14. Final provisions

- 14.1 ZSSK publishes the Terms and Conditions of Credit Account on its webpage www.zssk.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.
- 14.2 Personal data provided for the purpose of registering a customer in the CuA may be used for the purposes of direct marketing. The legal basis for the processing of personal data for direct marketing purposes is the Article 6 (1) (f) of the General Data Protection Regulation (GDPR) - processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party.
- 14.3 Complete information on the protection of personal data within ZSSK, as well as on the rights of the customer in relation to the protection of personal data and the possibility of contact for the purpose of their application, can be obtained at <https://www.zssk.sk/en/about-us/data-protection/>.

15. 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



Terms and Conditions of Online Sales in Železničná spoločnosť Slovensko, a. s. (ZSSK) Valid from 1 October 2020

Online Sales of Železničná spoločnosť Slovensko, a. s. (hereinafter 'ZSSK') available on www.zssk.sk in the full version and in ZSSK mobile app 'Ideme vlakom' (hereinafter 'mobile app') for mobile devices running on Android, version 5.0 and higher and on iOS are governed by these Terms and Conditions of Online Sales in ZSSK (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 on the protection of the personal data of the subject person is published on ZSSK website.

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'), while issuing temporarily via a mobile app is provided to a limited extent:

- **Travel tickets** (including zero-fare travel tickets for zero-fare public transport, hereinafter 'ZFT', the sale of luggage and bicycle tickets is temporarily unavailable in the mobile Application),
- **Motorail tickets for journeys in ZSSK** (temporarily unavailable in the mobile app),
- **Motorail tickets for journeys between ZSSK and ČD** (temporarily not available in the mobile app),
- **Reservations (seat reservations, couchette berth reservations, sleeping berth reservations)** (hereinafter 'reservations'; in the mobile app temporarily available only a domestic reservations),
- **Travel tickets together with reservations** (temporarily only tickets together with domestic seat reservation for passengers are available in the mobile app).

Following ETD are available as:

1) single (one-way) travel documents, by searching a connection by the type of a service provided in the selected connection (class, type of place):

- for all domestic journeys
- for cross-border trains between ZSSK a ČD,
- for selected any international journeys.

2) season travel documents for multiple journeys available by searching the connection (temporarily unavailable in mobile app):

- 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) travel documents for the transport of luggage and bicycles, single (one-way) travel documents and season (tickets for selected routes and network tickets) to the domestic section of all types of trains – by searching for a connection according to the type of services provided in the selected connection (temporarily not available in the mobile application)

4) motorail tickets available via the search connection application on the ZSSK website (temporarily unavailable in mobile app):

ETD are available **non-stop** except for following **technical breaks** in online version of sale system, when the purchase is unavailable:

- the first Wednesday in month between 00:00 and 04:00 and
- the 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			
<p align="center">COMMON TERMS AND CONDITIONS:</p> <p align="center">ETD is not transferable, and it is valid only for the passenger and his/her fellow passengers as stated on the ticket, if the specific conditions of the offer do not state otherwise.</p> <p align="center">Reservations (for a person, luggage, bicycle or vehicle) are valid only for the train and date shown on the ETD.</p> <p align="center">ETD cannot be purchased earlier than 60 days prior to the journey, if the specific conditions of the offer do not state otherwise.</p>			
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	to the train's scheduled departure from the passenger's boarding station	<p>ETD is only valid on the train and date shown.</p> <p>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:</p> <p>a) ETD issued for non-zero-fare passengers (i.e. excluding ETD with ZFT) may be used for any following train except IC train,</p> <p>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, RJX 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 Terms of Conditions of Carriage in ZSSK (PP ZSSK).)</p>
	Seat reservations		
	Tickets (without seat, sleeping/couchette berth reservation)		
	Tickets with sleeping/couchette berth reservations	at latest 2 hours prior to the scheduled departure of the train with a sleeping/couchette berth coach from its originating station	ETD is valid on the train and date shown only in the reservation category shown.
	Sleeping/couchette berth reservations		
International travel documents	Special offer SLOVAK EXPRES 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.
	EUROPA EXPRES 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.
	Tickets between ZSSK and ČD	to the train's scheduled departure from the passenger's boarding station	<p>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:</p> <p>a) ETD in the small border traffic – in any later train of the category Os, REX, RR and R:</p> <p>- single ticket is valid until 6 a.m. on the day after,</p> <p>- return ticket until midnight on the day after,</p> <p>b) ETD 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.</p>
	Seat reservations		
	Couchette or berth reservations	at latest 2 hours prior to the train's scheduled departure from its originating station	
	International travel document for IC 44/45 Košice – Wien	to the train's scheduled departure from the passenger's boarding station	ETD is only valid on the train and date shown.
	Special offer EURegio WIEN TICKET	at latest on the day of the ticket's validity	<p>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: a) any ZSSK train except for IC 44/45 and RJX 160/167; b) any ÖBB regional and suburban line (ÖBB train category: R, REX, S-Bahn).</p> <p>The return journey must be initiated on the day of the ETD validity, it can be finished after midnight on the territory of Slovakia. ETD loses its validity after the return journey is completed. ETD refund is not allowed if the reason for returning is on the side of the passenger.</p>
	Special offer EUROPA EXPRES between ZSSK and ÖBB	to the train's scheduled departure from the passenger's boarding station	ETD is only valid on the train and date shown.
Motorail tickets plus travel tickets and seat, couchette and berth reservations for passengers (the driver and his/her fellow passengers)	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	<p>ETD is only valid on the train and date shown.</p> <p>If the journey is done with a transfer (change of stations), ETD is valid between ČD and DB on any other train (until midnight on the day after).</p>
		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.

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 luggage and bicycle (for selected routes or network tickets - passes)		
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 EXPRES

Special offer SLOVAK EXPRES 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 Triple), 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 EXPRES

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 Triple), 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 EXPRES 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 around. ETD for GOING OUT and COMING BACK are issued separately.

PLEASE NOTE:

Passengers are required to print their EUROPA EXPRES ETD with sleeping/couchette berth reservations before their journey. EUROPA EXPRES ETD with sleeping/couchette 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 offer is unavailable for IC 44/45 and RJX 160/167.

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

1.2.4 International travel documents ZSSK – ÖBB EUROPA EXPRES

Special offer EUROPA EXPRES between ZSSK and ÖBB is a one-way ticket without reservation (seat reservation, couchette, berth).

Number of tickets is limited. The offer is given for sale between all ZSSK's and ÖBB's stations with international sale possibility, ie. from/to all stations, where it is possible to buy an international ticket also in cash desks.

EUROPA EXPRES tickets for selected trains and days **are available until they are sold out, at earliest 60 days and at latest to the train's scheduled departure from the passenger's boarding station.** The offer is available for a train connection which the time of arrival of the train at the passenger's destination is no later than 24 o'clock on the second day.

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

1.2.5 International travel documents ZSSK – DB BERLIN SPECIAL

Special offer BERLIN SPECIAL is a 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.

1.2.6 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 [Terms and Conditions of Carriage in ZSSK \(PP ZSSK\)](#) and [Terms and Conditions of Carriage for IC Trains in ZSSK \(PP ZSSK IC\)](#).

1.2.7 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 [PP ZSSK](#).

1.2.8 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 [PP ZSSK](#).

1.2.9 Season Tickets for luggage and bicycle

- **Bicycle Ticket for selected routes** – is a weekly or monthly ticket for ticket holders for selected routes, student tickets for selected routes, for holders of season student tickets, TEŽ and OŽ season passes and MAXI KLASIK passes for repeated journeys in Os (local train) and REX trains with regard to its temporal and territorial validity, according to the conditions specified in [PP ZSSK](#).
- **PASS for luggage and bicycle** – is a 1-day or weekly ticket intended for repeated journeys on all ZSSK trains (except IC trains) with regard to its time validity, according to the conditions specified in [PP ZSSK](#).

1.2.10 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.

1.2.11 Terms and conditions of carriage on motorail

General terms and conditions of carriage:

- Carriage is allowed only for motor vehicles (car, three-wheeler, quad bike, motorcycle, motorcycle with a side-car) with valid documents that are capable of driving and their technical conditions do not endanger the safety of railway transport (carriage of non-motorized vehicles is not allowed)
- **We do not carry:** side car behind the motorcycle, side car behind the car, **vehicles covered by truck/car cover, transferable foil or any other type of cover**, any unsecured items and loads in open vehicles, that are not part of the vehicle structure (bottles, bags, ropes, hatchets, shovels, canisters, ladders, tools, etc.), vehicles with non-genuine spoilers (tuning) on the rear of the vehicle, which are not included in the vehicle hood, vehicles without a roof rack fastening strap.
- Each vehicle has to have a valid registration number entered in the vehicle registration certificate (temporary licence plates are not allowed), valid insurance card and has to be accompanied by at least 1 adult with driving licence,
- ZSSK does not recommend to passengers to leave their valuable belongings, cash, etc. in their vehicles
- Belongings of passenger can stay inside the vehicles during the journey subject to respective national terms and conditions as well as conditions of International Convention of International Carriage of Passengers by Rail (CIV), except of items that are prohibited to transport by respective customs and other official regulations.

- Transport of dangerous goods inside or on the vehicles must be in accordance with valid conditions for domestic transport and Regulation concerning the International Carriage of Dangerous Goods by Rail (RID).
- The carrier is responsible for damages on subjects inside the vehicles or on subjects in boxes that are securely attached to the vehicle only in case, if the damage has been caused by the carrier.
- **Bicycle** carried along with the vehicle has to be placed in a bicycle holder. Objects that are not a fixed part of the bicycle (bottles, bags, detachable lights, speedometers, etc.) have to be removed.
- Three-wheeler, quad bike, motorcycle (including wind shields), roof box of a vehicle has to be fixed on the motorail by passengers by their own **fixing devices (fixing belts)**. Wind shield of motorcycle has to be safely fixed, otherwise it has to be removed.
- Each passenger (driver and the fellow-traveller) is entitled to one place in sleeping coach assigned to the motorail coach (i.e. not entitled to a whole compartment) until the capacity has been sold out.
- **If transport of vehicle cannot be realized in due time** (e.g. the car has been broken down etc.) and if the passenger decides to make his journey despite to the fact, **he/ she is obliged to hand back all travel documents related to the transport.**

Technical parameters of the vehicles:

- **Vehicles** – maximum **length** 5 300 mm, **width** (maximum outer track width) 2 000 mm, **height** 2 000 mm – if the width of roof is up to 1 350 mm and height 1 900 mm – if the width of roof is from 1 351 to 1 550 mm, **weight** 1 500 kg – if the height of vehicle is 1 600 mm and weight 2 250 kg – if the height of vehicle is from 1 601 mm to 2 000 mm,
- **Motorcycles** – maximum length 3 800 mm and maximum height (including front plexiglass and mirrors) 1 550 mm.

Driver obligations:

- Loading of the vehicle: the driver of the vehicle is obliged to arrive at the handling area on time in accordance with the time data specified on the transport document
- Loading and unloading of the vehicle is done by the driver according to the instructions of designated employees and with respect to the personal safety. Fellow-traveller has to be outside the vehicle while driving onto the motorail.
- When loading motorcycles, three-wheelers, quad bikes and driving them on the loading ramp, the driver is obliged to wear helmet
- After loading, all antennas have to be removed, mirrors have to be folded, alarm and satellite tracking for the stolen vehicles have to be deactivated
- Vehicle has to be blocked against any movement with the handbrake and gear shifting, electric cars and vehicles with automatic gearbox to the position 'P'
- After the loading of vehicles, passengers are not obliged to enter the motorail with regard to the safety (moving under a high voltage trolley is life threatening).

In international transport between the Slovak republic and the Czech Republic and back we do not carry:

- **Vehicles with maximum construction speed less than 120 km/h**
- **Open cars** (cabriolet, off-road), that do not have foldable front screen
- **Cars with a removable roof or superstructure** that is not part of the vehicle construction
- Motorcycles with side bags, luggage attached to motorcycles by rubber carrying harness (these have to be removed and carried along with the passenger).

Parties agree to comply with this terms and conditions set, unless otherwise specified in the Order Form, this carriage is governed by Terms and Conditions of Carriage of Železničná spoločnosť Slovensko, a. s. (ZSSK) as well as by Specific Conditions of Carriage valid for international transport on motorail (SCIC-NRT). This order is binding for the passenger. By confirming the agreement with the Online Sales Terms and Conditions of the ZSSK, the passenger confirms the correctness and truthfulness of the data entered by him / her about the passenger (vehicle driver), journey data and vehicle data and agrees with the above-mentioned conditions of carriage and regulations applicable to this order. If the stated data are incorrect or false, especially regarding the vehicle size, the vehicle shall be excluded from transport, without no possibility of refund of travel documents or any other additional costs of the passenger associated with this order form.

2. ETD Conditions of Issuance

Via the Internet and mobile app of the ZSSK Online Sales, the customer adds the required ITD to the shopping cart.

After closing their shopping cart, customers are asked to fill in the e-mail address where the ticket will be sent (mandatory information) and for each individual travel document it is required that the name and surname of the passenger is given (mandatory data) and if also the registration number is required (mandatory data in case of issuing the zero-fare travel ticket). 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.**

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 bank applications. The following payment options are available for selection:

- Credit Account (CrA) ZSSK (payment with credit in ZSSK Customer Account (CuA)),
- Payment gateway GP WebPay (in cooperation with the Československá obchodná banka):
 - payment with payment cards with MasterCard, Maestro, VISA a VISA Electron logo,
 - payment via the Google Pay service,
- Payment gateway Besteron (payment with buttons of banks – available on www.zssk.sk in full version only):
 - TatraPay (internetbanking of Tatrabanka),
 - SporoPay (internetbanking of Slovenská sporiteľňa),
 - ePlatby VUB (internetbanking of Všeobecná úverová banka),
 - UniPlatba (internetbanking of UniCredit bank),
 - payment Online (internetbanking of Poštová banka),
 - VIAMO (payment method via the application VIAMO).

After successful payment via the bank application, the customer is redirected again to the e-shop page with the possibility of downloading the purchased ETD. In case of problems with downloading the ETD, we recommend the customer to contact ZSSK Call Centre in order to verify the return response from the bank.

Customers can cancel their transaction any time before making their payment. After accepting the cancellation, the online sales system 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 15 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 searching 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 ETD Ticket Inspection

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

- A passenger's ID card **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,
- A valid travel ticket (except for children under 6 years, except IC trains) **in case of an ETD reservation only.**

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.

During the inspection of electronically issued bicycle tickets for selected routes, the passenger is also obliged to present tickets for selected routes, students tickets for selected routes, season students tickets, TEŽ and OŽ season passes or MAXI KLASIK passes.

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 for journeys between ZSSK and ČD, EUROPA EXPRESS packages with sleeping/couchette berth reservations, BERLIN SPECIAL and e-season tickets for Integrated Transport System of the Bratislava Region) **in any of the following formats:**

- **a printed copy** – an ETD printed directly from browser/E-mail Inbox by clicking on 'Download ETD' button (as a PDF file) in its original format and size, without any additional editing,
- **a PDF or a PNG (simplified ETD) 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,
- **in electronic form** by showing in a mobile app in the 'Current Paths' tab.

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 travel ticket between ZSSK and ÖBB 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 name and surname on the presented ID card does not match with the name and surname on the ETD, or the person is not entitled holder of the presented ID document, or if the person presents an ETD document that has been modified, or used beyond the scope of its time/route validity, or if the person presents the reservation without a valid travel document – they will be considered as passengers without a valid travel document according Terms and Conditions of Carriage in ZSSK **or** Terms and Conditions of Carriage for IC trains in ZSSK.

2.2 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.

By entering e-mail address, which ETD will be sent to, customers 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.

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 system 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 for reasons on the side of the customer (online annulment)

Passenger can make a request to return the unused ETD prior to boarding **for reasons on the passenger's mobile side** within the following time limits, with cancellation fee for returning the ticket,

- **via an online form on a web site – if the ETD purchase was made via the Internet version.** The return will be transferred within 30 days of the date of the online return request to the bank account that customer has entered into the form, or to the card which the purchase was realized by.
- or
- **via the mobile app in the 'Current Paths' tab - if the ETD purchase was made via the mobile app.** The return will be transferred within 30 days of the date of the online return request to the card which the purchase was realized by.

Provided that a payment on the purchase of the ETD was made by a payment card that is linked to a bank account held at a foreign bank, any return will be transferred to the bank account linked to this payment card within 30 days of the date of the online refund request.

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) at the latest by the end of the period allowed for the return of the ETD referred to in art. 3.1, in order to confirm the cancellation. The carrier takes no notice of later complaints about an unsuccessful online ETD refund.

It is not possible to exchange ETD IC.

ETD cancellations (annulment) can be submitted 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 (Cancellation fee: 10 % of the fare, min. 1 €)
	Domestic travel tickets and domestic seat reservations (without premium 1 plus compartment seat reservation)		to the train's scheduled departure from the passenger's boarding station (Cancellation fee: 10 % of the fare, amounts less than 1 € will be not refunded; 100 % (1 €) of the price of seat reservation per person); return of luggage and bicycle reservation is without cancellation fee) Note: partial return of the group ticket resulting from the lower actual number of passengers – according to PP ZSSK .
	Premium 1 plus compartment seat reservation		a) At latest 2 hours prior to the scheduled departure of the train from the passenger's boarding station (Cancellation fee: 1 €) b) to the train's scheduled departure from the passenger's boarding station (Cancellation fee: 100 % (5 €) of the price of seat reservation)
	Domestic couchette and berth reservations		At latest 2 hours prior to scheduled departure from its originating station (Cancellation fee: 10 % of the price of couchette or sleeping berth, min. 1 €)
	Special offer SLOVAK EXPRES valid for selected domestic night trains		At latest 24 hrs. prior to the scheduled departure of the train from the passenger's boarding station (Cancellation fee 10% from the ETD price)
	Domestic motorail tickets plus travel tickets for passengers (the driver and his/her fellow passengers) (Seat, couchette and berth reservations need to be cancelled separately)		a) At latest 24 hrs. prior to the scheduled departure of the train from the passenger's boarding station Cancellation fee: 10 % of the ticket price b) At latest 3 hours prior to the scheduled departure of the train from the passenger's boarding station Cancellation fee: 50 % of the ticket price c) At latest to the scheduled departure of the train from the passenger's boarding station Cancellation fee: 100 % of the ticket price
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 (zero fare ETD can be cancelled also at KVC cash desks)
		B2) all the remaining trains excluding RR, R, Ex, EC, EN, SC, RJX trains	to the train's scheduled departure from the passenger's boarding station
C	International travel documents	C1) EUROPA EXPRES 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 (Cancellation fee: 10 % of the ticket price, min. 5 €)
		C2) Motorail tickets for journeys between ZSSK and CD plus travel tickets for passengers (the driver and his/her fellow passengers) (Seat, couchette and berth reservations need to be cancelled separately according to point C5 and C6)	a) At latest by the 24th hour of the day preceding the day of the train departure from the passenger's boarding station Cancellation fee: 10 % of the ticket price b) At latest to the train's scheduled departure from the passenger's boarding station Cancellation fee: 100 % of the ticket price
		C3) local border traffic tickets between ZSSK and CD	to the train's scheduled departure from the passenger's boarding station (Cancellation fee: 10 % of the ticket price, min. 1 €)
		C4) train ticket within the neighbouring countries transport between ZSSK and ČD	to the train's scheduled departure from the passenger's boarding station (Cancellation fee: 10 % of the ticket price, min. 4 €)
		C5) Separate seat reservation	to the train's scheduled departure from the passenger's boarding station (Cancellation fee: 100 % (2 €) of the price of seat reservation)
		C6) Separate couchette or berth reservations	At latest 2 hours prior to the train's scheduled departure from its originating station (Cancellation fee: 10 % of the couchette or berth reservation price, min. 2 €)
		C7) International travel document for IC 44/45 Košice – Wien	to the train's scheduled departure from the passenger's boarding station (Cancellation fee: 10 % of the ticket price, min. 1 €)
		C8) EURegio WIEN TICKET	ETD refund is not allowed if the reason for returning is on the side of passenger

		C9) EUROPA EXPRES between ZSSK and ÖBB	a) At latest by the 24th hour of the 15th day preceding the day of the train departure from the passenger's boarding station <i>Cancellation fee: 10 % of the ticket price, min. 5 €</i> b) At latest by the 24th hour of the day preceding the day of the train's scheduled departure from the passenger's boarding station <i>Cancellation fee: 50 % of the ticket price, min. 5 €</i>
		C10) 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)		
	E3) Season tickets for luggage and bicycle (for selected routes or network tickets - passes)		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

3.2 ETD annulment for reasons on the side of the seller

If passengers cannot start their journey **for reasons on the seller's side** (e.g. in case of strike, calamity, train delay, accident on the track), they can return their ETD at KVC cash desks **within 120 minutes after start of its validity**, in case of tickets for IC trains **within 300 minutes after start of its validity**, in case of the offer EURegio WIEN TICKET within 120 minutes 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.

In the case of partial non-use of ticket for reasons on the seller's side, the passenger is required to return the ETD at the station which the customer cancels the journey in. The request will be processed within 30 days of its delivery, any possible return will be transferred to the payer's account which the payment was made from.

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 luggage and bicycle, season tickets for Integrated Transport System of the Bratislava Region and summer rail passes SLOVAK) 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 (old version, new version).

3.3 ETD Reimbursements

Claims are made by the customer if he made a payment through a bank application and for some reasons did not receive the ETD and did not contact the ZSSK Contact Center by telephone within a specified time limit or if the Contact Center staff were unable to confirm the payment and generate and send the ITD to the specified email address or in other extraordinary cases.

Complaints are made by the customer in written form (directly to the post address or e-mail address mentioned in point 4 or via a ZSSK cash desk). **In claim the customer states:**

- identification details of the payer entered during the purchase of the ETD (name and surname, identification document number),
- 16-digit ETD transaction number,
- the variable symbol (VS) of the payment made for the travel document (if the VS was generated),
- the reason for the claim,

or fill in the form 'Internet Travel Document Cancellation/Reimbursement Request Form', available for download and print on the Internet or issued by any iKVC cash desk on request.

All relevant documents or substantiations that prove the merits of the claim **must be attached to the complaint**.

The claim will be processed within 30 days of its delivery (if customer has received the ETD and the complaint has been received before the day of travel, in that case at the latest within 30 days of the day of travel). Any possible returns will be transferred to the account of the payer which the payment was made from.

4. Contact

REKLAMÁCIA VNÚTROŠTÁTNA

Železničná spoločnosť Slovensko, a. s.
 Rožňavská 1 (pracovisko Žabotova 12)
 832 72 Bratislava 3
 Slovak republic

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

ZSSK Contact Centre: **18 188**
+421 24 48 58 188

e-mail: info@slovakrail.sk
www.zssk.sk

Bankové spojenie: Všeobecná úverová banka, a. s.
 IBAN: SK25 0200 0000 0022 3530 4454

reklamacie@slovakrail.sk

5. 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

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

ZSSK Contact Centre: **18 188**
+421 24 48 58 188

e-mail: info@slovakrail.sk
www.zssk.sk

Bankové spojenie: Všeobecná úverová banka, a. s.
IBAN: SK25 0200 0000 0022 3530 4454