

Železničná spoločnosť Slovensko, a. s.



Conditions of Carriage of Železničná spoločnosť Slovensko, a. s. for IC trains

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The English version of the document is not legally binding and is for information purpose only. The Slovak version is considered to be the official master version.

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MONITORING OF ISSUES AND CHANGES OF THE DOCUMENT

List of issues of the document

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1	First elaboration	December 11, 2016
2	Second elaboration	March 03, 2019
3	Third elaboration	June 01, 2022
4	Fourth elaboration	November 15, 2023

Record of changes

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EXPLANATION OF ABBREVIATIONS, EXPLANATIONS AND TERMS

List of abbreviations

CoC ZSSK	Conditions of Carriage of Železničná spoločnosť Slovensko, a. s. (General conditions of Carriage)
CoC ZSSK IC	Conditions of Carriage of Železničná spoločnosť Slovensko, a. s. for IC trains (trains operating outside PSC)
ČD	České dráhy
GCC-CIV/PRR	General Conditions of Carriage for Rail Passengers
IC	InterCity
KVC	Komplexné vybavenie cestujúcich (ZSSK's issuing system)
MD SR	Ministry of Transport of the Slovak Republic
PSC	Public service contract
SR	Slovak Republic
ŤZP	Natural person with a severe disability (card issued in SR)
ŤZP-S	Natural person with a severe disability with companion (card issued in SR)
ZSSK	Železničná spoločnosť Slovensko, a. s. (railway undertaking, carrier)
ZSSK Cargo	Železničná spoločnosť Cargo Slovakia, a. s.
ŽSR	Železnice Slovenskej republiky, Bratislava

List of explanations and terms

Carrier	Železničná spoločnosť Slovensko, a. s.
Employee travel benefit	Travel benefit provided in accordance with the OK 10 and OK 12 regulations
IC trains	Trains of IC category (trains operating outside PSC)
Mobile luggage and bicycle storage	Carriage of luggage and bicycles in a reserved space on the train, under the supervision of the carrier
Regulation	Regulation (EU) No. 2021/782 of the European parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations
Regulatory decree	URŽD Decree No. 6/2011 amending URŽD Decree No. 5/2010 on the regulation of fares in railway transport, setting the maximum amount of basic fares and special fares for the 2nd coach class of passenger trains for transport services performed on the basis of PSC in railway transport and conditions for their application, or Decree of the relevant regulatory authority in accordance with Act No. 332/2023 Coll. on public passenger transport
Timetable	Timetable of Železnice Slovenskej republiky



INTRODUCTION

Železničná spoločnosť Slovensko, a. s., in accordance with the relevant provisions of Act no. 514/2009 Coll. on rail transport, Act No. 332/2023 Coll. on public passenger transport and Regulation (EU) No. 2021/782 of 29 April 2021 of the European Parliament and of the Council on the rights and obligations of rail passengers, lays down special conditions of carriage and tariffs regarding IC trains.

CoC ZSSK IC is split to:

PART A. CONDITIONS OF CARRIAGE

PART B. TARIFF

PART C. EXERCISE OF RIGHTS FROM THE TRANSPORT CONTRACT

PART D. FINAL PROVISIONS

PART A. CONDITIONS OF CARRIAGE

Article A.1 GENERAL CONDITIONS

- A.1.1** CoC ZSSK IC contains the conditions of carriage of the carrier necessary to conclude a contract of carriage with a passenger and the conditions applicable to carriage on trains of category IC ("IC trains"), including the conditions for the carriage of luggage, bicycles and animals.
- A.1.2** Transport services in IC trains ("IC fares") are not provided by ZSSK based on PSC and the tariff is not determined by the customer.
- A.1.3** Fares listed in CoC ZSSK IC are valid only in IC trains. The travel document for the IC train issued according to the price list of the CoC ZSSK IC ("IC travel document") can be used only in the train and the route indicated on it. A travel document issued for a train carried within the PSC cannot be used in an IC train (except in the cases specified in B.1.2 b) IC supplement).
- A.1.4** Unless otherwise stated in the CoC ZSSK IC, the general conditions set out in the CoC ZSSK apply to the transport of persons, luggage, bicycles and animals.

Article A.2 CONCLUSION OF THE CONTRACT OF CARRIAGE

- A.2.1** The contract of carriage between the carrier and the passenger is concluded by: a) boarding the IC train with a valid travel document or b) paying the IC fare without undue delay after boarding the IC train without a valid travel document for the train in question, in accordance with conditions A.4.2. By concluding a transport contract, a binding relationship is established between the passenger and ZSSK, the content of which is:
- the obligation of the carrier to transport the passenger, or his luggage, bicycle and animals, from the boarding station to the destination station under the conditions set by CoC ZSSK IC,
 - the passenger's obligation to pay the price for carriage and to comply with the conditions set by CoC ZSSK IC.
- By concluding a contract for the carriage of passengers, the CoC ZSSK IC becomes binding on the parties to this contract.
- A.2.2** The contract of carriage is based on: GCC-CIV/PRR, CoC ZSSK, CoC ZSSK IC, information stated on the travel document.
- A.2.3** The contract of carriage may be concluded by one or more travel documents.
- A.2.4** Only one contract of carriage can be concluded on one travel document, and only for one passenger.



Article A.3 RIGHTS AND OBLIGATIONS OF THE CARRIER

A.3.1 By concluding a contract of carriage, the carrier is obliged to transport the passenger, or his luggage, bicycle and animal according to the travel document.

A.3.2 The carrier is obliged to provide the passenger with a valid travel document with the agreed conditions of carriage, namely:

- transport the passenger and his luggage, bicycle and animal on time, according to the timetable,
- provide the passenger with a seat and suitable conditions of carriage (temperature in the wagon, etc.).

In the event of non-compliance with these conditions, the carrier shall compensate the passenger according to with Article C.2.

A.3.3 The carrier has the right to refuse, resp. exclude from transport:

- a person, who at the request of an authorized employee of the carrier, does not prove a valid travel document and does not fulfil the obligation to pay the fare and a fee when purchasing an IC travel document directly on the train,
- a person, who by his conduct violates and does not respect the regulations and instructions of an authorized employee of the carrier in order to maintain safety, peace and order during the trip, or annoys other passengers by his presence (is heavily polluted or spreads an unpleasant odour etc.). Person excluded from the transport is not entitled to any reimbursement of the non-travel fare.

In these cases, the passengers are fully subject to the sanctions specified in the CoC ZSSK.

Article A.4 RIGHTS AND OBLIGATIONS OF THE PASSENGER

A.4.1 Passenger has the right to:

- be transported on time, according to with the contract of carriage,
- be provided with a seat from the boarding station to the destination station in the coach class for which the customer purchased the IC travel document, if this document contains a seat reservation; does not apply to a passenger who has purchased a IC travel document on a train, if this train has been fully occupied, and to a passenger who has purchased a travel document without a seat reservation on a section where the train is not seat-reservation compulsory,
- have the luggage transported if a IC luggage travel document has been separately purchased,
- has the bicycle transported if the IC ticket for bicycle transport has been purchased.

Other rights of passengers in railway transport are regulated by the Regulation.

A.4.2 The passenger is obliged:

- to board the IC train with a valid travel document and present it for inspection to an authorized employee of the carrier,
- if not have a valid travel document, **before boarding the train, to report to the train staff** and notify the staff of the interest in purchasing an IC travel document,
- to show a valid identification document in case of purchase of a travel document via the ZSSK e-shop available online on www.zssk.sk and via the Mobile App of ZSSK,
- to comply with the provisions of CoC ZSSK IC, as well as the provisions ct No. 332/2023 Coll. on public passenger transport, in particular the provisions of § 11, Regulation and CoC ZSSK,
- to behave in such a way that it does not interfere with the safe, quiet and comfortable transport of other passengers, e.g. noisy behaviour, singing, listening to loud reproduced music, etc.,
- when claiming a return, complaint, or when claiming compensation, to submit to the carrier the original travel document from the journey which the submission relates to.



PART B. TARIFF

Article B.1 PRICELIST IN IC TRAINS

B.1.1 IC trains are seat-reservation compulsory on the route Košice – Bratislava hl. st. and Košice – Bratislava-Petržalka. On the route Bratislava hl.st./predmestie – Wien Hbf. seat reservations are not mandatory for the holder of a valid international travel document.

B.1.2 The IC fare is determined separately for the 1st and 2nd coach class and is dependent on:

a) **the expected use** of the train listed in the **Calendar of IC trains**, which is regularly updated and published on www.zssk.sk, especially for a strong day ("strong"), a normal day ("normal") and a weak day ("weak"),

b) **entitlement to a discount:**

- **IC common fare:** passengers without any discount,
- **IC reduced fare:**
holder of JUNIOR card, KLASIK card, student, citizen older than 62, holder of ZSSK card with 100 % discount on fares, holder of ŤZP/ŤZP-S card issued by SR, dog*,
- **IC supplement:**
 - I: holder of MAXI KLASIK non-transferable*/transferable card, holder of a commuter ticket, holder of a student commuter ticket, holder of a rail-staff benefit valid for ZSSK,
 - II: child younger than 16*,
 - III: child younger than 6*, holder of an international ticket*, companion of holder of a ŤZP-S card issued by SR and child younger than 6 who is holder of a ŤZP card issued by SR, holder of a rail-staff benefit valid for ZSSK and together for ÖBB.

IC supplement to the 1st coach class is also valid for the holder of the relevant ticket or pass valid only for the 2nd coach class.

Only passengers marked with an asterisk (*) above are entitled to a discount when purchasing an IC travel document abroad.

ROUTE (TO or BACK)	coach class	IC common fare	IC reduced fare	IC supplement		
				I	II	III
Bratislava hl. st./predmestie/ Bratislava-Nové Mesto/ Bratislava-Petržalka – Wien Hbf	2.	9,90	9,90	9,90	8,00	6,00
	1.	14,90	14,90	13,90	12,00	10,00
Trnava – Wien Hbf	2.	15,90	14,90	12,90	9,90	6,00
	1.	20,90	17,90	16,90	13,90	10,00
Žilina – Wien Hbf	2.	22,90	20,90	14,90	12,00	9,00
	1.	29,90	27,90	20,90	16,00	13,00
Liptovský Mikuláš – Wien Hbf	2.	25,90	23,90	15,90	14,00	10,00
	1.	35,90	33,90	21,90	18,00	15,00
Poprad-Tatry – Wien Hbf	2.	29,90	27,90	17,90	16,00	12,00
	1.	39,90	35,90	23,90	20,00	17,00
Spišská Nová Ves – Wien Hbf	2.	29,90	27,90	17,90	16,00	12,00
	1.	39,90	35,90	23,90	20,00	17,00
Kysak – Wien Hbf	2.	29,90	27,90	17,90	16,00	12,00
	1.	39,90	35,90	23,90	20,00	17,00
Košice – Wien Hbf	2.	29,90	27,90	17,90	16,00	12,00
	1.	39,90	35,90	23,90	20,00	17,00

Prices are in EUR. International transport - service is exempt from VAT.



ROUTE (TO or BACK)	coach class	IC common fare			IC reduced fare			IC supplement			
		weak	normal	strong	slabý	normál	weak	normal	strong	silný	
Bratislava-Petržalka/Bratislava-Nové Mesto/ Bratislava predmestie/Bratislava hl.st./ Bratislava-Vinohrady	- Bratislava-Petržalka/ Bratislava-Nové Mesto/Bratislava predmestie/ Bratislava hl.st./ Bratislava-Vinohrady	2.	3,00	3,00	3,00	3,00	3,00	3,00	3,00	3,00	3,00
		1.	7,00	7,00	7,00	7,00	7,00	7,00	7,00	7,00	7,00
	- Trnava	2.	7,00	7,00	7,00	4,00	5,00	6,00	3,00	3,00	5,00
		1.	9,00	10,00	11,00	9,00	9,00	11,00	9,00	9,00	11,00
	- Žilina	2.	9,90	12,30	13,90	7,90	10,30	11,90	5,00	5,00	7,00
		1.	13,90	16,90	18,90	12,00	14,00	16,00	9,00	9,00	11,00
	- Liptovský Mikuláš	2.	13,90	15,90	17,90	10,90	12,90	15,20	5,00	6,00	7,00
		1.	18,90	20,90	23,90	16,90	18,90	20,90	9,00	10,00	11,00
	- Poprad-Tatry	2.	17,00	18,00	21,00	12,90	16,90	18,90	7,00	7,00	9,00
		1.	21,00	24,90	29,00	19,90	21,90	23,90	12,00	13,00	15,00
	- Spišská Nová Ves	2.	18,00	19,00	22,90	12,90	16,90	18,90	8,00	8,00	9,00
		1.	23,00	26,00	29,00	19,90	21,90	23,90	12,00	13,00	15,00
	- Kysak	2.	19,00	23,00	24,90	14,90	18,90	22,90	9,00	10,00	10,00
		1.	27,00	29,00	33,00	22,00	24,00	26,90	14,00	15,00	16,00
- Košice	2.	19,00	23,00	24,90	14,90	18,90	22,90	9,00	10,00	10,00	
	1.	27,00	29,00	33,00	22,00	24,00	26,90	14,00	15,00	16,00	
Trnava	- Žilina	2.	9,00	11,30	12,90	7,00	9,30	10,90	5,00	5,00	7,00
		1.	12,90	15,90	16,90	11,00	14,00	15,00	9,00	9,00	11,00
	- Liptovský Mikuláš	2.	11,90	14,00	15,90	9,90	11,90	13,90	5,00	6,00	7,00
		1.	17,90	19,90	22,90	16,90	18,90	20,90	9,00	10,00	11,00
	- Poprad-Tatry	2.	13,90	15,90	18,90	11,40	12,90	15,90	7,00	7,00	9,00
		1.	20,90	22,90	25,90	18,90	20,90	23,90	12,00	13,00	15,00
	- Spišská Nová Ves	2.	14,90	16,90	19,00	12,90	13,90	16,90	7,00	7,00	9,00
		1.	21,90	23,90	25,90	18,90	20,90	23,90	12,00	13,00	15,00
	- Kysak	2.	16,90	19,90	22,90	11,80	14,90	19,00	9,00	9,00	9,00
		1.	24,00	25,00	29,00	20,90	21,90	24,90	13,00	13,00	16,00
- Košice	2.	19,00	21,00	23,90	13,00	15,90	19,00	9,00	9,00	9,00	
	1.	26,00	27,00	29,00	21,90	22,90	24,90	13,00	13,00	16,00	
Žilina	- Liptovský Mikuláš	2.	5,90	6,90	7,90	4,90	5,90	7,00	3,00	3,00	5,00
		1.	9,00	10,90	12,90	9,00	9,00	11,00	9,00	9,00	9,00
	- Poprad-Tatry	2.	7,80	8,90	9,90	5,90	6,90	9,00	5,00	5,00	5,00
		1.	10,90	12,90	16,90	9,90	11,90	14,90	9,00	9,00	11,00
	- Spišská Nová Ves	2.	8,80	9,90	10,90	6,90	7,90	9,90	5,00	5,00	6,00
		1.	12,90	13,90	17,90	10,90	12,90	14,90	9,00	9,00	11,00
	- Kysak	2.	10,90	12,40	13,90	8,90	10,40	11,90	5,00	5,00	6,00
		1.	15,90	17,90	19,90	12,80	14,90	16,90	9,00	11,00	11,00
	- Košice	2.	10,90	12,90	14,90	8,90	10,90	12,90	5,00	5,00	6,00
		1.	15,90	18,90	19,90	13,90	15,90	18,90	9,00	11,00	11,00
Liptovský Mikuláš	- Poprad-Tatry	2.	3,90	4,90	7,00	3,00	3,90	7,00	3,00	3,00	5,00
		1.	7,00	8,00	9,00	7,00	7,00	9,00	7,00	7,00	9,00
	- Spišská Nová Ves	2.	5,00	6,00	7,00	4,00	5,00	7,00	3,00	3,00	5,00
		1.	9,00	10,00	11,00	7,00	8,00	9,00	7,00	7,00	9,00
	- Kysak	2.	6,90	8,40	9,90	5,00	7,00	9,00	4,00	4,00	5,00
		1.	10,90	12,90	16,00	9,00	11,00	14,00	9,00	9,00	11,00
	- Košice	2.	6,90	9,00	10,90	6,00	7,50	9,00	4,00	4,00	5,00
		1.	11,00	13,90	16,90	10,00	12,00	14,50	9,00	9,00	11,00
Poprad-Tatry	- Spišská Nová Ves	2.	3,00	3,50	4,00	3,00	3,20	3,50	3,00	3,00	3,00
		1.	7,00	7,00	7,00	7,00	7,00	7,00	7,00	7,00	7,00
	- Kysak	2.	4,90	5,90	5,90	3,90	4,90	4,90	3,00	3,00	3,00
		1.	7,00	8,00	9,00	7,00	7,00	8,00	7,00	7,00	7,00
	- Košice	2.	5,00	5,90	7,00	3,90	4,90	5,90	3,00	3,00	3,00
		1.	8,00	8,00	9,00	7,00	7,00	8,00	7,00	7,00	7,00
Spišská Nová Ves	- Kysak	2.	4,00	4,90	4,90	3,00	3,90	4,90	3,00	3,00	3,00
		1.	7,00	8,00	9,00	7,00	7,00	8,00	7,00	7,00	7,00
	- Košice	2.	4,20	4,90	5,90	3,40	4,40	5,40	3,00	3,00	3,00
		1.	7,00	8,00	9,90	7,00	8,00	9,00	7,00	7,00	7,00
Kysak	- Košice	2.	3,00	3,50	4,00	3,00	3,20	3,50	3,00	3,00	3,00
		1.	7,00	7,00	7,00	7,00	7,00	7,00	7,00	7,00	7,00

Prices are in EUR. 20 % VAT included.



Article B.2 VALIDITY OF THE TRAVEL DOCUMENT, ADDITIONAL PAYMENT TO THE CORRECT AMOUNT OF FARE AND CANCELATION FEE

- B.2.1 IC travel document can only be used on the train, route and on the day indicated on it.**
- B.2.2** Interruption of the journey with IC travel document is not allowed.
- B.2.3** If a passenger is interested in changing a valid IC travel document (using another IC train and/or using a different coach class in the same or another IC train, changing a seat in the same IC train), the passenger must return the original IC travel document at the KVC ticket office without cancellation fee. at the latest until the departure of the train indicated on the IC travel document, if at the same time a new IC travel document is bought at the same ticket office.
- B.2.4** A passenger without a valid IC travel document, who reports to the train staff before boarding the IC train and notifies his interest to purchase a travel document directly on the IC train, pays a fare according to the price list and a fee for purchasing a ticket onboard the train in amount of 3 EUR.
- B.2.5** A passenger with an IC travel document purchased on the train without the right to a seat due to all seats being sold out may take a seat outside the seating area and outside the restaurant coach only.
- B.2.6** Additional payment to the correct amount of IC fare (additional payment to 1st coach class for the holder of the IC travel document of 2nd coach class; or additional payment to the correct type of IC fare if the passenger does not prove the right to a discount) is calculated on the train as the difference between price list and the original IC travel according to the price list (before applying the discount resulting from the use of the ZSSK Customer Account and the payment by credit).

Article B.3 CARRIAGE OF CHILDREN

- B.3.1** Each child is obliged to have a separate place and IC travel document for the relevant coach class (IC supplement).

Article B.4 CARRIAGE IN COMPARTMENT FOR IMMOBILE PASSENGERS

- B.4.1** A special compartment for immobile passengers in IC trains is reserved primarily for the carriage of immobile passengers in a wheelchair, according to the conditions specified in the CoC ZSSK. Two immobile passengers in wheelchairs can be transported simultaneously in this compartment. One immobile passenger in a wheelchair, holder of a TŽP-S card, is entitled to the carriage of a maximum of one guide, both of whom must have purchased IC travel documents .

Article B.5 CARRIAGE OF LUGGAGE AND BICYCLES

- B.5.1** Passenger pays **4,50 EUR for carriage of one piece of a bicycle and 2 EUR for carriage of one piece of luggage or a stroller in MLS.**
- B.5.2** Carriage of a bicycle is possible only with reservation, it is possible in the MLS and, under the passenger's supervision, in a reserved space in the vehicle marked with a bicycle symbol. The IC ticket for the transport of a bicycle under the supervision of a passenger is issued on the passenger's IC ticket.
- B.5.3 Carriage of hand luggage is free of charge.**
- B.5.4** Hand luggage is considered to be:
- luggage with maximum dimensions of 70 cm × 50 cm × 30 cm,
 - luggage whose sum of dimensions does not exceed 150 cm,
 - pair of skis with poles or snowboard,
- provided that its size and location does not restrict any other passenger or train staff in any way and that the passenger does not occupy additional seats if does not have a valid travel



document for it.

A folding bicycle and a scooter meeting the dimensions and conditions set out in this paragraph shall also be considered as hand luggage.

B.5.5 For the carriage of luggage that does not meet the conditions of hand luggage, the passenger pays 2 EUR per piece.

B.5.6 A one-day bicycle or luggage tickets, a weekly bicycle or luggage tickets and a commuter bicycle tickets are not valid on IC trains.

Article B.6 CARRIAGE OF DOGS AND LIVE ANIMALS

B.6.1 In IC trains, the carriage of dogs and live animals is allowed in the 2nd coach class only.

B.6.2 The passenger may take small animals enclosed in cages, baskets or other lockable boxes with an impermeable bottom (hereinafter as "box") in 2nd class coaches. Only a dog can be carried outside a box, but must have a protective muzzle and must be kept on a lead.

B.6.3 The carriage of small animals in a box is free of charge, provided that the animal is in the box under the passenger's seat or in his lap throughout the transport. Otherwise, the passenger is obliged to pay IC fare for the animal according to the price list (without the right to a seat for the animal).

B.6.4 Carriage of a dog outside a box is charged, without the right to a seat for a dog. If the passenger on the train does not present a travel document for the transport of the dog, he is obliged to pay the IC fare for the dog according to the price list (without the right to a seat for the animal).

B.6.5 It is not necessary to purchase an IC travel document for a dog with a valid international travel ticket.

B.6.6 The holder of the ĽZP-S card is entitled to free transport of a dog with special training throughout the train. It is forbidden to place the dog in a passenger seat.

B.6.7 In cases of violation and non-compliance with the conditions of carriage of dogs and live animals on the train, the passenger is obliged to pay a fee of 50 EUR directly in the train.

PART C. EXERCISE OF RIGHTS FROM THE TRANSPORT CONTRACT

Article C.1 REFUNDS

C.1.1 Refund of the IC travel document is possible at any KVC cash desk office no later than 60 minutes after the regular departure time of the IC train from the passenger's boarding station. Partially used (or otherwise used travel document) cannot be refunded.

C.1.2 If the refund of the travel document is made due to a reason of the passenger, the carrier will refund the fare after deducting a cancellation fee of 10% of the price of the IC travel document, min. 1 EUR.

C.1.3 If the train does not consist of a coach which the passenger has purchased a travel document to and the passenger refuses to travel, full amount of IC fare will be refunded.

Article C.2 COMPENSATIONS

C.2.1 In case of delay of the IC train, the passenger is entitled to compensation in the amount of:
a) in case of a delay of 60 to 119 minutes to 25 % of the price of the IC travel document and refreshments at the price of 1 EUR,
b) in case of a delay of 120 minutes or more to 50 % of the price of the IC travel document and refreshments at a price of 2 EUR.

C.2.2 In the event that the temperature **at the passenger's seat** drops below 15 °C or rises above 30 °C, the passenger is entitled to compensation in the amount of 25 % of the price of the IC travel document. The right to compensation does not arise provided that the passenger is



provided with a replacement seat on the train, resp. the passenger refused to have a replacement seat.

- C.2.3** If the coach which the passenger has purchased a travel document to **is not placed in the train** and the passenger wishes to travel despite this fact, but **it will not be possible to provide another seat** on the train, the passenger will be allowed to travel without entitlement to have a seat and compensated 100 % of the price of the IC travel document.
- C.2.4** If the train **does not consist of a 1st class coach** which the passenger has purchased a travel document to and the passenger wishes to travel despite this fact, but will be provided with a 2nd class seat, the passenger is entitled to compensation of 50 % of the IC travel document prices.
- C.2.5** If the passenger is entitled to compensation for several reasons, the percentage of individual compensation is added up. The amount of compensation (or sums of individual compensations) paid to the passenger cannot exceed the amount of the paid fare.

Article C.3 TERMINATION OF CLAIM FOR COMPENSATION

- C.3.1** The carrier is not responsible for non-compliance with the criteria set out in Art. C.2:
- for reasons of external circumstances unrelated to railway traffic which the carrier could not have avoided and prevented its consequences (e. g. natural disasters, suicides, road accidents), the elimination of the consequences of these causes,
 - for reasons caused by the passenger (e. g. failure to observe transfer times, waiting on the wrong platform, missed train by the passenger, exclusion of the passenger),
 - for reasons of pre-announced strike,
 - if the restrictions causing the train delay and the mode of transport have been notified in the time before the passenger's journey and the passenger has been informed.

Article C.4 COMPLAINTS

- C.4.1** The passenger asserts the right to compensation and claims without undue delay, no later than 12 months after the end of the trip, in writing at any cash desk office of the carrier or at the appropriate address: **REKLAMÁCIA VNÚTROŠTÁTNA, Železničná spoločnosť Slovensko, a. s., Rožňavská 1 (pracovisko Žabotova 12), 832 72 Bratislava 3.**
- C.4.2** In the application, the passenger shall state the identification data (name, surname, address, in the case of a registered customer also the registration number from the customer card and customer account number), the reason for the complaint and attach the original documents which the application relates to.
- C.4.3** The request will be processed no later than 30 days after its receipt.

PART D. FINAL PROVISIONS

- D.1.1** CoC ZSSK IC is defined in accordance with § 7 of Act no. 514/2009 Coll. on rail transport and § 4 of Act No. 332/2023 Coll. on Public Passenger Transport and is published on the carrier's website www.zssk.sk.
- D.1.2** CoC ZSSK IC enters into force on 15 November 2023. On this day, the CoC ZSSK IC effective from 1 June 2022 and its amendments is revoked.
- D.1.3** The carrier reserves the right to change the transport conditions, tariffs and conditions for exercising the rights from the transport contract for the operation of IC trains.