



Terms and Conditions of Customer Account of Železničná spoločnosť Slovensko, a. s.

Valid from May 1, 2025

The Customer Account of Železničná spoločnosť Slovensko, a. s. (hereinafter abbreviated as ZSSK CA or ZSSK ID) and the payment by credit using the ZSSK Customer Account (ZSSK CA or ZSSK ID) can be used by natural person or legal entity without limitations provided that the Terms and Conditions of Customer Account of ZSSK will be followed.

1. General Conditions

- 1.1 The Application **Customer Account** of Železničná spoločnosť Slovensko, a. s. (ZSSK CA or ZSSK ID) is available to a registered ZSSK customer, meaning the customer, who has created **ZSSK CA** via the web interface by the standard browsers, Mobile App of ZSSK IDeme vlakom or personally at ZSSK cash desks or onboard the train by train staff.
- 1.2 The user of the electronic portal and electronic sales services of ZSSK is obliged to follow the **Security Rules of the electronic services usage within the system of ZSSK**, published on the [ZSSK webpage](#).

2. Registration of ZSSK CA and its activation

- 2.1 ZSSK CA registration means creation of ZSSK CA for the specific customer, which is identifiable by a unique ZSSK CA number. **One customer can only have one ZSSK CA.**
- 2.2 Registration of ZSSK CA can be done through [internet application](#) or at [ZSSK KVC cash desks](#). It is necessary to fill in all the required obligatory login data in the registration form. To access ZSSK CA in the ZSSK online shop and the Mobile App of ZSSK IDeme vlakom, the obligatory data is also a verified e-mail address and for payments by credit a verified mobile-phone number is obligatory. Verification of the e-mail address and mobile-phone number is realized directly in ZSSK CA application.
- 2.3 ZSSK CA can be registered without any deposited credit, i. e. the customer does not need to pay by credit even if there is the possibility to do so. It is accessible and can be used once finances are deposited on the ZSSK CA. The requirement is to have the mobile-phone number verified before realizing the first deposit.
- 2.4 When the registration is finalised, the application informs the customer about the registration number and the ZSSK CA number (the number of the actual valid ZSSK registration card with barcode – in the bottom right corner of the card) and enables the customer to print the card.
- 2.5 The card enables easy access to ZSSK CA at the cash desks or onboard the train for train staff by reading the barcode. The card can be shown as a printout (paper) or electronically in PDF format in the personal portable electronic device.

3. Personal data change

- 3.1 Customer's personal data can be changed directly in the [internet application](#) or at [ZSSK KVC cash desks](#) to the extent provided by the application.
- 3.2 When the data change is finalised, the application enables to make a new printout of the actual ZSSK registration card with barcode.
- 3.3 Customers can change the e-mail address and the mobile-phone number only via **Contact Centre (CC)** 24/7 on tel. number 18 188.

4. Credit

- 4.1 Credit is a part of ZSSK CA, which stores a certain financial credit. Credit can be used for purchases from customer's ZSSK CA via the web interface by the standard browsers, Mobile App of ZSSK IDeme vlakom or personally at [ZSSK KVC cash desks](#).
- 4.2 Credit is activated once the first deposit is transferred to the ZSSK CA. The requirement is that before the first deposit, the customer has a mobile phone number verified in ZSSK CA.
- 4.3 For all operations related to the credit, it is necessary that the customer is correctly identified. If the customer wants to make such an operation at the sales desks, the ZSSK registration card (with barcode) must be shown, respectively other registration data entered at the registration. For the operation realized via the web interface or Mobile Application of ZSSK IDeme vlakom, the customer must be logged in ZSSK CA account.
- 4.4 Credit consists of 2 parts:
 - a) **customer credit** – contains the actual financial deposit (credit) that has been transferred by the customer to the ZSSK CA,
 - 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.
- 4.5 The Special discounts part in ZSSK CA account contains **extra bonus credit** – the actual bonus discounts calculated in Euros, which were assigned to the customer by ZSSK for winning in competitions announced by ZSSK, or in other exceptional cases. Each bonus discount has its own conditions under which it can be applied and used.
- 4.6 **Bonus credit and extra bonus credit cannot be applied** for purchase of these travel documents:
 - Tickets for 100 % discount on the fare and other travel documents issued without payment,
 - Tickets for Integrated Transport System – issued according to the [Conditions of Carriage of Integrated Transport System of Bratislava Region – CoC ITS BR \(Prepravný poriadok integrovaného dopravného](#)

systému v Bratislavskom kraji – PP IDS BK) and Conditions of Carriage of Integrated Transport System of Žilina Region – CoC ITS ŽR (Prepravný poriadok integrovaného dopravného systému Žilinského samosprávneho kraja – PP IDS ŽSK),

- International travel documents with global price, special offer EUROPA EXPRES and motorail ticket,
- International sleeping berth and couchette tickets,
- Customer cards JUNIOR, KLASIK and the rail pass card MAXI KLASIK,
- Packings,
- Prolongation of rail staff travel benefits.

5. Depositing the credit to ZSSK CA

5.1 Each **deposit of the finances to ZSSK CA** can be realized via ZSSK CA Application and at **ZSSK KVC cash desks** using standard payment methods. After depositing the finances, the confirmation of the deposit to ZSSK CA will be generated. At the same time, the application sends the customer an SMS about the credit increase to the ZSSK CA to a defined mobile phone number.

5.2 Increasing the customer's credit:

The customer can deposit any amount in the range of 10 € - 500 €, while the allowed maximum current value of the *customer's credit* in total after the deposit is 500 €.

5.3 Increasing *bonus credit* and *extra bonus credit* by ZSSK:

The *bonus credit* from ZSSK is granted:

- for each deposit** – in the minimum value of 10 € deposit and the maximum value of 500 € deposit, in the amount of 5 % of the value of the deposit to the customer's credit,
- for returning the travel documents** – in the amount of a cancellation fee for a refund of a travel document applied by ZSSK in accordance with the valid conditions of the specific offer (*the bonus credit* is not increased by the amount of the cancellation fee applied and deducted in favour of another company that does not remain ZSSK).

The cancellation fee for a refund is always applied from the price paid for a travel document. The ticket price reduced by the cancellation fee for refunding the travel document will be transferred to the *customer's credit*.

The *extra bonus credit* from ZSSK is granted:

- for winning in competitions announced by ZSSK**, or in other exceptional cases.

6. Payments by the credit/possibilities of using the credit

6.1 Payment by the credit can be made when purchasing travel documents via the ZSSK e-shop, the Mobile Application of ZSSK IDeme vlakom and at the KVC cash desks if the customer has a sufficient credit balance on the ZSSK CA. It is not possible to combine credit payment with another payment method when making a payment. Payment by the credit is not possible in the case of purchase of tickets issued for Integrated Transportation System and in the case of prolongation of rail staff benefits.

6.2 **In case of payment by the credit, a customer can also use the *bonus credit*. *Extra bonus credit* can be drawn using non-cash payment methods.** Drawing on the *bonus credit* and *extra bonus credit* will reduce the final price of the travel document. When paying by *bonus credit*, it is not possible to combine *extra bonus credit* and other types of *bonus credit* obtained according to par. 5.3, letter a) - c).

6.3 **The customer can draw the *bonus credit* and *extra bonus credit* in the form of a discount of less than 100 % of the price of the purchased travel document when purchasing travel documents with a minimum value of 1 €, except those listed in par. 4.6** – up to the amount specified at the purchase (the discount is always lower than the original price of a purchased ticket, remaining amount must be paid: when drawing *bonus credit* by the *customer's credit*, when drawing *extra bonus credit* by non-cash payment method).

6.4 When paying by credit, the customer has a choice of two options for setting up payment authorization: sending a one-time confirmation **SMS code** to the customer's mobile phone number or selecting a permanent **PIN code**. The customer has the option to change the credit authorization method settings after logging in to his ZSSK CA in the "Security - Payment Authorization" section, where the customer may change the authorization method from SMS to PIN. The PIN code must be exactly 4 characters long and can only contain numbers without spaces. The customer confirms the change with an SMS code. It is also possible to change the authorization from PIN code to SMS code. If the customer forgets the PIN code or wants to change it to a new one, it can be done so after logging into the ZSSK CA, in the "Security" section.

All changes to the payment authorization method settings that the customer can change online can also be made at the KVC cash desks.

6.5 If the method of payment by credit is chosen, the sales application prompts the customer to enter the confirmation SMS code, which was delivered to the customer's mobile phone number, within the period specified in the SMS or to enter the permanent PIN code. In the case of a purchase at **ZSSK KVC cash desks**, the customer enters it via the PIN PAD of the POS terminal keypad or reads it out to the cash desk staff.

7. Refunding of the travel document paid by the customer's credit and travel document, for the purchase of which *extra bonus credit* was used

7.1 In case the travel document was paid by the credit, it can be refunded:

- without the cancellation fee – if the refunded finances are returned to the ZSSK CA – only if the ticket was paid by the customer's credit**

In case the customer decides that the refund will be transferred to the ZSSK CA which the purchase was realized from, the overall amount paid for the travel document will be refunded as follows:

- *bonus credit* or *extra bonus credit* will be increased by the **bonus discounts** (under the original conditions) **used when buying the ticket**,
- *bonus credit* will be increased by **the amount of the cancellation fee**,
- *customer's credit* will be increased by **the amount paid for the travel document** after deduction of the cancellation fee,

b) **with the cancellation fee – if the refund is paid to the bank account** (only if the refund of e-travel document (ETD) is done via the internet application or Mobile Application of ZSSK IDeme vlakom)

In case the customer chooses to pay the refund to the bank account, the refund will be made as follows:

- *bonus credit* or *extra bonus credit* will be increased by the **bonus discounts** (under the original conditions) **used when buying the ticket**
- **the amount paid for the travel document after deducting the cancellation fee** will be paid to the bank account specified by the customer,

c) **with the cancellation fee deduction – if the refund is paid by cash** (only if the travel document is refunded at ZSSK KVC cash desks)

In case the customer chooses to pay the refund in cash, the refund will be made as follows:

- *bonus credit* or *extra bonus credit* will be increased by the **bonus discounts** (under the original conditions) **used when buying the ticket**,
- **the amount paid for the travel document after deducting the cancellation fee** will be paid to the customer in cash.

7.2 In case the customer cancels the journey before the boarding because of an extraordinary situation and provably due to the reasons of the seller (train delay, strike, accident on the track, calamity), the customer can return an ETD:

- on the 1st day of validity (ETD within the time limits in accordance with the Terms and Conditions of Online Sales of ZSSK, art 3.1.) at the ZSSK KVC cash desks - in such case, a refund without cancellation fee will be paid in cash or transferred to ZSSK CA in the form of an increase of the *customer's credit* and *bonus credit* or *extra bonus credit* will be increased by the amount of a bonus discount (under original conditions) used to purchase the ticket,
- later, the refund 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.

7.3 **When returning the travel documents to the ZSSK CA, identification via ZSSK CA is required.**

7.4 In case of **partial refund** of the travel document paid by credit, the approved amount is not returned to the ZSSK CA, but is:

- paid in cash, if the customer asks for the refund at ZSSK sales-desk, or
- sent to the bank account defined in the application form sent to ZSSK (see point 14) together with the travel document.

7.5 **The cancellation fee** is always deducted from the **price paid for the travel document** and in accordance with the valid conditions of the offer.

7.6 In exceptional cases, when refunding a travel document, the amount may not be added to the ZSSK CA immediately. The transaction will be released and will not appear in movements until the next business day.

8. Transaction movements of the credit

8.1 Using credit payments, there are transaction movements. These are available in the ZSSK CA application under Credit account, where the current *customer's credit* balance and *bonus credit* are also listed. After clicking on the transaction movement (line), the data for the relevant transactions are displayed. The Open reservations tab contains an actual transaction that was not confirmed by the SMS or PIN code. This is the amount of funds that the customer has withdrawn. This amount reduces the available balance of *customer's credit* or *bonus credit*. The release of the funds in the Open reservations will take up to 20 minutes.

8.2 *Extra bonus credit* balance is stated in the ZSSK CA application under Special discounts. After clicking on the relevant discount (*extra bonus credit*), the transactions related to the usage of the discount (*extra bonus credit*) is displayed.

8.3 **Types of transaction movements** of the credit:

a) **When the credit is added on the ZSSK CA:**

- **Recharging credit online/at cash desk** – increasing the *customer's credit* by depositing customer's finances on the ZSSK CA,
- **Bonus for recharging credit online/at cash desk** – increasing *bonus credit* from ZSSK as bonus for financial deposit on the ZSSK CA. 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's credit* to pay for the travel document,
- **Use of bonus 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 refunding the travel document that was paid by the credit:**

- **Credit release for cancelled ticket online/at cash desk** – increasing the *customer's credit* by the amount paid for the travel document after cancellation fee deduction (if the travel document was refunded due to reasons of the customer) or without cancellation fee deduction (if the travel document was refunded due to reasons of the carrier/seller),
- **Bonus for returning document online/at cash desk** – increasing the *bonus credit* by the amount of the cancellation fee, which belongs to ZSSK (according to 5.3 b)),

- **Returning used discounts for a ticket cancelled online/at cash desk** – increasing the *bonus credit* by bonus discounts (under the original conditions) used when buying a ticket. It will be displayed in transaction movements within 20 minutes of the refund of the travel document.
- d) **When disbursing customer's credit**
 - **Disbursement of the credit balance** – transfer of the *customer's credit* balance to the customer's bank account,
 - **Disbursement of the compensation balance for the IC train** – transfer of the balance of a compensation for the delayed IC train from the *bonus credit* to the customer's bank account,
 - **Cancellation of credit discounts when paying out the credit balance** – cancellation of the *bonus credit* for each deposit and for refunding the travel documents (the accumulated *bonus credit* amount for each deposit and for returning the travel documents is not paid).

9. Credit disbursement

- 9.1** You can request a credit disbursement by writing at the address of ZSSK (see point 13). Disbursement can only be made in full amount of the *customer's credit* balance; partial disbursement is not possible. Simultaneously with the disbursement of the customer's credit balance, the full amount of the *bonus credit* balance is disbursed for the application of compensation in the event of delay of the IC train. By disbursing the credit, the customer loses the amount of the *bonus credit* for the deposit of funds and for refunding of travel documents and the amount of the *extra bonus credit*, which is to be cancelled.
- 9.2** In the disbursement request, the account number which the customer requests to send the *customer's credit* balance to must be stated. The amount of the remaining *customer's credit* balance reduced by a 5 % cancellation fee and the amount of the balance of the *bonus credit* for claiming the compensation in case of delay of the IC train will be paid to the specified account number within 30 days of the request for disbursement. Balances less than 1 € are non-refundable.
- 9.3** By disbursing the *customer's credit*, ZSSK CA remains valid without the *customer's credit* and without the *bonus credit* and *extra bonus credit*.
- 9.4** Disbursement of the *customer's credit* does not prevent the customer from re-depositing credit into the ZSSK CA.

10. ZSSK CA Claims and Complaints

- 10.1** ZSSK is not liable for any damage occasioned when the customer cannot, in a certain moment, use the account services according to the provisions of these Terms and Conditions of Customer Account of ZSSK.
- 10.2** The customer submits a complaint in writing, which he states his identification data (name, surname, address, registration number from the customer card, customer account number ZSSK CA), the reason for the complaint in and attaches the documents which the complaint relates to and documents certifying the legitimacy of his claim.
- 10.3** The claim/complaint will be settled no later than 30 days from its delivery.

11. Cancellation of ZSSK CA by the customer

- 11.1** Cancellation of ZSSK CA is possible directly in the ZSSK CA application or in writing at the ZSSK address (see point 13).
- 11.2** If the ZSSK CA contains the *customer's credit* and/or a *bonus credit* for claiming the compensation in the event of delay of the IC train, the request for the cancellation of the ZSSK CA must also state the account number which the customer requests to send the balance of the credit to. The amount of the balance of the *customer's credit* reduced by a fee of 5% and the amount of the balance of the *bonus credit* for claiming the compensation in case of delay of the IC train will be transferred to the customer's account number no later than 30 days after the cancellation of the ZSSK CA. By cancelling the ZSSK CA, the customer loses the right to the accumulated amount of *bonus credit* for the deposit of funds and for the refund of travel documents, and the amount of the *extra bonus credit*.
- 11.3** The ZSSK CA cancellation operation cannot be undone and the account cannot be restored after the cancellation. Cancellation of the ZSSK CA will also cancel all registrations assigned to the given ZSSK CA, as well as the *bonus credit* and *extra bonus credit*.
- 11.4** With a new ZSSK CA registration, the customer is considered as a new customer.

12. Cancellation of ZSSK CA by ZSSK

- 12.1** Due to the protection of personal data, personal data provided for the purpose of establishing the ZSSK CA may be processed for the purpose for which they were obtained and only for the period necessary to achieve this purpose. For this reason, ZSSK is entitled to cancel the ZSSK CA, which shows no activity.
- 12.2** **ZSSK CA, which shows no activity for a period of 36 months, will be cancelled by ZSSK.**
- 12.3** Any of the activities listed below is considered an activity:
- a) purchase of a travel document for a specific ZSSK CA holder, his dog, bicycle or luggage via the ZSSK e-shop, via the Mobile App of ZSSK IDeme vlakom, at the ZSSK cash desk or onboard the train by the train staff,
 - b) purchase of a travel document from ZSSK CA for another person, his dog, bicycle or luggage via the ZSSK e-shop or via the Mobile App of ZSSK IDeme vlakom,
 - c) execution of any transaction movement related to the use of credit payment (see point 7) via the ZSSK e-shop, via the Mobile App of ZSSK IDeme vlakom, at the cash desk or onboard the train by the train staff,
 - d) login to the ZSSK CA via the web interface using standard browsers and the Mobile Application of ZSSK IDeme vlakom (even without purchasing a travel document),
 - e) making a change of the data in the ZSSK CA or verifying the e-mail address and mobile phone number,
 - f) interaction of a specific ZSSK CA holder for direct e-mail marketing (e. g. opening an e-mail delivered to an e-mail address linked to a specific ZSSK CA).

- 12.4** If the ZSSK CA contains the *customer's credit* and/or *bonus credit* for claim of compensation in case of delay of the IC train, ZSSK will ask the holder of the ZSSK CA on the last-mentioned contact information to state the account number which the customer requests to send the balance of the credit to. The amount of the balance of the *customer's credit* reduced by a fee of 5% and *bonus credit* amount for claim of compensation in case of delay of the IC train will be paid to the customer (or his legal successor) to the specified account number no later than 30 days from the delivery of the application. By cancelling the ZSSK CA, the customer loses the right to the accumulated *bonus credit* amount for each deposit and for refunding the travel documents.
- 12.5** The ZSSK CA cancellation operation cannot be undone and the account cannot be restored after cancellation. Cancellation of the ZSSK CA will also cancel all registrations assigned to the given ZSSK CA, as well as the *bonus credit*.
- 12.6** With a new ZSSK CA registration, the customer is considered as a new customer.

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 Customer Account of ZSSK on the webpage www.zssk.sk. Terms and Conditions of Customer Account of ZSSK are valid even after the legal relationship between the customer and 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 ZSSK CA 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 and the Mobile App of Železničná spoločnosť Slovensko, a. s. Valid from May 1, 2025

Online Sales of Železničná spoločnosť Slovensko, a. s. (hereinafter as ZSSK) available on www.zssk.sk in the full version and in ZSSK mobile app IDeme vlakom (hereinafter as 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 and the Mobile App of ZSSK (hereinafter as Terms and Conditions).

The user of the electronic portal and electronic sales services of ZSSK is obliged to follow the **Security Rules of the electronic services usage within the system of ZSSK**, published on the ZSSK website.

Information on the protection of the personal data of the subject person is published on [ZSSK webpage](#).

1. General Terms and Conditions

1.1 Time limits for issuing and conditions of validity

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

1.1.1 Via the ZSSK e-shop available online on www.zssk.sk:

- a) **single (one-way) travel documents (travel tickets, seat reservations, couchette reservations, sleeping berth reservations (hereinafter as reservation))** – by searching for a connection according to the type of service provided in the selected connection (class, type of reservation):
 - **domestic travel documents** – for domestic journeys of all train categories,
 - **international travel documents** – for selected international trains ČD, ÖBB, MÁV, PKP, UŽ, DB and SBB,
- b) **season/commuter travel documents for multiple journeys** – available by searching the connection:
 - **domestic weekly/monthly commuter and student commuter tickets** – also available by a **separate form**,
 - **domestic monthly student commuter 100 % discount on the fare - tickets for repeated journeys** – also available by a **separate form**,
 - **season tickets for Tatra electric railways and Cog railways (TEŽ and OŽ) – 24-hour/3-day/7-day/1-month** – also available by a **separate form**,
 - **commuter tickets for Integrated Transport System** by a **separate form**,
 - **international weekly/monthly tickets** – for selected international trains ÖBB – also available by a **separate form**,
 - **international monthly tickets** – for selected international trains MÁV – also available by a **separate form**,
- c) **travel documents for carriage of luggage and bicycles, single (one-way) and season/commuter (tickets for selected routes and network tickets) for domestic routes of all types of domestic trains and selected international trains** – by searching for a connection according to the type of services provided in the selected connection, season tickets also available by a **separate form**.
- d) **motorail tickets** – by searching for a connection according to the type of services provided in the selected connection.

1.1.2 Via the Mobile App of ZSSK available for download in [Google Play Store](#), [App Store](#) and [AppGallery](#):

- a) **single (one-way) travel documents** – by searching for a connection according to the type of service provided in the selected connection (class, type of reservation):
 - **domestic travel documents** – for domestic journeys of all train categories,
 - **international travel documents** – for selected international trains ČD, ÖBB, MÁV, PKP, UŽ, DB and SBB,
- b) **season/commuter travel documents for multiple journeys** – via a separate tab without by searching for a connection:
 - **weekly/monthly commuter and student commuter tickets**,
 - **monthly student commuter 100 % discount on the fare - tickets for repeated journeys**,
 - **season tickets for Tatra electric railways and Cog railways (TEŽ and OŽ) – 24-hour/3-day/7-day/1-month**,
- c) **travel documents for carriage of luggage and bicycles, single (one-way) for domestic routes of all types of domestic trains** – by searching for a connection according to the type of services provided in the selected connection,
- d) **travel documents for carriage of luggage and bicycles, season/commuter (tickets for selected routes and network tickets) for domestic routes of all types of domestic trains** – via a separate tab without by searching for a connection.

Time limits for issuing ETDs and general conditions of validity

(All mentioned time limits apply to the actual time(taking into account the actual delay of the train that is on the line)

COMMON TERMS AND CONDITIONS:

ETD is non-transferable and is valid only for the passenger whose personal data is stated on the ticket and the relevant number of fellow passengers unless otherwise stated in the specific conditions of the offer.

Reservations (for a person, luggage, bicycle or vehicle) are valid only for the train and date shown on the ETD.

ETD cannot be purchased earlier than 60 days prior to the journey unless otherwise stated in the specific conditions of the offer.

Domestic travel documents	Tickets with a seat reservation	until the scheduled departure of the train from the passenger's boarding station	ETD is valid only in the train and on the date shown. If the selected train is not used, the ETD is valid on the same route with the start of the journey on the first day of validity according to following rules: a) ETD issued for the passengers who are not entitled to the 100 % discount on the fare (i.e. excluding ETD with 100 % discount on the fare) in any later train. b) ETD with 100 % discount on the fare in any later train except for the trains of the categories R, Ex, EC, EN, SC, rjx. (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 CoC ZSSK (PP ZSSK).)
	Seat reservation, SC supplement with a seat reservation		
	Separate tickets (without seat, sleeping/couchette berth reservation)		
	Tickets with sleeping/couchette berth reservation	at latest 2 hours prior to the scheduled departure of the train with a sleeping/couchette berth coach from its departure station	ETD is valid only in the train, on the date and in the reservation category shown.
	Sleeping berth/couchette reservation	at latest 24 hours prior to the scheduled departure of the train from its departure station	
International travel documents	Special offer SLOVAK EXPRES for selected domestic night trains		
	Tickets between ZSSK and ČD (also for ČD area)	until the scheduled departure of the train from the passenger's boarding station	ETD is valid only in the train and on the date shown. ETD is valid in later trains on the same route with the start of the journey on the first day of the validity according to following rules: a) ETD EUROPA REGIONAL Czechia – in any later train of the category Os, REX and R until 6 a.m. next day, b) ETD EUROPA STANDARD (i.e. all tickets other than EUROPA REGIONAL) – in any later train until the midnight next day.
	Special offer EUROPA EXPRES to/from Czechia, Austria, Hungary, Germany (via Czechia or Austria), Switzerland (via Austria) and Poland (via Czechia)	until the scheduled departure of the train from the passenger's boarding station	ETD is only valid in the train and on the date shown.
	Seat reservation and SC supplement with a seat reservation for selected international trains to/from: Czechia, Austria, Hungary, Germany, Switzerland and Poland	until the scheduled departure of the train from the passenger's boarding station	
	Sleeping berth/couchette reservation between ZSSK and ČD	at latest 2 hours prior to the scheduled departure of the train from its departure station	ETD is only valid in the train and on the date shown.
	Sleeping berth/couchette reservation between PKP, ZSSK and MÁV via ČD	until the scheduled departure of the train from the passenger's boarding station	ETD is only valid in the train and on the date shown.
	Special offer EUROPA REGIONAL WIEN TICKET and EUROPA REGIONAL Austria)	at latest on the day of validity of the ticket	ETD is valid for 1 journey there and 1 journey back on the route and day which the ticket was purchased for: a) any ZSSK train except for rjx 160/167; b) any ÖBB regional and suburban train (ÖBB train category R, REX, S-Bahn), whereas the journey needs to be started on the first day of ETD validity and the journey back must be completed by 4:00 a.m. the following day. ETD loses its validity after the return journey is completed. Refund of the ETD due to the reasons of the passenger is not possible.

Time limits for issuing ETDs and general conditions of validity			
(All mentioned time limits apply to the actual time(taking into account the actual delay of the train that is on the line))			
COMMON TERMS AND CONDITIONS:			
ETD is non-transferable and is valid only for the passenger whose personal data is stated on the ticket and the relevant number of fellow passengers unless otherwise stated in the specific conditions of the offer.			
Reservations (for a person, luggage, bicycle or vehicle) are valid only for the train and date shown on the ETD.			
ETD cannot be purchased earlier than 60 days prior to the journey unless otherwise stated in the specific conditions of the offer.			
	Tickets between ZSSK and MÁV	until the scheduled departure of the train from the passenger's boarding station	ETD is only valid in the train and on the date shown. ETD is valid in later trains on the same route according to following rules: a) ETD EUROPA REGIONAL Hungary – in any later train until midnight on the first day of validity, b) ETD EUROPA STANDARD (i.e. all tickets other than EUROPA REGIONAL) – in any later train until midnight next day. Refund of the ETD EUROPA EXPRES due to the reasons of the passenger is not possible.
	Special offer EUROPA REGIONAL Poland	at latest on the day of validity of the ticket	ETD is valid for 1 journey there and 1 journey back on the route and day which the ticket was purchased, whereas the journey back must be completed by 4:00 a.m. the following day. ETD loses its validity after the return journey is completed. Refund of the ETD due to the reasons of the passenger is not possible.
	Special offer Košice – Mukačevo and Bratislava – Chop	until the scheduled departure of the train from the passenger's boarding station	ETD is only valid in the train and on the date shown.
Carriage of vehicles within ZSSK (motorail tickets), tickets and reservations (seat, couchette and sleeping berth) for passengers (the driver and fellow passengers)		at latest 3 hours prior to the scheduled departure of the train from the passenger's boarding station	EDT for the carriage of vehicles and tickets for passengers – valid only for the vehicle stated on the ETD, the driver whose personal details are on it and the relevant number of passengers.
Carriage of vehicles between ZSSK and ČD (motorail tickets), tickets and reservations (seat, couchette and sleeping berth) for passengers (the driver and fellow passengers)		at latest 2 hours prior to the scheduled departure of the train from the passenger's boarding station	
Commuter tickets and Student commuter tickets within ZSSK		at latest on the first day of validity of the ticket	
Monthly commuter 100 % discount on the fare – tickets for students within ZSSK			
Season tickets for Tatra Electric Railways and Cog Railways (TEŽ and OŽ)			
Commuter/Season tickets for luggage and bicycle (for selected routes or passes) within ZSSK			
Commuter tickets for Integrated Transport System of Bratislava Region		at the earliest 30 days before the validity of the ticket and at the latest on the day preceding the first day of validity of the ticket	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 card is not transferable and it is valid only for passenger stated on the card.
Commuter tickets for Integrated Transport System of Žilina Region		at the earliest 30 days before the validity of the ticket and at latest on the first day of validity of the ticket	If a commuter ticket for Integrated Transport System of Žilina Region is purchased on the first day of its validity, its first use is possible no sooner than 4 hours after purchase.
Summer rail passes SLOVAK		at latest on the first day of the ticket's validity	ETD is valid only for the holder of the relevant discount card which the rail pass is purchased with. (on the day of travel must be valid).

An ETD 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 a ticket and a reservation, namely a seat reservation, or a sleeping berth reservation (Single, Double or Triple), or a couchette reservation (4-couchette compartment or 6-couchette compartment), depending on a train type. This offer is limited and is valid for all routes of specific trains.

1.2.2 International travel documents EUROPA EXPRES to/from Czechia, Austria, Hungary, Germany (via Czechia or Austria), Switzerland (via Austria) and Poland (via Czechia)

The offer consists of a one-way ticket without reservation (seat reservation, couchette, sleeping berth).

Number of tickets is limited. The offer is given for sale between all ZSSK stations and stations of stated countries with international sales possibility, i.e. from/to all stations, where it is possible to buy an international ticket also in cash desks.

The offer **is not valid in trains:** Nightjets and night trains in Austria.

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. The journey needs to be started on the first day of ETD validity.

The EUROPA EXPRES offer can be purchased for an adult traveller and to all stated countries except for Poland also for a child aged 6 to 16. The EUROPA EXPRES offer for a child is valid only with the EUROPA EXPRES offer for an adult, alone or with another type of ticket will not be valid in a train.

More information is to be found on [ZSSK webpage](#).

EUROPA EXPRES can be purchased for a journey from selected stations in Slovakia (ZSSK) to selected stations in one of the stated countries or vice versa, ETDs for outbound and inbound journeys are issued separately.

PLEASE NOTE:

Refunding of EUROPA EXPRES to/from Germany (via Czechia or Austria), Switzerland (via Austria) and Poland (via Czechia) due to the reasons of the passenger **is not possible**.

1.2.3 International travel documents ZSSK – ÖBB EUROPA REGIONAL WIEN TICKET and EUROPA REGIONAL Austria

The special offer EUROPA REGIONAL WIEN TICKET and EUROPA REGIONAL Austria are a discounted **one-day** return ticket for the 2nd class and without a reservation (seat, sleeping berth or couchette reservation). The ticket is valid for a journey from a specific station in Slovakia to a specific station in Austria and back via the frontier point Kittsee Gr. or Marchegg Gr. between Slovakia (ZSSK) and Austria (ÖBB).

Carriage of 1 bicycle for the route Bratislava – Wien and back is included.

The offer is **not valid for rjx 160/167**.

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

PLEASE NOTE:

Refunding of ETD due to the reasons of the passenger **is not possible**.

1.2.4 Commuter tickets and student commuter tickets

Commuter tickets and student commuter tickets are monthly or weekly tickets for multiple journeys in all trains of ZSSK that are valid for selected time period and route as defined in [Conditions of Carriage of ZSSK – CoC ZSSK \(Prepravný poriadok ZSSK – PP ZSSK\)](#).

1.2.5 Monthly 100 % discount on the fare - tickets for students

Monthly **100 % discount on the fare - 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, with regard to its time and route validity as defined in [CoC ZSSK \(PP ZSSK\)](#).

1.2.6 Season tickets for Tatra Electric Railway and Cog Railway (TEŽ and OŽ)

Season tickets for Tatra Electric Railway and Cog Railway (TEŽ and OŽ) are 24-hour, 3-day, weekly or monthly passes entitling their holder for unlimited number of journeys on TEŽ and OŽ routes as well as routes running via Studený Potok as defined in [CoC ZSSK \(PP ZSSK\)](#).

1.2.7 Commuter/Season tickets for luggage and bicycle

- **Bicycle commuter/season ticket** – is a weekly or monthly ticket for holders of commuter tickets, student commuter tickets, monthly zero-fare tickets for students, TEŽ and OŽ passes and MAXI KLASIK passes for repeated journeys **in all ZSSK trains** with regard to its time and route validity, according to the conditions specified in [CoC ZSSK \(PP ZSSK\)](#).
- **Pass for luggage and bicycle** – is a 24-hour or weekly ticket intended for repeated journeys on all ZSSK trains with regard to its time validity, according to the conditions specified in [CoC ZSSK \(PP ZSSK\)](#).

1.2.8 Commuter tickets for Integrated Transport System

Commuter tickets for Integrated Transport System are available online via ZSSK e-shop only for contactless chip cards issued by ZSSK. Customers can select time validity, territorial zones and day of start of validity during their purchase. The ID number of the contactless chip card must be provided during the purchase. Passengers are asked to show their contactless chip card charged with the commuter ticket **during the ticket inspection**.

- **Commuter tickets for Integrated Transport System of 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 ARRIVA Mobility Solutions and on Os and REX trains of Železničná spoločnosť Slovensko with regard to its time and route validity.
- **Commuter tickets for Integrated Transport System of Žilina Region** – are tickets valid for 30, 90 or 365 days. Tickets can be used on all public urban transport lines of Dopravný podnik mesta Žilina, on suburban bus lines of Slovenská

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

autobusová doprava Žilina and on Os trains of Železničná spoločnosť Slovensko with regard to its time and route validity.

1.2.9 Terms and conditions of motorail carriage

General terms and conditions of carriage:

- Carriage is allowed only for motor vehicles (car, three-wheeler, quad bike, motorcycle, motorcycle with a sidecar) with valid documents that are capable of driving and their technical conditions do not endanger the safety of railway transport (carriage of immobile vehicles is not allowed)
- **Carriage is not allowed for:** side car behind the motorcycle, cargo trailers behind the car, **vehicles covered with 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 (tunning) on the rear of the vehicle, which are not part of the vehicle fairing, vehicles without a roof rack fastened by strap.
- Each vehicle must have a valid registration number entered in the vehicle registration certificate (temporary licence plates are not allowed), valid insurance card and must be accompanied by at least 1 adult with driving licence,
- ZSSK does not recommend passengers to leave their valuable belongings, cash, etc. in their vehicles
- Belongings of passenger can stay inside the vehicles during the journey in compliance with 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 must be placed in a bicycle holder. Objects that are not a fixed part of the bicycle (bottles, bags, detachable lights, speedometers, etc.) must be removed.
- Three-wheeler, quad bike, motorcycle (including wind shields), roof box of a vehicle must be fixed on the motorail by passengers with their own **fixing devices (fixing belts)**. Wind shield of motorcycle must be safely fixed, otherwise it must be removed.
- Each passenger (driver and the fellow passengers) is entitled to one place in sleeping coach assigned to the motorail coach (i.e. not entitled to a whole compartment) until the capacity is 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 still decides to make his journey, **he/she may use the existing ticket even without the carriage of a car; however, passenger is not entitled to a refund for the carriage of a car which has not been used.**

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

- 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 passengers must 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 must be removed, mirrors must be folded, alarm and satellite tracking for the stolen vehicles must be deactivated.
- Vehicle must 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 allowed 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 carriage is not allowed for:

- **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 must be removed and carried along with the passenger).

Parties agree to comply with these Terms and Conditions and unless otherwise specified, this carriage is governed by Conditions of Carriage of ZSSK as well as by Specific Conditions of Carriage valid for international transport on motorail (SCIC-NRT). The order is binding for the passenger. By confirming the agreement with the 9, the passenger confirms the correctness and truthfulness of the data entered 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 may be excluded from the transport, without possibility of refunding the travel documents or any other additional costs of the passenger associated with this order form.

2. ETD Conditions of Issuance

Via the ZSSK e-shop and the Mobile App of ZSSK, the customer adds the required ETD to the shopping cart.

During the purchase process, the system requires the customer to fill in the required data, namely the e-mail address for sending the ticket and for each individual travel document the name and surname of the passenger. **Customers are responsible for providing correct and accurate information.**

When obtaining 100 % discount on the fare - tickets online, customers must provide as a mandatory information the ID number of the passenger, who must be registered for **100 % discount on the fare**. System will issue a **100 % discount on the fare - ticket** only after a successful validation of the data provided by the customer. If a shopping cart contains **100 % discount on the fare - tickets** only, customer in the next step confirms acceptance of Terms and Conditions and delivery method and then an ETD with **100 % discount on the fare - ticket** is generated. **If customer does not receive the 100 % discount on the fare ETD, it is recommended to contact ZSSK Call Centre on 18 188 (+421 24 48 58 188 from abroad) immediately.** After providing information regarding the ETD, a new ETD will be generated and sent to the e-mail address provided in the order form.

When purchasing non-zero fare tickets online, after checking filled data, customer selects the payment method and confirms acceptance of 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:

- Payment by credit in Customer Account of ZSSK,
- Payment gateway GP WebPay (in cooperation with the Československá obchodná banka):
 - payment by payment cards with MasterCard, Maestro, VISA a VISA Electron logo,
 - payment via the Google Pay service,
 - payment via the Apple Pay service,
- Payment with buttons of banks – available on www.zssk.sk only:
 - TatraPay (internetbanking of Tatrabanka),
 - SporoPay (internetbanking of Slovenská sporiteľňa),
 - ePlatby VUB (internetbanking of Všeobecná úverová banka).

After the payment is authorized, the customer is again redirected back to the e-shop's or the Mobile App's page with information about the successful completion of the purchase. In case of problems with the completion of the purchase or delivery of the ETD, we recommend the customer to contact the Contact Center of ZSSK in order to verify the return response from the bank.

Customer can cancel the transaction at any time during the filling of the cart, filling in the forms and mandatory data up to the actual execution of the payment via the banking application. The e-shop and the Mobile App then automatically cancels the purchase and frees up blocked places 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 cancels the purchase, frees up the blocked places back to the sales system and displays a session timeout message.

When purchasing a place (seat, couchette or sleeping berth reservation), we recommend using the "Direct connection" search option when searching for a connection, where it is ensured that the electronic timetable will search for the required train and coach.

2.1 ETD Ticket Inspection

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

- A passenger's: a) ID card, b) passport, c) driving license or d) any card with a photograph and date of birth entitling to the use of discounted fares in rail transport (documents a) – d) hereinafter "card") **in case of following ETDs: single tickets, commuter/season tickets, motorail tickets or single ticket including a reservation.**
- **A valid travel ticket** (except for children under 6) **in case of a reservation only.**
- **ETD is valid only for the holder of the relevant discount card which the rail pass is purchased with** (on the day of travel must be valid): **for SLOVAK WEEK – ID card** (ID card, passport, driving license), **for SLOVAK KLASIK – of KLASIK card, for SLOVAK JUNIOR – of JUNIOR card,**

In case of e-commuter tickets, at the ticket inspection passengers are obliged to show following documents/cards:

- **In case the purchase of a commuter ticket is charged on a contactless ZSSK chip card** (during purchase, the number of the contactless chip card was entered) – the contactless chip card charged with the commuter ticket. Passengers travelling on the day of purchase need to show the ETD in printed or electronic form as well,
- **In case the purchase of a commuter ticket is bound to an ID card**, other than contactless ZSSK chip card – the ETD in printed or electronic form as well as an passenger's ID card, which name and surname is printed on ETD.

During the inspection of an e-commuter/season bicycle ticket, the passenger is also obliged to show a commuter ticket, a student commuter tickets, a monthly zero-fare student ticket, a TEŽ and OŽ season pass or a MAXI KLASIK pass.

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

Passengers may present their ETD (with exception of motorail tickets for journeys between ZSSK and ČD and tickets for Integrated Transport System) **in any of the following formats:**

- **a printed copy** – after making a purchase in the browser, the customer has the option to download the ETD by clicking on the "Save ticket" button or from the attachment of the received e-mail (in PDF format), and print it without any modifications, in the original format and size,
- **a PDF or a PNG (simplified ETD) file** in an own portable electronic device – the customer has the option to save it immediately after displaying the proof of payment or from the delivered e-mail in its original format and size, without any additional editing,
- **in electronic form by showing in ZSSK mobile app in the 'Current journeys' tab.**

International travel documents including sleeping car/courette reservation on trains between PKP, ZSSK a MÁV via ČD are accepted for ticket inspection in printed form only.

The reading of the ETD barcode on the control staff device is crucial for onboard inspection. For this reason, the passenger is obliged to show the ETD for inspection in such a way that the entire barcode is clearly visible and without any damage.

Please note:

Passengers are obliged to board the train with the ETD already printed or downloaded in an electronic device 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 passenger fails to present the ETD together with a valid ID card or if the name or surname on the presented ID card does not match with the name or surname on the ETD, or the person is not entitled holder of the presented ID document, or if the passenger presents the ETD document that has been modified or used beyond the scope of its time/route validity, or if the passenger presents the reservation without a valid travel document – the passenger will be considered as a passenger without a valid travel document according to Conditions of Carriage of ZSSK – CoC ZSSK (PP ZSSK).

2.2 Recommendation

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

By entering the e-mail address, which ETD will be sent to, customers agree with transfer of the data from ZSSK website protected by a security project to a publicly accessible computer network. ZSSK declares not to 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 the 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 (15 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 the payment within the time limit or if the online sales system or the Mobile App does not receive a payment confirmation from the bank, the purchase will be cancelled and the online sales application releases blocked places back to the sales system.

If a customer does not return to the e-shop or Mobile App site after making the payment or if ETD was not received, the ZSSK Call Centre should be contacted immediately on:

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 provide 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 the purchase of e-tickets together with any further information on travelling by train.

3. Exercise of rights from the contract of carriage

3.1 ETD cancellations due to the reasons of the customer (online cancellation)

Passenger can make a request to refund an unused ETD prior to boarding **due to the reasons of the passenger** within the following time limits, with cancellation fee for refunding the ticket,

- **via the Travel documents archive in Customer Account of ZSSK on the web interface by clicking on the refund button,**
- **via the online form on the website**

or

- via the Mobile App in the 'Aktuálne cesty' tab.

The refund will be paid no later than 30 days after the date of the online refund request to the bank account that customer has stated in the form, or to the card which the purchase was realized by.

Provided that a payment of the purchase of the ETD was made by a payment card that is linked to a bank account held at a foreign bank, any refund will be paid to the bank account linked to this payment card no later than 30 days after the date of the online refund request.

If a customer does not receive an e-mail notification confirming a successful cancellation of the ETD, it is recommended to contact **ZSSK Call Centre on 18 188** (for international calls +421 24 48 58 188) at the latest by the end of the period allowed for the refund 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.

An exchange of ETD is not allowed.

ETD refund (cancellation) can be submitted only within the time limits specified below. If there is a combination of offers on the ETD (e. g. a ticket and a seat and/or a sleeping berth/couchette reservation/s), the ETD can be refunded at the earlier time at the latest. ETD refunded after these time limits will not be accepted.		
A	Domestic travel tickets and domestic seat reservations	<p>until the scheduled departure of the train from the passenger's boarding station</p> <p><i>(Cancellation fee according to CoC ZSSK: 10 % of the fare, amounts less than 1 € will not be refunded; 1 € of the price of seat reservation for passenger; return of luggage and bicycle reservation is without a cancellation fee)</i></p> <p>Note: partial return of the group ticket due to lower actual number of passengers – according to CoC ZSSK (PP ZSSK).</p>
	Domestic couchette and sleeping berth reservations	at latest 2 hours prior to scheduled departure of the train from its departure station <i>(Cancellation fee 10 % of the price of couchette or sleeping berth, min. 1 €)</i>
	Special offer SLOVAK EXPRES valid for selected domestic night trains	at latest 24 hours prior to the scheduled departure of the train from the passenger's boarding station <i>(Cancellation fee 10% of the ticket price)</i>
	<p>Carriage of vehicles (motorail tickets) and tickets for passengers (the driver and fellow passengers)</p> <p><i>Places for passengers (seat, couchette and sleeping berth reservations) need to be cancelled separately</i></p>	<p>a) at latest 24 hours prior to the scheduled departure of the train from the passenger's boarding station with cancellation fee 10 % of the ticket price</p> <p>b) at latest 3 hours prior to the scheduled departure of the train from the passenger's boarding station with cancellation fee 50 % of the ticket price</p> <p>c) at latest to the scheduled departure of the train from the passenger's boarding station with cancellation fee 100 % of the ticket price</p>
B	Domestic 100 % discount on the fare - tickets	until the scheduled departure of the train from the passenger's boarding station
C	<p>SC supplement with a seat reservation for trains SC Pendolino 240, 241, 242 and 243 (domestic or international)</p> <p><i>(the listed trains SC Pendolino are currently not running)</i></p>	<p>a) at latest by midnight of the day preceding the day of scheduled departure of the train from the passenger's boarding station with cancellation fee 10 % of the ticket price, min. 1 €</p> <p>b) at latest 2 hours prior to the scheduled departure of the train from the passenger's boarding station with cancellation fee 50 % of the ticket price, min. 1 €</p>
D	International travel documents	<p>D1) offer EUROPA REGIONAL Czechia</p> <p>until the scheduled departure of the train from the passenger's boarding station</p> <p><i>(Cancellation fee 10 % of the ticket price, min. 1 €)</i></p>
		<p>D2) train ticket EUROPA STANDARD between ZSSK and ČD (also for ČD area)</p> <p>until the scheduled departure of the train from the passenger's boarding station</p> <p><i>(Cancellation fee 10 % of the ticket price, min. 1 €, max. 4 €)</i></p>
		<p>D3) separate seat reservation</p> <p>until the scheduled departure of the train from the passenger's boarding station</p> <p><i>(Cancellation fee 100 % of the price of a seat reservation)</i></p>
		<p>D4) separate seat reservation for domestic SC trains of ČD (except SC 240, 241, 243 and 243)</p> <p>ETD refund due to the reasons of the passenger is not allowed</p>
		<p>D5) separate couchette or sleeping berth reservations between ZSSK and ČD</p> <p>at latest 2 hours prior to scheduled departure of the train from its departure station</p> <p><i>(Cancellation fee 10 % of the couchette/sleeping berth reservation price, min. 2 €)</i></p>

ETD refund (cancellation) can be submitted only within the time limits specified below. If there is a combination of offers on the ETD (e. g. a ticket and a seat and/or a sleeping berth/couchette reservation/s), the ETD can be refunded at the earlier time at the latest. ETD refunded after these time limits will not be accepted.			
		D6) separate couchette or sleeping berth reservations between PKP, ZSSK and MÁV via ČD	a) at latest by midnight of the day preceding the day of scheduled departure of the train from the passenger's boarding station with cancellation fee 10 % of the ticket price, min. 3 € b) at latest to the scheduled departure of the train from the passenger's boarding station with cancellation fee 100 % of the ticket price, min. 3 €
		D7) Carriage of vehicles between ZSSK and ČD (motorail tickets) and tickets for passengers (the driver and fellow passengers) Places for passengers (seat, couchette and sleeping berth reservations) need to be cancelled separately (according to point D3 and D5)	a) at latest by midnight of the day preceding the day of scheduled departure of the train from the passenger's boarding station with cancellation fee 10 % of the ticket price b) at latest to the scheduled departure of the train from the passenger's boarding station with cancellation fee 100 % of the ticket price
		D8) EUROPA EXPRES to/from: Czechia, Austria and Hungary	a) at latest by midnight of the 15th day preceding the day of scheduled departure of the train from the passenger's boarding station with cancellation fee 10 % of the ticket price, min. 5 € b) at latest by the midnight of the day preceding the day of scheduled departure of the train from the passenger's boarding station with cancellation fee 50 % of the ticket price, min. 5 €
		D9) EUROPA EXPRES to/from: Germany (via Czechia or via Austria), Switzerland (via Austria) and Poland (via Czechia)	ETD refund due to the reasons of the passenger is not allowed
		D10) EUROPA REGIONAL WIEN TICKET and EUROPA REGIONAL Austria	ETD refund due to the reasons of the passenger is not allowed
		D11) offer EUROPA REGIONAL Hungary	
		D12) offer EUROPA REGIONAL Poland	
		D13) train ticket EUROPA STANDARD between ZSSK and MÁV	until the scheduled departure of the train from the passenger's boarding station (Cancellation fee 10 % of the ticket price, min. 3 €, max. 10 €)
		D14) offer Košice – Mukačevo and Bratislava – Chop	until the scheduled departure of the train from the passenger's boarding station (Cancellation fee 10 % of the ticket price, min. 3 €, max. 10 €)
E	Monthly commuter 100 % discount on the fare - tickets for students		before the start of validity, meaning no later than the midnight of the day preceding the first day of its validity
F	F1) Commuter tickets and Student commuter tickets		before the start of validity, meaning no later than the midnight of the day preceding the first day of its validity, resp. in the case of a 24-hour ETD also on the first day of validity, at the latest before the start of validity indicated on the ETD (Cancellation fee according to CoC ZSSK 10 % of the fare, amounts less than 1 € will be not refunded) Note: After the first day of its validity ETD can be cancelled according to CoC ZSSK (PP ZSSK)
	F2) Season tickets for Tatra Electric Railways and Cog Railways (TEŽ and OŽ)		
	F3) Commuter/Season tickets for luggage and bicycle (for selected routes or passes)		
G	Commuter tickets for Integrated Transport System of Bratislava Region		at latest 2 calendar days before the start of validity (Cancellation fee 2 €) Note: After the first day of its validity ETD can be cancelled according to Conditions of Carriage of Integrated Transport System of Bratislava Region – CoC ITS BR (PP IDS BK)
H	Commuter tickets for Integrated Transport System of Žilina Region		before the start of validity, meaning no later than the midnight of the day preceding the first day of its validity (Cancellation fee 4 €) Note: After the first day of its validity ETD can be cancelled according to Conditions of Carriage of Integrated Transport System of Žilina Region – CoC ITS ŽR (PP IDS ŽSK)

ETD refund (cancellation) can be submitted only within the time limits specified below. If there is a combination of offers on the ETD (e. g. a ticket and a seat and/or a sleeping berth/courette reservation/s), the ETD can be refunded at the earlier time at the latest. ETD refunded after these time limits will not be accepted.		
I	Summer network passes SLOVAK	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)</i>

3.2 ETD cancellations for reasons on the side of the seller

In case the customer **cancels the journey before the boarding** because of an extraordinary situation and provably **due to the reasons of the seller** (e.g. in case of strike, calamity, train delay, accident on the track), the passenger can return the ETD at KVC cash desks **within 120 minutes after the start of its validity**, in case of the offer EUROPA REGIONAL WIEN TICKET, EUROPA REGIONAL Austria and EUROPA REGIONAL Poland within 120 minutes after the scheduled departure of the train concerned by the extraordinary situation. In this case, refunds of ETD will be paid out in cash, with no cancellation fee.

In the case of partial non-use of the ticket due to the reasons of the seller, the passenger is required to return the ETD at the station which the customer cancels the journey in. The request will be processed no later than 30 days after its delivery, any possible return will be transferred to the payer's account which the payment was made from.

If a cash desk at a boarding station for a train affected by the extraordinary situation is closed or it is a cash desk without KVC, customer has the opportunity to submit a complaint according to point 3.3 in case of return of the ETD due to the reasons of the seller.

Please note: E-tickets for multiple journeys (commuter tickets, student commuter tickets, monthly commuter **100 % discount on the fare - tickets** for students, season tickets for Tatra Electric Railways and Cog Railways, commuter/season tickets for luggage and bicycle, commuter tickets for Integrated Transport System of the Bratislava Region) bought via the ZSSK e-shop or via the Mobile App cannot be refunded at ZSSK KVC cash desks even due to extraordinary circumstances. These e-tickets can only be refunded before the start of validity, only via the Travel documents archive in Customer Account of ZSSK on the web interface by the refund button, via the **online form** on the website or by the refund button for a specific ticket in the Mobile App.

3.3 ETD Claims

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

The customer submits the claim 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 ZSSK KVC cash desk on request.

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

The claim will be processed no later than 30 days after its delivery (if customer has received the ETD and the complaint has been received before the day of travel, in that case no later than 30 days after the day of travel). Any possible returns will be paid 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
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