

Tickets and travelcards on the SwissPass

Frequently asked questions

Below you will find questions and answers about the SwissPass as a carrier card for travel tickets.

1. Purchase questions

What offers are available on the SwissPass?

- Personal annual and monthly ZVV and Z-Pass travelcards
- Single tickets and day passes for the whole of Switzerland
- Various other public transport products and additional services for mobility and leisure.

Can travel tickets be loaded on to the SwissPass by third parties?

Yes, the ZVV app and the ZVV ticket shop can be used to load individual tickets, day passes and travelcards on to another person's SwissPass. For example, parents can buy a ticket for their children and load it on to their SwissPass, so that they can then travel independently and without a smartphone (only with their own SwissPass).

Does a ZVV travelcard have to be loaded on to the SwissPass?

Personal annual and monthly travelcards are issued exclusively on the SwissPass. Transferable monthly travelcards on conventional security paper can be purchased at ZVV and SBB ticket machines until further notice.

What do I need to do to obtain a SwissPass for the first time?

You will need a recent, good quality [passport photo](#). The first SwissPass is issued free of charge. It will be delivered to your home within a maximum of 10 days. In the meantime, you will receive a temporary SwissPass. You can order a SwissPass at a staffed sales point or via your customer account at www.zvv.ch.

How do I pay for my travelcard and tickets loaded on to my SwissPass?

Different payment options are available, depending on the sales point. On zvv.ch and the ZVV app, travelcards and tickets can be paid for by credit/debit card, PostFinance card, REKA, TWINT, public transport voucher or invoice.

2. Questions about ticket inspection

Can the SwissPass be registered in the ZVV app and does the SwissPass card have to be presented at a ticket inspection?

Yes, you can register on [swisspass.ch](https://www.swisspass.ch) and then log into the ZVV app using this login. The app will then show you a digital version of the SwissPass. You will now be able to travel without a SwissPass card and present your digital SwissPass at a ticket inspection. It will no longer be necessary to present your SwissPass card separately.

What can I do if I forget my SwissPass?

- If you realise before you start your journey that you have forgotten your SwissPass, you can go to a staffed sales point with an official ID. There you will receive, for CHF 5, a 'Forgotten SwissPass' receipt, which together with an official ID entitles you to travel.
- After a ticket inspection (where you were unable to show your SwissPass), you have the option of presenting your SwissPass in person at a ZVV sales point within 10 days. Please also bring the payment request and an official ID with you. In this case, only a processing fee of CHF 5 will be charged.

3. Questions about card renewal

For how long is the SwissPass card valid?

The SwissPass carrier card is valid for five years, after which you will receive a new card free of charge when you purchase a new public transport service.

Where can I see the existing subscription/ticket with the expiration date and/or duration?

The expiration date can be found:

- in your customer account on [zvv.ch](https://www.zvv.ch)
- in the ZVV app
- at [swisspass.ch](https://www.swisspass.ch)
- at ZVV and SBB ticket machines
- at a staffed sales point or from ticket inspection staff

Can I cancel my SwissPass?

The SwissPass itself is not a travelcard, but only a carrier card. It is therefore not possible to cancel the SwissPass. Terms, renewals and cancellations vary depending on the travelcard.

Unlike GA and half-fare travelcards, ZVV travelcards are not renewed automatically. We will send you a reminder to renew your subscription. If you do not wish to renew your ZVV travelcard when it expires, you can keep the SwissPass and load another travelcard or individual tickets or day passes on to it at a later date.

How and when will I be reminded of the expiry of my ZVV/Z-Pass travelcard?

On request, you will be informed of the first and last days of validity by email or SMS.

- Annual travelcard holders will receive an email notification approximately one month before their travelcard expires. Notification by post is also possible upon request.
- Monthly travelcard holders will receive a reminder by email or SMS seven days before their card expires.

You can manage notifications in your customer account on www.zvv.ch and in the ZVV app.

Where can ZVV/Z-Pass travelcards on the SwissPass be renewed?

You can renew your travelcard via your customer account on www.zvv.ch or directly in the ZVV app.

A renewal is also possible at all staffed ticket offices. Monthly travelcards can also be renewed at ZVV and SBB ticket machines.

Can a SwissPass be replaced in the event of loss, damage or theft?

Yes, a SwissPass can be replaced for CHF 30. You can order a replacement card from the ZVV ticket shop or at a ticket office.

Valid from September 2024