

Half Fare Travelcard PLUS

GTCs for the purchase and use of the Half Fare Travelcard PLUS

I. Preliminary remarks

The current tariffs of the Swiss transport companies (hereafter referred to as TCs), in particular the tariffs for the Half Fare Travelcard PLUS (Tariff 658) and refunds (Tariff 600.9) – which can be viewed at staffed points of sale and at zvv.ch – apply to the purchase and use of the Half Fare Travelcard PLUS. The following conditions are an extract from the tariffs and contain the main conditions governing the relationship between the Half Fare Travelcard PLUS contracting party and the TC, represented by the Zurich Transport Network, 8090 Zürich (hereafter referred to as ZVV).

II. The Half Fare Travelcard PLUS

The Half Fare Travelcard PLUS is a product of Swiss public transport which functions as a payment method in the public transport sector for digital and personalised public transport sales channels and is available in various credit amounts.

After concluding a Half Fare Travelcard PLUS contract, the contracting party receives – upon payment of the package price – personal credit which can be used to pay for their personal single tickets on digital channels for a maximum period of one year.

The Half Fare Travelcard PLUS consists of two elements. These are the ‘customer deposit’ (payment made by the customer) and the ‘bonus portion’ provided by the public transport sector subject to defined provisions. With regard to the use of the credit, tickets are firstly paid using the customer deposit. Once the customer deposit amount has been used up, the bonus phase begins. From this point on, tickets are paid for using the bonus portion. The bonus phase ends either at the end of a one-year period (on the package’s final day of validity), when all the credit has been used before the package’s final day of validity (customer deposit and bonus portion) or upon cancellation.

The Half Fare Travelcard PLUS package linked to the contract has a maximum period of validity of one year and therefore has a first and last day of validity.

Unlike other travelcards, the Half Fare Travelcard PLUS is not issued in physical format nor referenced on the SwissPass. The ‘Half Fare Travelcard PLUS’ account is available to customers – after successful and verified SwissPass login – on the swisspass.ch platform (for viewing) and on the digital public transport channels defined by the customer (for payment). Only those digital and personalised channels provided by the TCs for use of the Half Fare Travelcard PLUS are available.

III. Conclusion of contract for the Half Fare Travelcard PLUS

The Half Fare Travelcard PLUS requires the conclusion of a contract and payment of a customer deposit. The contract applies to a specific package size, e.g. Half Fare Travelcard PLUS 1000 package.

The Half Fare Travelcard PLUS is available to the two customer groups 'young people' (aged at least 6 and under 25) and 'adults' (above the age of 25) with different prices.

The Half Fare Travelcard PLUS is not issued in physical format (e.g. SwissPass card) nor with a reference on the SwissPass. It is a purely digital product.

The Half Fare Travelcard PLUS can neither be transferred nor stored. The Half Fare Travelcard PLUS is available via the following public transport sales channels:

- Staffed points of sale
- Online (via webshops, e.g. zvv.ch)

The first day of validity of the Half Fare Travelcard PLUS is 'today plus one day' at the earliest. For example, the contracting party can purchase a Half Fare Travelcard PLUS on 10/1/2025 which is valid from 11/1/2025 or later, but not valid from 10/1/2025. Other than this, the first day of validity can be freely selected (flexible date) subject to a two-month advance sale period.

IV. Contract

Upon conclusion of the contract a customer account is created and the contracting party receives access to the Half Fare Travelcard PLUS payment method.

The contract enters into force upon signing or following online conclusion of the contract by agreeing to the GTCs. There is no minimum contract period. The contract is entered into by the contracting party and the TC, represented by ZVV.

Requirements for contract conclusion:

- The contracting party must be the person actually travelling.
- A personal SwissPass login must be available.
- The mobile telephone number must be verified (two-factor authentication via SMS).
- The contracting party's identity must have been verified.

Any contracting party residing in Switzerland, Germany, France, Italy, Austria or the Principality of Liechtenstein concludes the contract for an unlimited period. All other contracting parties and minors receive the Half Fare Travelcard PLUS for a limited period of one year.

By signing the contract, the contracting party undertakes to pay all amounts due and to do so on time.

Unless cancelled, the contracting party automatically receives an invoice at the end of the current travelpass year for the same Half Fare Travel card PLUS package as the one in their valid contract. The contracting party receives a reminder about the opportunity to cancel their contract in good time. The contracting party undertakes to pay this invoice by the existing first day of validity of the new period.

Upon conclusion of contract, a customer account is opened for every contracting party. Outpayments from this account are only made in the event of cancellation. The outpayment is always made to a postal/bank account and never in cash.

A 'nomination document' (A4 paper format) must be submitted as evidence in the case of legal representation. This confirms that the person nominated is entitled to conclude an unlimited contract on behalf of the contracting party.

V. Right of withdrawal

The contracting party is granted a ten-day right of withdrawal following conclusion of contract but only for as long as the contracting party has not yet used their credit. If the contracting party only concludes their contract but does not pay their customer deposit within the ten-day period, the contract will be cancelled.

VI. Use of the Half Fare Travelcard PLUS

The credit on the Half Fare Travelcard PLUS can only be used once the payment has been received and registered.

The credit on the Half Fare Travelcard PLUS cannot be used until it has been activated on the digital channels selected by the contracting party using two-factor authentication.

From the first day of validity, and subject to successful payment, the contracting party can use their credit package to pay for personal tickets which they purchase digitally using self-service (pre- and postpaid). The credit can be used for 1st and 2nd class tickets.

The Half Fare Travelcard PLUS credit is made up of the customer deposit and the bonus portion. First the customer deposit is fully used, then the bonus.

The Half Fare Travelcard PLUS is personal. The holder of the Half Fare Travelcard PLUS is also the contracting party. Buying tickets for other passengers is not permitted. Appropriate action will be considered in the event of failure to comply with the specified tariff and sanctions may be imposed in individual cases. Passengers who misuse their Half Fare Travelcard PLUS may be subject to legal action, including exclusion from the

product. Furthermore, customers may be charged for tickets they have purchased for fellow passengers.

If the Half Fare Travelcard PLUS payment method fails for technical reasons or if an incorrect payment method is used, the contracting party will not be entitled to compensation or subsequent re-booking using the Half Fare Travelcard PLUS payment method.

The Half Fare Travelcard PLUS can be used for personal individual tickets and day passes of National Direct Service and the fare networks (including Sparwelt). The Half Fare Travelcard PLUS cannot be combined with other discount models (excluding Sparwelt).

The package deposited for the Half Fare Travelcard PLUS will end once it has been fully used, one year after the first day of validity at the latest (one travelcard year) or after cancellation of the contract.

At the end of a travelcard year, any unused portion of the contracting party's customer deposit is refunded to their bank/postal account. No offsetting is permitted for the new travelcard period of validity.

The (remaining) bonus automatically expires after a year. There is no entitlement to outpayment.

Payment for a new package can be made as soon as one package has been exhausted or is in the bonus phase. The payment can be made at a staffed point of sale or via a webshop.

Activating the intention to purchase (top up credit) automatically assigns a first validity date of 'today plus one day' to the new package. Example: Intention to purchase (top-up credit) on 15 January 2025 activates the new package with a first validity date of 16 January 2025. The new package is then valid for one year.

outpayment

VII. Obligations of the contracting party

By signing the contract, the contracting party undertakes to pay all amounts due on time. They must pay the invoice one day before the next travelpass period of validity (one year) at the latest.

The contracting party is obliged to make all changes to the details provided during purchase within 15 days on the 'swisspass.ch' platform or to provide notification of them verbally at a point of sale or in writing to the ZVV Contact at contact@zvv.ch.

VIII. Payment methods

The Half Fare Travelcard PLUS can be paid for with the standard payment methods (exception: payment on account). The price paid is the same as the customer deposit.

IX. Cancellation

The contract can be terminated by the contracting party subject to a one-month cancellation period to the end of each travelpass month. Cancellation must be carried out on the 'swisspass.ch' platform, verbally at a point of sale or in writing to the ZVV Contact at contact@zvv.ch.

If the contracting party still has Half Fare Travelcard PLUS credit after a year or wishes to cancel it early, they are refunded the remaining customer deposit (original customer deposit minus the credit used) minus a processing fee (deductible amount). The bonus amount expires.

ZVV reserves the right to cancel the contract at any time for justified reasons

X. Refund/exchange of Half Fare Travelcard PLUS

The Half Fare Travelcard PLUS and tickets paid for with it are refunded/ exchanged in accordance with Tariff 600.9.

XI. Data protection

ZVV and the other public transport companies attach great importance to privacy protection. Personal data is processed in accordance with the law and the applicable provisions of data protection legislation. More information on data protection can be found at swisspass.ch/dataprotection and in the data privacy policy of the selling TC.

In accordance with data protection law and other provisions on the processing of customer data, TCs and fare networks may obtain this data via SBB for targeted and purpose-specific, requirements-based marketing measures

XII. Changes to tariffs and the GTCs

Prices and services may be changed at any time. SBB will provide the contracting party with advance notification of changes to tariffs in a suitable way. If the changes are disadvantageous to the contracting party, they may cancel the contract at this point in time and up until the change enters into force. If they fail to do so, they then accept the changes.

Price changes apply to the contracting party when the next invoice is issued. If the contracting party does not accept the price increase, they can cancel the contract subject to the normal cancellation period.

XIII. Applicable law and place of jurisdiction

The agreements relating to these GTCs are governed solely by Swiss law. Bern will be the place of jurisdiction for any disputes arising in relation to this agreement unless bindingly stipulated otherwise by civil procedure law.

As at December 2024

