

Half Fare Travelcard PLUS

Frequently asked questions about the Half Fare Travelcard PLUS

Below you will find answers to the most frequently asked questions about the Half Fare Travelcard PLUS, as well as help with renewal and cancellation.

1. Offer, benefits and functionality

What is the Half Fare Travelcard PLUS?

The Half Fare Travelcard PLUS is a public transport offer in Switzerland. It is available in various credit sizes ('packages') and consists of two components: the 'customer deposit' (payment by the passenger) and a bonus, which the public transport sector grants according to defined rules.

When you conclude a Half Fare Travelcard PLUS contract and pay the customer deposit, you will have a personal credit balance which is stored as the Half Fare Travelcard PLUS payment method in the digital sales channels for public transport. You can use this credit to pay for your personal single tickets and day passes in digital channels for a maximum of one year.

What bonus/advantage do I get with the Half Fare Travelcard Plus?

The Half Fare Travelcard PLUS consists of both your own payment (customer deposit) and a bonus based on your chosen package. Once your deposit is used up, you can continue to travel for free using the bonus credit to pay for your tickets.

How does the bonus work?

When using the credit as a payment method, the tickets are first paid for from 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

- once a year has passed (on the last day of validity of the package)
- once the credit has been fully used up before the last day of validity of the package (customer deposit and bonus portion)
- following cancellation

Which Half Fare Travelcard PLUS packages are available?

The Half Fare Travelcard PLUS is offered with credit amounts of CHF 1000, CHF 2000 and CHF 3000. There is a difference between the customer deposits and the bonus portions for the following two customer groups: 'Adults' (aged 25 and older) and 'Youth' (aged at least 6 and under 25).

Can I freely select the start date for the Half Fare Travelcard PLUS?

The Half Fare Travelcard PLUS becomes valid starting the day after your purchase at the earliest.

For example, if you buy it on 10 January 2024, the earliest start date would be 11 January 2024. You cannot choose the same day as the start date.

Beyond this, you can choose any start date freely, provided it falls within the two-month advance purchase period.

What happens if I do not use up my Half Fare Travelcard PLUS credit within one year?

The Half Fare Travelcard PLUS credit for your chosen package is valid until it has been fully used, for a maximum of one year from the first day of validity (one travelcard year), or until the contract is cancelled.

Once the travelcard year has passed, the remaining (unused) amount of your customer deposit will be reimbursed to your bank/postal account. It cannot be offset against a new subscription period.

Any remaining bonus credit automatically expires after one year and cannot be redeemed or transferred to other/new offers.

Is a Half Fare Travelcard included in the Half Fare Travelcard PLUS?

No. The Half Fare Travelcard is not part of the Half Fare Travelcard PLUS and must be purchased separately.

Do I need a Half Fare Travelcard in order to purchase a Half Fare Travelcard PLUS?

No. You are not required to hold a Half Fare Travelcard to benefit from the Half Fare Travelcard PLUS offer. However, from a cost perspective, using a Half Fare Travelcard PLUS without a Half Fare Travelcard is not recommended.

2. Activation

How do I activate my Half Fare Travelcard PLUS as a payment method?

- Start by completing the two-factor authentication of your mobile phone number on [swisspass.ch](https://www.swisspass.ch) under 'My account' > 'Customer data' > 'Correspondence'.

- Log in to zvv.ch or the ZVV using your SwissPass login.
- Select the 'Payment method' setting in your customer account.
- Select the 'Half Fare Travelcard PLUS' as your payment method (if this option does not appear, try logging out and logging back in) and click on 'Activate now'.
- You will receive an SMS with an activation code. Enter this activation code in the designated field on the SwissPass page and click 'Confirm' to complete the activation.
- Your Half Fare Travelcard PLUS has now been successfully activated and added as a payment method. It is now available for use in the ZVV app and on zvv.ch.
- If you have entered more than one payment method, make sure to select the Half Fare Travelcard PLUS payment method each time you want to use it for purchasing a ticket.

3. Contract validity/renewal

How long is the Half Fare Travelcard PLUS contract valid?

- Each contracting party residing in Switzerland, Germany, France, Italy, Austria or the Principality of Liechtenstein enters into the contract for an indefinite period of time.
- All other contract partners and minors receive the Half Fare Travelcard PLUS for a limited period of one year.

Can I “top up” my Half Fare Travelcard PLUS credit (before it expires)?

To top up your Half Fare Travelcard PLUS credit before it expires, please call the SBB Contact Center on (+41) 0848 44 66 88 (CHF 0.08/min.), 24 hours a day, or visit a staffed public transport sales point.

Please note that it can take up to 48 hours to top up your Half Fare Travelcard PLUS credit.

How can I extend my Half Fare Travelcard PLUS at the end of the subscription year?

If you do not cancel your subscription, you will automatically receive an invoice for the same Half Fare Travelcard PLUS package (as per your current contract) at the end of the current subscription year. You will be notified in advance to remind you of the option to cancel. Unless you cancel in good time, the invoice must be paid by the starting date of the new subscription period.

4. Right of withdrawal/cancellation

Can I withdraw from the contract?

You have a 10-day right of withdrawal after concluding the contract, provided you have not yet used your credit to purchase any tickets. If you conclude the contract but do not pay the customer deposit within 10 days, the contract will be automatically cancelled.

Can I cancel the Half Fare Travelcard PLUS?

You can cancel the Half Fare Travelcard PLUS contract at the end of any travelcard month by giving one month's notice.

You can cancel:

- online in your SwissPass account at www.swisspass.ch under 'Subscriptions'
- by calling the ZVV contact customer service on the free number (+41) 0800 988.988, daily from 6 am to 10 pm, queues possibly at times)
- in person at a public transport sales point
- in writing by emailing contact@zvv.ch

If you still have Half Fare Travelcard PLUS credit left after one year or if you wish to cancel the contract early, you will receive a refund of the remaining customer deposit (original customer deposit minus any used credit). In the case of early cancellation a processing fee will be charged. The bonus portion will be forfeited. Any refund of can only be made to the personal bank/postal account of the contract holder.

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

5. Payment

How can I pay for the Half Fare Travelcard PLUS?

You can pay for the Half Fare Travelcard PLUS at public transport sales points, in the ZVV app and online at zvv.ch using the standard payment methods (exception: purchase by invoice not possible). The deposited amount corresponds to the customer deposit.

6. Use

Which tickets can I buy with my Half Fare Travelcard PLUS?

The Half Fare Travelcard PLUS can be used for personal individual tickets and day passes of the National Direct Service and the regional transport networks (including

'Sparwelt'). It works for both 1st and 2nd class. The Half Fare Travelcard PLUS cannot be combined with other discount models (excluding 'Sparwelt').

- Check-in ticketing
- (Supersaver) tickets
- (Saver) Day Passes
- (Supersaver) class upgrade
- Tickets, Day Passes for Dogs and Bike Day Passes
- Reservations (except for panoramic trains)

The following are excluded:

- Travelcards
- RailAway combined offers
- Multiple-journey tickets
- Municipal Saver Day Passes
- The promotional range (from partners such as Coop, Interdiscount, Lidl, etc.)
- The Junior Travelcard
- The Children's Co-Travelcard
- International tickets and reservations including regions on either side of the border

How do I buy tickets and day passes in the ZVV app and the ZVV ticket shop using the Half Fare Travelcard PLUS?

Before you can buy tickets with the Half Fare Travelcard PLUS, you first need to activate the Half Fare Travelcard PLUS as a payment method. (See question 'How do I activate my Half Fare Travelcard PLUS as a payment method?')

You can then select it as a payment method from the first day of validity onwards and use it to buy personal single tickets and day passes.

Can I also buy tickets for other passengers using my Half Fare Travelcard PLUS?

No. The Half Fare Travelcard PLUS is personal. As the holder of a Half Fare Travelcard PLUS, you are also the contracting party. Buying tickets for other passengers is not permitted. In the event of a breach of this rule or misuse, we reserve the right to terminate the contract at any time.

Where can I pay using Half Fare Travelcard PLUS credit?

You can use the Half Fare Travelcard PLUS as a payment method on the following channels:

- zvv.ch
- ZVV app
- SBB.ch
- SBB Mobile app
- SBB Preview app
- öV Plus app

Further digital channels will follow.

Can I use my Half Fare Travelcard PLUS as a payment method in different apps and shops at the same time?

Yes, you can use your Half Fare Travelcard PLUS like any other payment method in all shops and apps that are recognised as Half Fare Travelcard PLUS acceptance points.

Can I suspend or deposit my Half Fare Travelcard PLUS?

No. The validity of the Half Fare Travelcard PLUS cannot be suspended and the Half Fare Travelcard PLUS cannot be deposited. However, it is possible to cancel the Half Fare Travelcard PLUS contract.

I would like to switch to another Half Fare Travelcard PLUS package. Is that possible?

Yes, it is. However, you must cancel your existing Half Fare Travelcard PLUS package before switching and then conclude a new contract.

Can I have my Half Fare Travelcard PLUS credit blocked?

Yes, you can. You can arrange for your Half Fare Travelcard PLUS credit to be blocked as follows:

- in person at a public transport point of sale
- by calling the SBB Contact Center on (+41) 0848 44 66 88 (CHF 0.08/min.), every day, 24/7, queues possible at times).

Can I use my Half Fare Travelcard Plus for the check-in ticket in the ZVV app?

Yes, you can pay for personal check-in tickets in the ZVV app using your Half Fare Travelcard PLUS credit.

I purchased a ticket with my Half Fare Travelcard PLUS. Can I get a refund for this ticket?

Yes. Personal tickets paid for using your Half Fare Travelcard PLUS credit are refunded to the Half Fare Travelcard PLUS account. If the Half Fare Travelcard PLUS package is no longer active, the credit will be issued in the form of a voucher/coupon. There is no entitlement to a refund for tickets valid outside the validity period of the Half Fare Travelcard PLUS package (advance sale) that were paid for with the bonus portion.

Where can I view my current Half Fare Travelcard PLUS balance?

On zvv.ch, you can check your balance once you have successfully logged in to your SwissPass customer account under 'Services on the SwissPass' or directly under 'Payment method'.

In the ZVV app, you can view your current balance in the 'SwissPass and Tickets' tab and in the 'Profile' tab under your stored payment methods.

Where can I find the general terms and conditions?

You can find the general terms and conditions at www.zvv.ch/halbtax-plus

Valid as of October 2024