

ZVV App

FAQ about purchasing tickets

We have compiled the most frequently asked questions and answers about the ZVV app for you below.

What tickets can I buy with the app?

The ZVV app allows you to purchase personal, non-transferable ZVV and Z-Pass tickets, as well as tickets for all other transport networks throughout Switzerland and tickets from the National Direct Service (NDV). Additionally, all ZVV and Z-Pass tickets (except for ZVV zone upgrades) are available as multiple tickets, that can be used up to six times and are up to 10% cheaper than single tickets.

Do I need to be connected to the internet to purchase an e-ticket?

Yes, you need an internet connection to purchase a ticket.

Where and how can I purchase my e-ticket in the app?

You can purchase e-tickets right after checking the timetable. If you would like to buy a ticket without checking the timetable first, you can do so in the ticket shop under "Tickets" via the section "Last purchases". ZVV and Z-Pass multiple tickets are available in the shop under "Multiple tickets".

Do I need to register to use the app?

No, you can use the app without registering. All you have to do is provide a payment method. When you purchase a ticket, you will also be asked to enter your name and date of birth to personalise it.

Can I add my travelcard or Half-Fare travelcard to the app?

Yes, you can add your SwissPass if you are the main user of the app. This means that your travelcard and/or your Half-Fare travelcard, are automatically recognised when purchasing tickets. In the event of an inspection, you will only need to show your e-ticket on your phone – there is no need to present your physical Half-Fare travelcard or SwissPass separately. For travel companions, you can manually enter their Half-Fare travelcards along with their details or add their SwissPass. Once added, the relevant travelcard and/ or Half-Fare travelcard are then automatically considered for fellow travellers.

How do I pay for my e-ticket?

Before or during your first purchase in the app, you have to register a valid credit or debit card or select one of the other available payment methods (e.g., TWINT or Reka) under

'Settings' in your customer profile. You can also purchase your e-ticket via invoice or with the Half Fare Travelcard PLUS. Invoices are generated by the payment service provider CembraPay.

How do I obtain my ticket after purchasing it?

All e-tickets are stored electronically and centrally by the ZVV. Once you have purchased a e-ticket or validated a multiple ticket, it will automatically appear in the app on your mobile phone.

When do I have to purchase my e-ticket?

You must hold a valid ticket before the means of transport departs. The purchase must be completed prior to departure, and in the case of multiple tickets, you must have validated your card before departure. If your purchase or validation occurs too late and is only completed after departure, the e-ticket will be deemed invalid by a ticket inspector, and you will be considered to be travelling without a valid ticket.

How can I ensure that I purchase my e-ticket on time?

When purchasing or validating your e-ticket, please consider that a weak network connection (e.g., EDGE, E, GPRS), can cause delays. Therefore, we strongly recommend you purchase or validate your e-ticket before boarding, either at the stop or train station.

Can I purchase my e-ticket well in advance?

Yes, you can choose when your e-ticket becomes valid and purchase it up to 60 days in advance. Once a multiple ticket is validated, it remains valid for the duration period specified on the ticket. National Direct Service tickets are valid either from the moment of purchase or from midnight on the chosen calendar day.

Can I also purchase tickets for my companions, dog or bicycle through the app?

Yes, you can purchase up to nine tickets of the same type in one transaction or validate a multiple ticket for more than one passenger, including dogs and bicycles. For groups of ten or more, group tickets can be purchased online via the ticket shop at zvv.ch or at the ticket counter. Please note that your companions (including dogs and bicycles) must travel with you at any given time, or they will be travelling without a valid ticket.

Can I transfer or forward my e-ticket to someone else?

No, e-tickets are personal and non-transferable. They cannot be forwarded to other mobile devices. However, you can purchase tickets for others, such as your children or family members, and load them directly onto their SwissPass, allowing them to travel independently using their own SwissPass.

Will I get a purchase receipt for my ticket?

Yes, if you want a separate receipt for each ticket purchase, you can have the receipt (PDF) emailed to you by enabling this option in settings. You can deactivate the email delivery at any time. If you are logged in, you can also find all receipts available for download in your profile.

Do I need to enter the point of departure and destination every time I buy a ticket?

No. While you can purchase a ticket via the timetable or by querying a route, you can also do so through the quick selection in the shop.

Why do I see different coloured strips on the e-tickets?

The coloured strips indicate the status of your e-ticket:

- Green: Your e-ticket is valid.
- Orange: Your e-ticket is not yet valid.
- Red: Your e-ticket has expired or been refunded.

Details about the e-ticket's validity period are displayed as text within the strip.

What do I need to do during a ticket inspection?

Simply open the app and display your e-ticket by pressing the QR code button in the bottom right corner of the start page. If you have purchased more than one ticket, swipe left to show the additional ones.

If you have not linked your SwissPass to the app, other tickets (e.g., the Half-Fare travelcard) must be presented along with the e-ticket. Upon request, you must hand over your mobile phone to the inspector for ticket verification.

What happens if I cannot show my ticket to an inspector?

If you are unable to present a valid personal e-ticket that was purchased prior to departure (e.g., due to a dead phone battery), the inspector will take your personal details. This allows the collection centre to verify your ticket at a later date. In this case, only an administrative fee will be charged for the subsequent checks; and no additional surcharge will apply. However, if you have not purchased a ticket before departure, you will be considered to be travelling without a valid ticket, and a surcharge will be imposed following the relevant fare regulations.

I have deleted the app or had to re-install the app. Can I recover the tickets that I have purchased?

If you were logged into your customer account when making the purchase, your tickets, multiple tickets, and all other app data will be restored when you log back in on another device or after reinstalling the app.

However, if purchases were made as a guest and the app is deleted from your device, all e-tickets will be permanently lost, and recovery will not be possible.

I have bought the wrong ticket and/or not used my ticket. What can I do?

You can refund e-tickets and multiple tickets directly in the app before they become valid. The refund will be credited to the original payment method. No reimbursement fee will be charged.

For all other cases, please contact our customer service team, ZVV-Contact, by phone at [0800 988 988](tel:0800988988) or via email at contact@zvv.ch. If a refund is still possible, ZVV-Contact can process it for you immediately. Please note that the Ticket-ID must be provided for each request and a reimbursement will be charged in accordance with the fare regulations.

I have lost my mobile phone and am worried that someone could use my registered payment method in the ZVV app. What can I do?

In general, it is your responsibility to ensure your mobile phone is protected against unauthorised use. We strongly advise setting up appropriate security measures, such as activating your phone's security code and enabling password protection within the ZVV app. You can configure a password in the app under 'Settings'.

If your phone is lost, we advise taking the following steps immediately:

- Contact your mobile provider to block your number
- Notify your card provider to freeze your payment method

The app is not working, I cannot buy a ticket. What can I do?

If you are experiencing issues with the app, please contact our customer service, ZVV-Contact, at [0800 988 988](tel:0800988988) or via email at contact@zvv.ch.

Is my data secure when I use the ZVV app?

Yes, your data is secure when using the ZVV app. The ZVV only collects and processes data required to use the app and purchase a personal travelcard. Data is only shared with third parties (such as transport companies and transport operators within the ZVV as well as external service providers) as needed for their specific tasks related to the operation of the app. No personal data/ travel data is collected.

For more detailed information, please refer to the [General Terms and Conditions for purchasing and using e-tickets](#) and the [ZVV data privacy statement](#).

Valid as of October 2024