

## **Rules for Shopping in the ČD E-shop**

### **A. General part, common for inland and international transport**

The following regulations apply to the use of travel documents purchased through the ČD e-shop:

- ČD Contractual and Transport Terms for Public Passenger Railway Transport (hereinafter the ČD SPPO);
- ČD Tariff for Inland Transport of Passengers and Luggage (hereinafter the ČD TR 10 Tariff);
- Convention concerning International Carriage by Rail (COTIF);
- Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail (CIV);
- General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR);
- Special Conditions of International Carriage for Non-Reservation Tickets (SCIC-NRT) and Integrated Reservation Tickets (SCIC-IRT);
- ČD Special Agreement for International Carriage (ZUJ);
- transport terms of Integrated Transport Systems (IDS) or the Uniform Tariff System (SJT, OneTicket), if the passenger is ticketed per such a system.

These terms and conditions have been elaborated in three language versions (Czech, English and German); in the event of discrepancies, the Czech version is always determinative.

An eTiket document is understood as a document purchased through the ČD e-shop, including the mobile version of the ČD e-shop and the Můj vlak ("My Train") application (e.g. a ticket, reservation, ticket with a reservation, sleeper or couchette supplement, carriage fee for a dog, carriage fee for luggage, In Karta card, etc.).

#### **1. Purchase**

**1.1.** You can make purchases in the ČD e-shop at any time except for during system maintenance, which is scheduled daily between 1:00 a.m. and 2:00 a.m. In the event of unscheduled interruptions, customers will be informed on the ČD website.

**1.1.1.** It is only possible to broker the purchase of travel documents in the ČD e-shop for a different person on the basis of a contract concluded between the broker and ČD (GCC-CIV/PRR, point 4.2.).

**1.1.2.** Online sales of travel documents on a partner's platform using the ČD API are subject to the partner's separate terms and conditions. The output is a standard eTiket document marked with ČD API as the payment means and a specification of the seller. In the case of a travel document paid for in this manner, ČD has no information about the payment means, the course of its execution or its success/failure; any and all claims relating to the payment must be addressed to the partner from which the document was purchased. A right under the transport contract can be exercised on the platform of the

partner from which the document was purchased (request a refund for the entire document), or in the ČD e-shop (it is not possible to exchange a reservation, however). In either case, the payout of the refund will be performed by the partner from which the document was purchased.

**1.2.** The ČD website offers the option of registering a user account. The following information is required for registration:

- given name and surname;
- e-mail address (username).

**1.3.** To confirm your registration, all required information must be entered truthfully; furthermore, you must also agree to the Terms and Conditions of Operation and confirm that you have familiarised yourself with the terms and conditions of Personal Data Protection. As part of the registration process, information about the next steps to activate the account is sent to the e-mail address provided by the customer. Until the account has been activated, it is not possible for the customer to log in.

**1.4.** The ČD e-shop also offers the option to register your In Karta card. The following information is required for such registration:

- In Karta card number;
- password (the customer receives the password with a new In Karta card or upon request at a ticket counter).

A virtual In Karta card procured using the Můj vlak (“My Train”) application is registered in the ČD e-shop automatically.

It is possible to add an In Karta card entered in the user profile (In Karta card password not required) or any other valid In Karta card (password required) as an image of a plastic In Karta card in the Můj vlak (“My Train”) application.

If the customer requests a duplicate after the In Karta card expires, it is necessary in the application to remove the invalid In Karta card and to enter the new one.

**1.5.** The contents of the shopping cart can be cancelled at any time until the moment of payment. After 45 minutes of inactivity, the customer is automatically logged out and the shopping cart is erased.

**1.6.** The minimum total price of the documents in the shopping cart is CZK 1; the maximum total price is CZK 100,000 when paying by card and CZK 30,000 when paying from a ČD Credit account.

**1.7.** The types of documents which can be purchased through the ČD e-shop are listed at the bottom of the ČD e-shop website under “Complete offerings”.

**1.7.1.** The purchase of eTiket documents through the ČD e-shop modified for mobile telephones and tablets (m.cd.cz) and in the Můj vlak (“My Train”) application has the following restrictions:

In the Můj vlak (“My Train”) application, it is not possible to:

- charge up an Electronic Money (EP) account on an In Karta card;

- purchase sleeper or couchette supplements;
- purchase travel documents for the automobile train;
- exercise a passenger's right (return travel documents) under the transport contract for applications on an In Karta card, including commuter tickets.

The application is only fully functional if the latest version is used.

On the mobile website (m.cd.cz), it is not possible to:

- charge up an Electronic Money (EP) account on an In Karta card;
- purchase sleeper or couchette supplements;
- purchase travel documents for the automobile train;
- purchase an In Karta card or any application for an In Karta card;
- purchase commuter tickets;
- exercise a passenger's right (return travel documents) under the transport contract for applications on an In Karta card, including commuter tickets.

**1.8.** Upon payment, a non-transferable eTiket document is generated in PDF format and is displayed in your browser window along with a confirmation of purchase. The eTiket document is also sent to the electronic (e-mail) address entered during the purchase or during registration.

**1.8.1.** In the mobile version of the e-shop and in the Můj vlak ("My Train") application, the ticket is displayed as a QR code after payment.

**1.8.2.** ČD is not responsible for delivery to an electronic (e-mail) address; the functionality of such an address is completely in the competence of the customer. Nor is ČD responsible for the functionality of a data communication or the adequacy of its speed. For registered users who are logged in at the time of purchase, the document is also saved in the purchase history, which is accessible after login ("My purchases" or "Tickets and ČD Credit" in the mobile version, or on the "Ticket" tab in the Můj vlak ("My Train") application).

**1.8.3.** When using a payment card for a payment, we recommend, after entering and sending your payment card information, that you wait for the transaction to finish processing and that you do not use the "Back" button in your browser or the refresh button (F5), as this will interrupt the data communication between the payment gateway and the ČD e-shop.

If the purchase confirmation page is not displayed, then it can be assumed that the payment transaction was unsuccessful.

In such a case, always check:

- whether the ticket was sent by e-mail (check your e-mail, including the spam or junk folder);
- in the case of registered users who are logged in at the time of purchase, whether the ticket is displayed in the "My purchases" menu (or under

“Tickets and ČD Credit” in the mobile e-shop, or on the “Ticket” tab in the Můj vlak (“My Train”) application);

- with ČD’s Central Customer Service on tel. 221 111 122 to verify whether the travel documents were indeed not sent.

If it has been verified that the requested travel documents were not issued, then it is necessary to repeat the purchase or the payment for the shopping cart.

In isolated cases, the amount due may have been blocked in the customer’s bank account, or, exceptionally, debited from the account.

Funds blocked as a result of an unsuccessful transaction are released automatically within 60 minutes from the last payment attempt. Due to the need for special authorisation, any administrative interventions are performed on workdays during normal business hours between 7:00 a.m. and 3:00 p.m. You can request that funds be unblocked or that a payment transaction be verified by sending an e-mail to [info@cd.cz](mailto:info@cd.cz).

For security reasons, payment for a single shopping cart using the “Pay” option in the e-shop can be repeated no more than six times. Then the order is cancelled and the shopping cart is emptied.

**1.8.4.** The passenger is responsible for the adequacy of the print quality. Print quality can be verified with the help of a sample, which is available on [www.cd.cz](http://www.cd.cz). The ticket must be printed in its entirety, without any software manipulation to modify a PDF document or to block the printing of advertisements or graphics.

**1.8.5.** If the ticket is not delivered to the passenger before the train’s departure, the passenger will be boarding the train as a passenger without a valid ticket with all the consequences resulting therefrom.

**1.9.** During an inspection of travel documents, the passenger is required to present valid identification matching the name and surname printed on the eTicket document. If the passenger fails to present such identification, if the name, surname or photograph (the passenger may be required to remove his or her protective mask should such a mask be required) do not match the information specified on the document, or if the passenger presents a travel document purchased for a different day (different period), this document is considered invalid. Damaged documents, documents with an illegible graphic code (including QR codes presented on a mobile telephone e.g. with a cracked display rendering the code illegible), documents bearing illegible or modified information, and documents presented more than once by two or more passengers (already used) will also be considered invalid. If a child under 15 years of age is accompanied by a passenger with his or her own identification per the Rules for Shopping in the ČD E-shop, the same name and surname can be used for the child’s document as for that of the accompanying person.

**1.9.1.** Identification is understood as any official identification document issued by a relevant administrative authority, ČD or other carrier, or as an International Student Identification Card (ISIC) or International Teacher

Identification Card (ITIC). The following must be visually specified on the original identification document presented on the train:

- given name and surname;
- a photograph of the holder;
- identification document number.

eTiket documents are non-transferable and are linked to an identification document belonging to the passenger whose given name and surname (or company name, in the case of IN Business) were provided at the time of purchase.

**1.9.2.** In the case of OneTicket travel documents, identification is understood as any official identification document issued by a relevant administrative authority.

**1.9.3.** Refunds for purchase errors made on the passenger's side cannot be considered.

**1.9.4.** An eTiket is invalid if the prescribed information or part of the document is missing, does not reflect reality or was illegitimately changed or modified.

**1.10.** An eTiket document purchased online is an electronic tax receipt per Section 26(3) of Act No. 235/2004 Coll. on value added tax, as amended. If the price of a travel document exceeds CZK 10,000, a taxable person ("osoba povinná k dani") shall be permitted to enter information for the issue of a (regular) tax receipt. By confirming these Rules for Shopping in the ČD E-shop, the customer expresses his or her consent to the issue and sending of a tax receipt in electronic form.

## 1.11. Contacts

ČD Central Customer Service, tel. 221 111 122 or [info@cd.cz](mailto:info@cd.cz).

## 2. Payment

After agreeing to these Rules for Shopping in the ČD E-shop, the customer may select one of the following payment methods for documents purchased.

### 2.1. Using a payment card

In order to make a secure online payment, the passenger is redirected to a payment portal (payment gateway) ensuring security by means of 3D Secure technology. When making a standard payment with a payment card, the payment is settled through the ČSOB payment gateway, which enables customers registered on ČD's website to save the details of one or more payment cards for subsequent use. CCV/CVC codes must still be entered, however, and in the case of cards which fully support 3D Secure an authorisation text message is sent or a PIN or password is entered according to the terms and conditions of the payment card's issuing bank.

Through the GP webpay payment gateway operated by Global Payments Europe, it is also possible to pay using an American Express card and with the help of the MasterPass application (until further notice only on [www.cd.cz/eshop](http://www.cd.cz/eshop)).

Payment card information is always entered directly on the website of the payment portal; ČD receives only the result of the transaction. The payment is identified by the order number. The saving of payment cards for repeated use takes place in the payment portal.



The 3D Secure system for secure online payments generally makes it possible to accept all payment cards of the VISA, MasterCard and American Express associations, as well as Diners Club cards, for which the card issuer permits secure online payments using this technology. These can be VISA, VISA Electron, MasterCard, Maestro, MasterCard Electronic, MasterCard Mobile and MasterCard Unembossed cards. The Maestro card can be used for payment if it is equipped with 3D Secure from the issuing bank. At present, it is possible in practice to pay only using Maestro cards issued abroad. The issuing bank will be able to inform you of whether the payment card can be used for an online payment using 3D Secure technology.

The one-click “Na klik” payment option in the Můj vlak (“My Train”) application makes it faster and easier to pay by card. After completing a reference payment, subsequent payments are realised without having to enter the card number, its expiration date or the CCV/CVC code, and without sending a text message. The security of the payment is dependent on the security of the telephone (PIN, fingerprint, facial recognition). Consent to one-click “Na klik” payments shall terminate when a payment is attempted with an expired card or with a card which is not covered by the service.



## 2.2. ČD Credit pre-paid account

In the ČD e-shop, customers who have registered and are logged into the ČD website can activate a ČD Credit account as a payment means and can deposit funds into this account through the ČD e-shop or at any ticket counter; they can subsequently use these funds to pay for purchases in the ČD e-shop. Detailed terms and conditions for opening and using a ČD Credit account are available on <https://www.cd.cz/cdkredit>.

**2.2.1.** It is not possible to pay for OneTicket documents from a pre-paid ČD Credit account.

## B. Inland transport

### 3. Purchase

**3.1.** eTiket documents in inland transport can be purchased no earlier than 60 days in advance and no later than at the time of the train’s departure. It is not possible to purchase the following types of travel documents as eTiket documents: inland

sleeper or couchette supplements, Integrated Transport System (IDS) travel documents (except for IDS JMK documents), travel documents to the state border, Group Weekend Tickets (Skupinová víkendová jízdenka) in variants with public transport, or documents for the lines or trains of other carriers.

**3.1.1.** Purchases must be completed no later than at the time of the train's actual departure from the station specified as the departure station ("Z") on the travel document. A document purchased later will be deemed invalid by the conductor.

**3.1.2.** A travel document is valid from the date and time printed on the eTiket and cannot be used on an earlier connection.

**3.1.3.** The value of the "Transfer time" parameter in the search engine does not constitute the basis for a connection to wait at a transfer station; the transfer time set and announced by the carrier for the station in question is determinative.

**3.1.4.** Travel documents purchased in the ČD e-shop are not valid on the lines or trains of other rail carriers in the Czech Republic.

**3.1.5.** If an inland ticket and seat reservation are combined on a single document, the ticket can also be used on a different, later train than the one specified on the eTiket (subject to an additional charge per the TR 10 Tariff in the case of a Ticket with an Obligatory Train (Vázaná jízdenka)). The reservation is forfeited in this case.

**3.1.6.** When requesting to pick up a free reservation for a commuter ticket, it is necessary to enter the originating and destination stations per the commuter ticket, not just the segment for which the reservation is being requested.

**3.2.** If one eTiket document includes a ticket for multiple persons, or tickets and reservations, or the carriage fee for a dog or for luggage, the document will bear the name and surname of just one passenger, who must travel unconditionally. During an inspection of travel documents on the train, this passenger is always required to present his or her own identification matching the name and surname printed on the eTiket document. Otherwise, the document is invalid. All passengers ticketed with this eTiket document will be considered passengers without valid travel documents and will pay the fares for which they demonstrate eligibility, with a surcharge per the ČD SPPO.

**3.2.1.** One passenger may present multiple eTikets on the train in his or her name and surname with different transaction codes (e.g. for additional passengers).

To purchase separate travel documents for each passenger, it is necessary to check the "Separate ticket for each passenger" box ("Connection parameters" / "Ticket", or in the "Passengers" box) at the start of the purchase process, and subsequently in the "Identity" step to enter the passengers' given names and surnames.

The same procedure applies if a separate tax receipt is requested for each passenger. It is not possible subsequently to generate separate tax receipts for each passenger travelling on a ticket for multiple passengers.

## 4. Document

**4.1.** Per Article 12 of the ČD SPPO, an inland eTiket may be presented for inspection:

- printed on a white sheet of A4 paper;
- as a PDF file displayed on the screen of a portable electronic device (the text and QR code must be legible);
- by displaying the QR code (mobile e-shop, Můj vlak (“My Train”) application);
- by dictating the alphanumeric transaction code;
- by presenting the In Karta card or ČD Karta card for which it was purchased.

In the first four cases, the passenger must demonstrate his or her identity by presenting the identification document for which the eTiket was issued. A PDF file containing the travel document must be saved electronically by the passenger in such a way so that it can be displayed immediately for inspection by the train crew and thus is not directly dependent on the availability of an internet connection or the state of the battery. In the event that the device is inoperable, the passenger is required to pay on the train the fare for which he or she demonstrates eligibility, including a surcharge per the ČD SPPO.

**4.1.1.** A OneTicket travel document must only be presented in printed form or displayed on the screen of a portable electronic device.

## 5. In Karta card and ČD Karta card

**5.1.** The In Karta card / ČD Karta card exists in these variants:

- contactless chip In Karta card;
- In Karta in a mobile telephone (in the Můj vlak (“My Train”) application) as a Virtual In Karta card or as an Image of a chip In Karta card;
- provisional paper In Karta card issued at ČD ticket offices or from the ČD e-shop;
- temporary paper In Karta card with the RAILPLUS logo issued at ČD ticket offices;
- ČD Karta card as the chip card of a different entity activated or registered by ČD.

**5.2.** If you purchased a provisional In Karta card through the ČD e-shop, the chip In Karta card can only be retrieved in person at a ČD ticket office; it cannot be sent by post. A ČD Karta card can be activated only at selected ticket counters within the Integrated Transport System (IDS) or arranged with the card issuer.

## **6. Terms and conditions for exercising one's right under the transport contract for eTiket documents (hereinafter UPPS)**

**6.1.** When exercising one's right (returning travel documents) under the transport contract in the case of inland eTiket documents, the relevant provisions of the ČD SPPO apply.

**6.1.1.** For OneTicket travel documents purchased in the ČD e-shop, the passenger can exercise his/her right under the transport contract (return travel documents) only in the ČD e-shop. The service charge is CZK 0 prior to the beginning of the document's term of validity,

**6.2.** A passenger can exercise his or her right under the transport contract (return travel documents) from all platforms of the ČD e-shop: from [www.cd.cz/eshop](http://www.cd.cz/eshop), from [m.cd.cz](http://m.cd.cz), or from the Můj vlak ("My Train") application (but see point 1. 7.).

Registered and logged-in users can exercise their request:

**6.2.1.** in the ČD e-shop on [www.cd.cz/eshop](http://www.cd.cz/eshop) by selecting the document from the "Return and exchange tickets" menu and clicking "Return / change", or from the "My purchases" tab by choosing the "Return / change" items in the "Select action" menu;

**6.2.2.** on the mobile website at [m.cd.cz](http://m.cd.cz) on the "Tickets and ČD Credit" tab by selecting the document and then choosing "Return / change";

**6.2.3.** in the Můj vlak ("My Train") application on the "Tickets" tab by selecting the document and then choosing "Return / change".

Users who are not logged in must proceed analogously, but instead of selecting the document from the purchase history they must enter the transaction code and e-mail address of the user who purchased the document.

A right under the transport contract cannot be exercised (no refunds are possible) in the case of a payment to recharge an electronic wallet on an In Karta card, a payment to recharge a ČD Credit account, or in the case of gift vouchers.

**6.3.** In the case of tickets with a group discount, it is possible to request a refund for reasons of a lesser number of persons travelling. This option is available after the train's scheduled departure from the passenger's originating station and must be accompanied by a confirmation from the conductor of each train used. A copy of the confirmation(s) can be included as an attachment to the request prior to sending it in the e-shop. If you request a refund prior to completing the journey, the ticket becomes invalid.

**6.4.** A travel document on which the passenger's right under the transport contract has been exercised (i.e. a travel document for which a refund has been requested) is invalid and cannot be used for travel. A passenger who presents such a document on the train will be considered a passenger without a valid ticket and will pay the fare for which he or she demonstrates eligibility and a surcharge per the ČD SPPO.

**6.5.** When processing a claim ensuing from a right exercised under the transport contract for an eTiket document in which several tickets (or tickets and reservations)

are associated, the service charge per the ČD SPPO is calculated for each ticket and for each reserved seat separately. The actual number of tickets and seat reservations is specified on the eTiket document in the “Tax Receipt” (“Daňový doklad”) section with the price information.

**6.6.** If returning only some of the tickets or seat reservations from an associated travel document, the original associated travel document is invalidated and a duplicate containing the remaining valid tickets and seat reservations is created and sent. It is this duplicate travel document that the passenger(s) should present for inspection on the train.

In the case of a seat reservation document for multiple persons, it is not possible to reduce the number of passengers; it is always necessary to return the entire reservation.

When exchanging seat reservations, neither the term of validity or the direction of the original ticket does not change; rather, a “duplicate” is created with a new transaction number and a seat reservation for the new train.

**6.7.** Recognised sums shall be paid out to the passenger by means of a cashless transfer to the account from which the travel document was paid for, or to a ČD Credit account. In the case of payments by voucher or credit note, recognised sums shall be paid out by issuing a new voucher or credit note, as the case may be.

**6.7.1.** A granted refund request to a bank account shall be credited no later than within three days.

**6.7.1.1.** If the passenger’s right under the transport contract to return the entire ticket is exercised with a service charge of CZK 0 on the date of purchase and no later than 15 minutes prior to the train’s departure, then the blocking of the amount on the customer’s account is cancelled without being posted.

**6.7.2.** A granted refund request to a ČD Credit account shall be credited in real time.

**6.7.3.** If a refund request is granted by issuing a new voucher, the amount of the voucher shall be equivalent to the sum of the values of the vouchers used.

**6.8.** Requests for indemnification for a delayed arrival in the sense of Part Six of the ČD SPPO can only be made using the relevant tab of the contact form on <https://www.cd.cz/kontaktni-formular/>.

## **C. International transport**

Unless stipulated otherwise, the terms and conditions published in the ČD Special Agreement for International Carriage (ZUJ) shall apply.

### **8. Purchase and document**

**8.1.** eTiket documents can be purchased:

- no earlier than 60 – 90 days in advance, and no later than the train's scheduled departure time;
- for tickets to Belgium, Denmark, Croatia, Hungary, Germany, Austria, Slovenia and Switzerland, advance sales begin up to 90 days in advance;
- for one-way tickets to Poland, Russia, Belarus, Ukraine or Slovakia, 60 days in advance; for return travel documents linked to a required reservation in a foreign reservation system for the return journey, 30 to 60 days in advance;
- for First Minute Europe (Včasná jízdenka Evropa) offers in 2nd class, 1 day (unless stipulated otherwise), and in 1st class no later than 3 days, with the exception of Prague – Zurich through carriages, where sales are terminated 10 minutes prior to the train's departure from the passenger's originating station;
- for automobile train documents, no earlier than 60 days and no later than 2-3 hours (according to the route) prior to the train's departure from its originating station;
- for seat, couchette or sleeper reservations, generally no later than 2 hours prior to departure from the train's originating station, although the period of advance sales may be concluded earlier, especially if the reservation is administered by a foreign reservation system;
- anomalously during the period of annual scheduled changes to timetables throughout Europe (generally during the first ten days of December), for tickets and reservations when the reservation period is significantly shortened;
- with a shortened period of advance sales due to closure timetables;
- with a two-day term of validity for NRT and First Minute Europe (Včasná jízdenka Evropa, VJE) tickets;
- with a two-day term of validity for each direction in the case of CityStar ZSSK return tickets;
- with validity until 6:00 (a.m.) on the following day in the case of Local Border Traffic (MPS) documents.

**8.2.** During an inspection on the train, the passenger is always required to present a travel document printed in non-reduced A4 format. For journeys to/from Belgium, Denmark, Croatia, Hungary, Germany, Austria, Slovenia, Switzerland and Slovakia, it is also possible – although entirely at the passenger's own risk – to present travel documents displayed on one's own portable electronic devices (laptop, tablet, etc.). The foreign train crew shall recognise such documents solely on the basis of an electronic scan of the QR code; it is therefore essential to present such documents in unreduced resolution, in 1:1 scale and without deformations. By contrast, travel documents for journeys to Belarus, Russia, Poland, the Netherlands and Ukraine must always be printed out. In the case of travel documents comprising a couchette or sleeper reservation (except for Prague – Zurich through carriages) and in the case of travel documents for the automobile train, the printed form of travel documents (in A4 format) is always required, regardless of which country they are issued to/from. A travel document with a First Minute Europe (Včasná jízdenka Evropa) discount and an integrated reservation is only valid on the train specified thereupon. It is not possible, either in advance or subsequently, to purchase a reservation for use with a First Minute Europe (Včasná jízdenka Evropa) ticket for overnight or required-reservation connections. In the case of a travel document with the First Minute

Europe (Včasná jízdenka Evropa) discount but without an integrated reservation, it is necessary to travel on the cross-border train whose number and date of use are specified thereupon. Thereafter, it is possible to travel to the destination station during the ticket's term of validity. In the case of extraordinary events in transport, the ticket is also recognised on a different train than the one specified thereupon.

**8.3.** Group Weekend Tickets (Skupinová víkendová jízdenka) and luggage documents purchased in the ČD e-shop are not valid abroad or on the lines of other rail carriers.

**8.4.** If the passenger has purchased an eTiket document to Poland or Ukraine, he or she is always required to have it stamped by ČD train personnel prior to crossing the international border or at a ČD ticket counter in the station prior to boarding the train (i.e. no later than before the border station or at the border station); an unstamped document is invalid. If necessary, passengers are required actively to search for a ČD conductor and to request that the travel document be stamped. The stamp is not required for separately issued reservation documents. The carriers PKP IC, KD (Poland) and UZ (Ukrajina) offer only a limited portfolio of travel documents (only the First Minute Europe (Včasná jízdenka Evropa) offer). The carriers BCh (Belarus) and FPK/RZD (Russia) offer travel documents with a global price only, which serve selected stations aboard direct trains on the Prague – Moscow route and return. The carrier UZ offers only travel documents to selected stations on the Chop (Gr) – Lvov – Kiev route. Ticketing in the ČD e-shop is possible when purchasing a travel document for a one-way journey from the Czech Republic, or when purchasing travel documents for both the outbound and return journeys at the same time.

**8.4.1.** A travel document can also be issued for multiple passengers (up to 5 persons), or the passenger can use the “Separate ticket for each passenger” checkbox at the time of purchase (“Connection parameters” / “Ticket”) and subsequently enter the given names and surnames of all passengers. In a combined travel document for multiple persons, however, it is essential for the person whose name and surname are specified on the document to travel. In the event that such a person cannot travel, it is necessary to return the travel documents and to purchase new ones if the transport terms for the travel documents in question permit this. Returning travel documents in such cases is not free of charge and is subject to the cancellation terms specified below and published in the ČD Special Agreement for International Carriage (ZUJ) for individual types of travel documents.

**8.4.2.** Detailed transport terms and conditions for First Minute Europe (Včasná jízdenka Evropa) offers are published on <https://www.cd.cz/>.

**8.4.3.** For the First Minute Europe (Včasná jízdenka Evropa) offer, it is necessary to commence the journey on the first day of the ticket's term of validity. In the case of a request for a First Minute Europe (Včasná jízdenka Evropa) ticket with a couchette or sleeper reservation, the selection of berths from the carriage map is unavailable, and on the basis of the contingent's availability the system may also assign a berth in a different location from the one requested and selected.

**8.4.4.** For NRT tickets (regular-priced tickets to foreign destinations), it is possible to commence the journey on the first or second day of the ticket's term of validity, but it is necessary to terminate the journey by 24:00 (midnight)

on the second day of the term of validity unless specified otherwise on the ticket.

**8.4.5.** In the case of CityStar ZSSK tickets, it is necessary to commence the OUTBOUND journey on the first day of the ticket's term of validity; the return journey can be commenced at any time during the term of validity of the ticket for the RETURN journey, but no later than aboard a train which, according to the timetable, will arrive at the destination station prior to the end of the ticket's term of validity.

**8.4.6.** In the case of Local Border Traffic (MPS) tickets, it is necessary to commence the journey on the first day of the ticket's term of validity.

**8.5.** In the case of eTiket documents for an automobile train, it is necessary to specify the correct information about the vehicle and the driver. Discrepancies determined during loading will not be permitted, nor will late arrival for loading (the loading time is specified on the travel document); the passenger will not be loaded and the documents will be forfeited without a claim to compensation. When transporting a motorcycle, the driver is required to provide his or her own fastening straps. At check-in in the automobile train terminal, the driver is required to present a valid travel document for transporting an automobile and a driver, a motor vehicle registration certificate (the so-called "malý technický průkaz"), and the driver's personal identification document. A ČD employee together with the driver will fill in the "Report on the state of the vehicle prior to loading", where information about the vehicle is specified. The passenger will perform the loading and unloading himself/herself, assisted by an employee of ČD or ZSSK. After unloading, the driver signs the "Report on the state of the vehicle prior to loading" form, confirming takeover of the vehicle without defects or damage. The carrier's responsibility for the technical state of the vehicle ends at the moment of confirmation of takeover of the vehicle by the passenger. In the event that the passenger does not appear for the vehicle's unloading, he or she is required to pay all damages (towing service, parking fee, security, etc.) arising through his or her non-retrieval of the vehicle.

**8.5.1.** It is possible to transport automobiles of a maximum height of 1.6 m (this also applies to three-wheelers and four-wheelers) and from 1.6 m to 2 m, and motorcycles to a height of 1.6 m. The maximum permitted width of a roof is 1.55 m. The maximum length of an automobile is 5.3 m, and of a motorcycle is 3.8 m. The maximum weight including the transported load is 2,500 kg.

**8.5.2.** It is not permitted to transport three-wheelers or four-wheelers, or to transport carts or trailers behind the automobile. It is not possible to transport vehicles without drivers, damaged vehicles or inoperable vehicles. A complete list of vehicle types which are impermissible for transport is published during the course of the purchase in the ČD e-shop and in Annex III of the ČD Special Agreement for International Carriage (ZUJ, see the "Rules We Abide By" section on [www.cd.cz](http://www.cd.cz)).

**8.6.** Group tickets to foreign destinations are not sold in the ČD e-shop. Ticketing is only possible in a ČD international ticket office.

**8.7.** Bicycles can only be ticketed to/from selected countries and only for selected trains which offer this service.

**8.8.** In accommodation carriages, passengers are required to hand over their travel documents including discount cards to the conductor of the carriage. If it is not

possible to hand over a discount card to the conductor (In Karta card in a mobile phone and the like), the conductor will inspect passenger's discount card in his/her compartment during the course of the journey, with the risk of reduced comfort for the passenger as well as for other passengers in the compartment.

## **9. Ticketing children accompanied children (i.e. son, daughter, grandson, granddaughter) in the ČD e-shop**

**9.1.** A child in the category 0-5 years of age (provided the terms and conditions of participating carriers permit) can travel free of charge only if he/she does not require a separate seat, couchette berth or sleeper berth, as the case may be. In this case, the child is not entered in the passenger parameters. If a separate seat, couchette berth or sleeper berth is requested for any category of child, then it is necessary to enter the child into the category 6-9 years of age and either half fare (as for a child in the 6-9 years category) or an appropriate admissible more favourable fare offer subject to availability (generally the fare for an accompanied child or First Minute Europe / Včasná jízdenka Evropa) will be charged for the child. Children in the categories 6-9 years of age and 10-14 years of age must be entered in the standard manner, and will be ticketed either with a half fare (in the case of children travelling alone), or the fare for accompanied children, where to/from Germany, Austria (only with First Minute Europe / Včasná jízdenka Evropa), Denmark, the Netherlands, Belgium and Switzerland they will receive the lowest available adult fare (e.g. First Minute Europe / Včasná jízdenka Evropa, etc.). A child who does not fall into the category of an accompanied child must be ticketed in a separate purchase. Requests for ticketing for specific or adjacent seats, unless available in the ČD e-shop, are handled by the ČD international ticket office and subject to current availability.

## **10. Terms and conditions for exercising one's right under the transport contract for eTiket documents (UPPS – refunds)**

### **General terms and conditions**

**10.1.** Using the "Return and exchange documents" option in the ČD e-shop, it is possible to submit a request to exercise one's right under the transport contract (file a claim) for all types of international travel documents regardless of when the request is submitted or of the reason for the return, including First Minute Europe (Včasná jízdenka Evropa) travel documents. If it is requested that certain facts be documented, this can be done in the "Specification of the reason" ("Upřesnění důvodu") field.

**10.1.1.** Partial refunds of untravelled routes are not granted for eTiket documents, documents from the mobile e-shop, or documents from the Můj vlak ("My Train") application. In the case of a document for multiple persons, if the number of persons decreases, then it is necessary to return the entire document by the deadline set for the relevant type of travel document. The customer normally marks those documents which he or she is returning and refunds are then requested for these.

**10.2.** Requests for indemnification in the sense of Regulation (EC) 1371/2007 can be exercised electronically using the relevant tab of the form on <https://www.cd.cz/kontaktni-formular/> or at the ticket counter.

**10.2.1.** When making the request at the ticket counter, the eTiket document must be printed from the PDF file on white A4 paper (in the original non-reduced size) and submitted with the request form.

**10.3.** Refunds for international tickets (except for Local Border Traffic (MPS) tickets) are performed no earlier than 7 days after the ticket's term of validity has ended.

#### **International NRT and IRT tickets**

**10.4.** If the passenger returns an NRT ticket by 23:59 (11:59 p.m.) on the day preceding the first day of its term of validity, the refund is performed without a service charge. On the departure date and thereafter, the service charge is 100%. Returns of IRT documents are governed by terms and conditions specified during the course of the purchase.

**10.5.** In the case of international travel documents for multiple persons, associated travel documents or various types of services, the passenger shall always exercise his or her right under the transport contract for the entire document (i.e. for all travel documents with the same transaction code), even if requesting only a partial refund. If, on the day of exercising his or her right under the transport contract, the passenger first purchases a document for the new extent of services (e.g. for a lesser number of passengers) for the same day, and marks the unused documents (persons or services), then when processing the claim arising from the right exercised under the transport contract the service charge will be applied only to the accordingly marked unused documents. The passenger will document the request to exercise his or her right under the transport contract with the newly purchased eTiket document, which must be purchased on the same day as the day on which the right under the transport contract is exercised.

Such documentation is performed as follows:

- When submitting the request using a form on the ČD e-shop: In the notes, the customer shall specify the transaction code of the newly purchased eTiket document, and specify which ticket (reservation, service) from the original eTiket document he or she will not use.

In the event of non-compliance with these terms and conditions, the service charge will be applied to each ticket (reservation, service) included in the eTiket document.

#### **First Minute Europe (Včasná jízdenka Evropa, VJE)**

**10.6.** First Minute Europe (Včasná jízdenka Evropa, VJE) travel documents to Poland and Ukraine cannot be returned or changed for reasons on the passenger's side, or the service charge for such returns is 100%. If such a document is generated together with a couchette or sleeper supplement, a refund is only provided for the supplement, and per the terms and conditions set out in point 10.15.

**10.7.** A First Minute Europe (Včasná jízdenka Evropa, VJE) travel document to Croatia, Slovenia, Germany, Austria, Denmark, the Netherlands, Belgium, Switzerland, Hungary or Slovakia can be returned for reasons on the passenger's side no later than by 23:59 (11:59 p.m.) on the day preceding the first day of the ticket's term of validity with a service charge of EUR 3 per person; on the departure date and thereafter, the service charge is 100%.

**10.8.** In the event of a partial refund of a document for multiple persons, it is necessary to invalidate the entire travel document (all persons) and purchase new documents; note that ČD does not guarantee the momentary availability of the same offer (of the same price). All returned travel documents, i.e. including First Minute Europe (Včasná jízdenka Evropa, VJE) travel documents, for which the customer exercises his or her right under the transport contract (i.e. the passenger returns them despite having been informed that they cannot be returned or exchanged for reasons on the passenger's side), will be rendered invalid without the possibility of reactivation, and cannot be used for travel retroactively.

**10.9.** For combined travel documents, e.g. a First Minute Europe (Včasná jízdenka Evropa) ticket + a reservation for an SC Pendolino, the SC reservation can be returned only by returning the entire document.

**10.10.** For returns of First Minute Europe (Včasná jízdenka Evropa, VJE) tickets with a global price, the rules stipulated in the ČD Special Agreement for International Carriage (ZUJ) apply.

### **CityStar ZSSK**

**10.11.** CityStar ZSSK travel documents can be returned no later than by 23:59 (11:59 p.m.) on the day preceding the first day of the ticket's term of validity with a service charge of EUR 3 per person; on the departure date and thereafter, the service charge is 100%. Partial refunds (for one direction) are not possible.

### **Local Border Traffic (MPS)**

**10.12.** For returns of MPS Slovakia and MPS Länderbahn travel documents, the standard terms and conditions of the SPPO apply.

### **Automobile train**

**10.13.** If a passenger cancels a reserved space for an automobile train travel document no later than one day prior to the train's departure (i.e. by 11:59 p.m.), the service charge is 10% of the fare price. If the automobile train document is returned on the day of departure, the service charge is 100% of the fare price. If the passenger cancels his or her seat later or does not cancel it at all, the passenger does not have a claim to a refund. For sleeper berth reservations issued for an automobile train travel document, the terms and conditions for returns specified in point 10.14. shall apply.

### **Sleeper and couchette supplements**

**10.14.** When returning separate sleeper or couchette supplements in ČD-ZSSK transport no later than one day prior to the train's departure, the service charge deducted from the supplement is 10%, but no less than EUR 1 per berth per night. If the couchette or sleeper reservation was cancelled on the day of the train's departure (no later than by its scheduled departure time from the passenger's originating station), the service charge is 50% of the supplement, but no less than EUR 1 per berth. In the event of a cancellation after the train's departure, the service charge is 100% of the supplement.

**10.15.** Other separately issued sleeper or couchette supplements can be returned no later than one day prior to the train's departure and the service charge deducted from the supplement is 10%, but no less than EUR 3 per berth per night. If the couchette or sleeper reservation was cancelled on the day of the train's departure (no later than by its scheduled departure time from the passenger's originating station), the service charge is 50% of the supplement, but no less than EUR 3 per berth per night. In the event of a cancellation after the train's departure, the service charge is 100% of the supplement.

### **Seat reservations**

**10.16.** Seat reservations, including Business seat reservations, can be returned for reasons on the passenger's side without a service charge no later than 15 minutes prior to the train's departure from the passenger's originating station. Thereafter, the service charge is 100%. No exchanges are possible.

**10.16.1.** In the case of seat reservations for SC Pendolino trains and in the case of a Global Price for SC Pendolino trains in transport between the Czech Republic and Slovakia, it is possible to return documents for reasons on the passenger's side without a service charge no later than 15 minutes prior to the train's departure from the passenger's originating station. Thereafter, the service charge is 100%.

### **International ticket for a bicycle**

**10.17.** An international ticket for a bicycle can be returned for reasons on the passenger's side no later than by 23:59 (11:59 p.m.) on the day preceding its first day of validity without a service charge; on the day of validity and thereafter, the service charge is 100%.