

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

Preliminary remarks.

The current tariffs of the Swiss transport companies (hereafter referred to as TCs), in particular the respective tariffs for the Half Fare Travelcard PLUS (Tariff 658) and refunds (Tariff 600.9) – which can be viewed at staffed points of sale, in German at allianceswisspass.ch/tarife-vorschriften and at sbb.ch/en/tariff – 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 TCs, represented by Swiss Federal Railways SBB, 3000 Bern 65 (hereinafter referred to as SBB).

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 component. 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. Once customers have successfully logged into and verified their SwissPass, they have access to their 'Half Fare Travelcard PLUS' account on swisspass.ch (viewing only) and in the digital public transport sales channels that they have activated (payment and use). Only those digital and personalised channels provided by the TCs for use of the Half Fare Travelcard PLUS are available.

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 Half Fare Travelcard PLUS is available to the two customer groups 'young people' (aged at least 6 and under 25) and 'adults' (25 and over) at 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 cannot be transferred or stored.

The Half Fare Travelcard PLUS is available via the following public transport sales channels:

- Staffed public transport points of sale with electronic sales devices
- Online (from webshops or applications)

The first possible day of validity for a Half Fare Travelcard PLUS is 'today plus one day'. Example: On 10 January 2025, the contracting party can purchase a Half Fare Travelcard PLUS that is valid from 11 January 2025 or later, but not one that is valid from 10 January 2025. Apart from this, the first day of validity can be freely selected (flexible date) provided that the advance sale period of two months is observed.

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 Half Fare Travelcard PLUS is only available upon conclusion of a contract incorporating the General Terms and Conditions. There is no minimum contract period. The contract is entered into by the contracting party and the TCs, represented by SBB.

Requirements for contract conclusion:

- The contracting party must be the person actually travelling.
- Personal SwissPass login.
- Verified mobile phone number (two-factor text message authentication).
- The contracting party's identity has been verified by means of a valid official identity document.

Each contracting party concludes the Halbtax PLUS contract for an indefinite period.

Upon conclusion of the contract, a customer account is opened for every contracting party. Outpayments from this account are only made in the event of cancellation. Outpayments are always made to the bank/postal account IBAN, 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.

Right of withdrawal.

The contracting party is granted a ten-day right of withdrawal following conclusion of the contract, but only for as long as the contracting party has not yet used their credit. If the contracting party concludes their contract without paying their customer deposit within the ten-day period, the contract will be cancelled.

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 automatically 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. It is possible to change the package size at this point. The payment can be made for all available package sizes. 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.

Obligations of the contracting party.

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 SBB Contact Center, P.O. Box, 3900 Brig.

Payment methods.

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

Cancellation.

The contract can be terminated by the contracting party subject to a one-month cancellation period to the end of each travelcard month. Cancellation must be carried out on the swisspass.ch platform, verbally at a point of sale or in writing to the SBB Contact Center, P.O. Box, 3900 Brig.

In the event of cancellation, the remaining customer deposit (original deposit minus credit already used) is paid back to the contracting party. The bonus amount expires.

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

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.

Reimbursement for incorrect charging.

The contracting party must report charges made incorrectly to their Half Fare Travelcard PLUS either in person to a Travel Centre or by phone to the Contact Center within 60 days of the charge in question. Any evidence to support the complaint must be enclosed with the report.

Data protection.

SBB and the other public transport companies attach great importance to protecting privacy.

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 on [swisspass.ch/dataprotection](https://www.swisspass.ch/dataprotection) and in the privacy policy of the selling TCs.

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.

Change to tariffs.

The 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 are considered to have accepted the changes.

Price changes apply to the contracting party when the next invoice is issued. Accordingly, if the contracting party does not accept the price increase, the contract can be cancelled by giving notice of the normal duration.

Applicable law and place of jurisdiction.

The purchase and use of the Half Fare Travelcard PLUS are exclusively subject to 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.

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