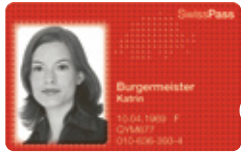


General Abonnement (GA) order form.



When you purchase a GA travelcard, you enter into a contract for an indefinite period. The advantage of this is that your travelcard will automatically be extended once its validity period ends and you do not need to remember to renew it.

Please sign and send together with the necessary documents. We cannot process incomplete order forms.

1. Select your GA travelcard (with automatic renewal).

I would like to order a GA travelcard that is valid from

 / /


	Price per year ¹		Price per month ²	
	2 nd class	1 st class	2 nd class	1 st class
GA travelcard for adults aged 25–64/65	<input type="checkbox"/> CHF 3,860.–	<input type="checkbox"/> CHF 6,300.–	<input type="checkbox"/> CHF 340.–	<input type="checkbox"/> CHF 545.–
GA travelcard for senior citizens from age 64/65	<input type="checkbox"/> CHF 2,880.–	<input type="checkbox"/> CHF 4,840.–	<input type="checkbox"/> CHF 260.–	<input type="checkbox"/> CHF 430.–
GA travelcard for young adults aged 16–25	<input type="checkbox"/> CHF 2,650.–	<input type="checkbox"/> CHF 4,520.–	<input type="checkbox"/> CHF 245.–	<input type="checkbox"/> CHF 405.–
GA travelcard for students aged 25–30	<input type="checkbox"/> CHF 2,650.–	<input type="checkbox"/> CHF 4,520.–	<input type="checkbox"/> CHF 245.–	<input type="checkbox"/> CHF 405.–
GA travelcard for disabled persons	<input type="checkbox"/> CHF 2,480.–	<input type="checkbox"/> CHF 4,050.–	<input type="checkbox"/> CHF 225.–	<input type="checkbox"/> CHF 355.–
GA travelcard for children aged 6–16	<input type="checkbox"/> CHF 1,645.–	<input type="checkbox"/> CHF 2,760.–	<input type="checkbox"/> CHF 160.–	<input type="checkbox"/> CHF 250.–
Duo Partner GA travelcard	<input type="checkbox"/> CHF 2,700.–	<input type="checkbox"/> CHF 4,340.–	<input type="checkbox"/> CHF 245.–	<input type="checkbox"/> CHF 380.–
Familia GA travelcard for children aged 6–16	<input type="checkbox"/> CHF 680.–	<input type="checkbox"/> CHF 2,760.–	<input type="checkbox"/> CHF 75.–	<input type="checkbox"/> CHF 250.–
Familia GA travelcard for young adults aged 16–25	<input type="checkbox"/> CHF 925.–	<input type="checkbox"/> CHF 2,790.–	<input type="checkbox"/> CHF 95.–	<input type="checkbox"/> CHF 255.–
Familia GA travelcard for partners	<input type="checkbox"/> CHF 2,180.–	<input type="checkbox"/> CHF 3,520.–	<input type="checkbox"/> CHF 200.–	<input type="checkbox"/> CHF 310.–

Prices and products are subject to change. Prices: as of 11.12.2016. For more information go to www.sbb.ch/ga.

You will find a list of the documentation required for a GA travelcard on page 4.

If you would like to pay for your GA travelcard on receipt of invoice, the order must reach the sales office no later than ten days before the first day of validity.

¹ Minimum contract period four months, payment annually

² Minimum contract period four months, payment monthly. **Only issued if the contracting party is over 18 years of age** (under Point 3)

2. Personal details of passenger (mandatory).

Please fill in the personal details.

Ms Mr Dr. Prof.

First name*

Last name*

Street/no.*

Address line 2 P.O. Box

Postcode* Town*

Country*

E-mail

Mobile

Phone

Date of birth*

Correspondence German French Italian

Customer number - - -

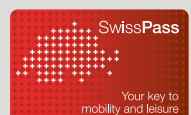
I already have a SwissPass I do not yet have a SwissPass

Mandatory fields are marked with a *.



Depending on the card you have, you will find your customer number in one of the designated positions.

Please complete and sign the next page.



3. Contracting party¹ (invoice recipient).

The passenger and the contracting party are the same person.

Go to Section 4.

The passenger and the contracting party are not the same person.

If a person other than the passenger pays for the GA travelcard, please complete the details below.

Ms Mr Dr. Prof. Office

First name*

Last name*

Office

Street/no.*

Address line 2 P.O. Box

Postcode* Town*

Country*

E-mail

Mobile

Phone

Date of birth* Correspondence German French Italian

* indicates required fields.

If the travelling person and contracting partner are not the same person, please enclose a copy of the passport or ID of the contracting partner.

¹ If the contracting party is under 18 years of age when signing the contract, the GA will not be automatically renewed.

4. Payment.

Payment for the first travelcard period.

I would like to pay by credit card.

Visa MasterCard American Express Diners Club International

Credit card number Expiry

Name on the credit card

- The credit card must be issued in the name of the contracting party.
- The credit card will be debited immediately after the order is received.

If you wish to pay by Maestro card, PostFinance card, Reka cheque, voucher or cash, you can do so at a sales office.

I would like to pay on receipt of invoice.*

- **The order must be received at least ten days before the travelcard enters into force,** otherwise we cannot process the order and will return it to you.
- We will send you the invoice separately. It must be paid before the travelcard validity period starts.

* If the contracting party is under 18 years of age when signing the contract, payment on receipt of invoice is not possible.

Subsequent invoices (for further travelcard periods).

Please e-mail the invoice to me. Please provide the contracting party's e-mail address (invoice recipient) in Point 2 or 3.

Please send the invoice to me by post.

For payments by direct debit, DebitDirect or online banking with an e-bill, please see swisspass.ch/payment.

For the GA travelcard invoiced annually, you will receive an invoice two months before expiry. If you no longer wish to use the GA travelcard, you must give notice by the date shown on the invoice. If you do not cancel it, you agree to extending the use of your GA travelcard and are obliged to pay for the next travelcard period on time.

5. Passport photo of passenger.

We require a current high-resolution original passport photo for your SwissPass. Your photograph will be stored electronically for max. ten years (max. five years up to the age of 25).

1. Requirements

- Front shot
- Eyes open and uncovered
- Monochrome background
- Even illumination (no shadows)
- Sharp and high-contrast
- Format approx. 35 × 45 mm
- No scanned or home-printed paper photos

2. Designation

- Write the first and last names in block capitals on the back of the photo

First name

Last name

Date of birth

3. Stick photo here

Please do not use paper clips or staples.

6. Contracting party (invoice recipient) signature.

As the contracting party, I hereby acknowledge that my signature on this contract **obliges me to pay all demands on time**. The General Terms and Conditions (GTC) apply. Until this contract is terminated in accordance with the GTC, the **contract will remain in force indefinitely**. In the absence of other statutory provisions, Swiss law applies exclusively. Unless the rules of civil law state otherwise, the court of jurisdiction is Berne. The place of performance and, in the case of persons domiciled abroad, the place of debt enforcement, is Berne.

Place Date

First name

Last name

Contracting party's signature

(If the contracting partner's ability to transact business is restricted, the order form must be signed by the legal representative too. Please indicate the name of the legal representative with the following comment "Legal representative's consent" and signature.)

The contract may be cancelled by giving one month's notice before the end of a travelcard month. Minimum contract duration: four months. For further information please refer to the GTC.

SBB and the licensed transport companies assume no liability for the accuracy of your details when transferred. The statutory provisions of the data protection law apply to data processing.

Subject to change

7. Information and offers

You will receive information on offers from SBB and other public transport companies in future. If you do not wish to receive these offers you can opt out by checking the option below. You can also opt out whenever you receive a notification in future. Further information on the use of your data can be found in the data protection declaration at sbb.ch/datenschutz.

I do not wish to receive any information or offers from SBB and other public transport companies.

8. Have you thought of everything?

- Have you completed the order form in full and included the necessary documents?
- Did you paste your photo on the order form?
- Did the contracting party sign the order form and enclose a copy of their official identification document?
- If first order (new customer): is a copy of the passenger's identification document also enclosed?

Then please send the order form to the GA Service Centre:

SBB AG
SBB Contact Centre
GA Service Centre
P.O. Box 176
CH-3900 Brig

For further information, visit sbb.ch/ga or swisspass.ch.

If you have any questions about how to complete the order form, please contact our GA Service Centre directly. Telephone +41 (0)848 44 66 88 (Mon–Fri, 8 a.m. to 8 p.m.; CHF 0.08/min.).



Documents required for your GA travelcard.

Category	What do I need to send?
GA travelcard for adults aged 25–64/65 GA travelcard for senior citizens from age 64/65 GA travelcard for young adults aged 16–25 GA travelcard for children aged 6–16	<ul style="list-style-type: none">• a current, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²
GA travelcard for students aged 25 to 30 years	<ul style="list-style-type: none">• a current, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²• a copy of your student ID card from a Swiss university or your official SBB enrolment certificate from a university of applied sciences or professional college recognised by the State Secretariat for Education, Research and Innovation (SERI) (available from the administrative office of your college).
GA travelcard for disabled persons	<ul style="list-style-type: none">• a current, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²• a copy of the current disability card.
Duo Partner GA travelcard	<ul style="list-style-type: none">• a current, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²• a copy of the basic GA travelcard or SwissPass with basic GA travelcard (photo side). <p>Married persons/registered partnerships:</p> <ul style="list-style-type: none">• family register. <p>Unmarried persons:</p> <ul style="list-style-type: none">• proof of residence for all persons. Have the form completed by your local authority (it must not be more than 30 days old when you send it). Full details of the holder of the basic GA travelcard must also be provided.³
Familia GA travelcard Children aged 6-16 Young adults aged 16–25 Partner	<ul style="list-style-type: none">• a current, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²• a copy of the basic GA travelcard or SwissPass with basic GA travelcard (photo side). <p>If the child does not live with the parent who holds the basic GA travelcard (parents live apart):</p> <ul style="list-style-type: none">• a copy of the family register or partnership certificate or the child's birth certificate.• confirmation of residence for young persons aged 16 or over, including the parent who does not hold a basic GA travelcard. Have the form completed by your local authority. <p>Married parents/registered partnerships or single parent:</p> <ul style="list-style-type: none">• a copy of the family register or partnership certificate or the child's birth certificate.• confirmation of residence form for all children aged 16 or over and for all adults. All the GA holders must be listed.³ <p>Cohabiting parent(s):</p> <ul style="list-style-type: none">• a copy of the family register or partnership certificate of the person with the child or the child's birth certificate• confirmation of residence form for both cohabiting partners and all children over the age of 16. Full details of the holder of the basic GA travelcard must also be provided.³

¹ No scanned or home-printed paper photos. Write the first name and last name in block capitals on the back of the photo. Your photo will be stored electronically for ten years (for five years up to the age of 25). Please do not use paper clips or staples.

² Only for initial order

³ The written confirmation from the local authority (subject to fee) must not be more than 30 days old and must contain the following details: first name, last name, address, date of birth, marital status. **Form available at [swisspass.ch/documents](https://www.swisspass.ch/documents)**

GTC for the purchase and use of a GA travelcard.

Preliminary remarks.

Carriage of passengers with General Abonnement travelcards (hereinafter "GA") is subject to the tariffs of the Swiss public transport enterprises (hereinafter "PTEs"), and in particular the tariff for GA, Half-Fare and Track 7 travelcards of the PTEs (hereinafter Tarif 654). All of these tariffs can be viewed either at the staffed sales offices or at sbb.ch/tarif. **The following conditions are an excerpt from these tariffs and cover the key provisions governing the relationships** between the holder of the GA travelcard (hereinafter "passenger") or the contracting party respectively, and the PTEs as represented by Swiss Federal Railways SBB, 3000 Berne 65 (hereinafter "SBB").

«SwissPass» card.

When the passenger purchases a GA travelcard, a personalised card (hereinafter SwissPass) is issued in his or her name. The services (e.g. the GA travelcard) are referenced on the SwissPass and monitored via the RFID chip. No reference to the service purchased (type and validity period) is printed on the card. The SwissPass provisions are set out in the General Passenger Tariff (Tariff 600). For services beyond the range of public transport products, the respective general terms and conditions of the SwissPass partners also apply

To allow for orderly ticket inspections to be performed, the SwissPass must always be presented in its original state (e.g. without a protective cover nor in a wallet). The SwissPass must be handed over to the ticket inspector each time.

The cards remain the property of the PTEs and can be reclaimed in justified cases.

The GA travelcard and the GA area of validity.

The GA travelcard is personal and non-transferrable. It entitles the holder to unlimited travel in the respective class on the routes within the GA area of validity and half-price travel on routes within the Half-Fare area of validity that are outside the GA area of validity. In the case of short routes, discounted tickets or combined offers with add-ons, the discount may be less than 50 percent. The PTEs may make changes to the area of validity at any time. These will be announced on voev.ch/tarife.

Purchase of GA travelcard.

The GA travelcard can be purchased by sending a completed and signed order form.

Alternatively, it may be purchased at a staffed sales office or on sbb.ch. The contracting party must sign a contract when concluding the purchase. If the purchase is effected online, the contract is concluded through acceptance of the GTC.

If the passenger is not the contracting party, the order form/contract must be signed by the contracting party.

Duties of the contracting party

By signing the contract, the contracting party undertakes to pay all demands on time. He or she must pay each invoice at the latest by the day before the next travelcard period (one year or one month) to avoid defaulting.

The contracting party must report any changes to the details provided at the time of purchase within 15 days. This can be done either verbally at a sales office or in writing to the SBB Contact Centre, GA Service Centre, P.O. Box, 3900 Brig. Alternatively, the details can be updated on swisspass.ch. He or she must also submit the documents required for service provision (e.g. proof of residence, photo) in good time.

Contract duration.

The contract signed at the time of the initial purchase will remain valid for an unlimited period until it is cancelled. SBB reserves the right to terminate the contract at any time in justified cases.

Payment methods.

Each invoice covers the amount for the payment interval (monthly or yearly) as selected by the contracting party. The contracting party can choose between the following payment methods:

- on receipt of invoice
- by direct debit via one of the Swiss banks or Swiss Post's Debit Direct service (for follow-on billing only)
- by credit card, debit card or cash payment at a staffed sales office
- by credit card or debit card on sbb.ch (on first purchase)

Late payments.

The contracting party will be in default without a reminder if he or she does not pay on time. If a reminder of an outstanding payment is sent to the contracting party, he or she will be charged CHF 15.–. If a collection case is created, an additional annual interest rate of up to five percent from the due date onwards may apply in addition to administrative charges. SBB will claim the outstanding amounts in its own name and for its own account. It may, however, also outsource collections. **If the contracting party is in default, SBB may block the GA travelcard after a period of one travelcard month.**

If the contracting party has outstanding invoices from SBB, he or she may not obtain any further services against invoice until all invoices are fully paid.

Contract duration and termination.

The contract will enter into force for an unlimited period as soon as it is signed or the online purchase is concluded. The minimum contract duration is four months from the first day of validity of the first GA travelcard issued under the contract.

Example of minimum contract duration: first day of validity 15 August 2018, minimum contract duration ends on 14 December 2018.

Once the minimum contract duration is reached, the contract may be cancelled at any time by giving **one month's notice** before the end of a travelcard month. Cancellations must be made verbally, in writing or via swisspass.ch. Any outstanding credit will be paid out to the contracting party's bank or postal account.

If a condition for linking the GA travelcard no longer applies (e.g. the basic GA is cancelled), SBB will cancel the associated GA travelcard (e.g. the GA Plus Duo Partner travelcard) to the end of the following travelcard month while observing the notice period.

Example of notice period, bearing in mind the minimum contract duration of four months:

First month of travelcard: 15 August 2018 to 14 September 2018

Potential cancellation dates: 14 December 2018 if notice is given by 14 November 2018, 14 January 2019 if notice is given by 14 December 2018, etc.

Refunds.

If an annual GA travelcard is cancelled early, 9% of the purchase price per month used will be deducted when calculating the refund. Furthermore, an administrative charge will apply. If a monthly GA is cancelled, there is no refund.

A pro-rata refund applies in the following cases only: death, medically certified inability to travel, upgrade of travelcard (1st class GA), entitlement to a reduced-price GA travelcard.

Contracting party is under 18 years of age.

If a contracting party is not yet 18 years of age, he or she can only purchase the GA with yearly payment. The GA service ends automatically after one year and must be purchased again in order to continue.

Temporary SwissPass.

If the first day of validity of the service purchased is within the first 14 days after the contract is concluded, the passenger will be issued with a temporary SwissPass. The temporary SwissPass does not provide access to partner services.

Loss of SwissPass.

If the SwissPass is lost or stolen, it can be replaced for a fee, except in the case of fraud.

Disclosure of information.

SBB complies with the data protection and telecommunications laws in all its dealings with personal and customer details and also refers explicitly to Section 0, paragraph 09 "Data protection of the 600 general passenger tariff of the Swiss public transport enterprises". SBB is then entitled to commission third parties in Switzerland and abroad to handle card transactions and marketing, for IT operations and to create revenue distribution formulas, even in countries which have a lower level of data protection than Switzerland. In such cases SBB ensures suitable protection with the third party by contract, according to the laws applicable in Switzerland.

The passenger or contracting party acknowledges that the PTEs, SBB and any third parties mandated to process transactions relating to card issue and collections, marketing or the creation of revenue distribution formulas will be provided with the passenger's and/or contracting party's customer and service details (customer number, title, salutation, last name, first name, address, date of birth and details of services such as product name, validity, class of travel, price, etc.).

The transport companies and integrated fare networks can obtain these details from SBB for specific targeted marketing measures as needed while observing the data protection law and further provisions concerning the processing of customer data.

The passenger and/or contracting party agrees to the transmission of his or her card and customer details (card ID, customer number, title, salutation, last name, first name, address, date of birth, travelcard details, photo) to the SwissPass partners when registering with a partner or purchasing partner services (e.g. ski passes) for processing the transaction. If a SwissPass partner service is purchased, SBB stores the service details (partner, service description, price). SBB shall notify the SwissPass partners in the event of loss, theft, fraud, forgery or card replacement.

In order for a public transport ticket holder to make use of discounted services, PTEs and SwissPass partners are permitted to look up the specific travelcard details that are necessary for this purpose.

If making use of the single-sign-on process (SSO), the passenger and/or the contracting party acknowledges and accepts that the login and customer details (name, date of birth, address, e-mail address for correspondence, e-mail address for login, landline and mobile phone numbers) are exchanged between the central login infrastructure of the Public Transport Association and the PTE partner platform (e.g. swisspass.ch, SBB.ch, SBB Mobile, etc.) for authentication purposes.

Processing of personal data.

The passenger and/or the contracting party agrees to the technological analysis of personal customer data (last name, first name, address, date of birth) by SBB in order to improve its products and services. All customer and service details are stored in central customer and travelcard databases which are managed by SBB as mandated by the direct traffic businesses.

By using the services of SwissPass partners or the central SSO login function, the passenger or contracting party accepts that SBB may analyse his or her personal customer and service details (partner offers, validity, date of purchase, price) by technological means in order to develop the SwissPass partner offering in line with demand. Furthermore, the user of these services accepts that SBB and/or the Swiss public transport enterprises may process these personal customer, service and partner details.

Should the passenger or contract partner wish to withdraw authorisation for personal data processing from SBB, the fare networks and/or direct traffic transport companies, he may do this informally at any staffed point of sale or via the GA Travelcard Helpdesk (ga@sbb.ch, tel. 0848 44 66 88, CHF 0.08/min.). Following cancellation the data will no longer be individually processed. However, provided the passenger or contract partner holds or uses one or more products/services (Half-Fare travelcard, GA travelcard, partner services, etc.), the data remain in the database in order to be able to provide these services.

Changes to tariffs/terms and conditions.

The prices and services may be changed at any time. SBB will notify the passenger and/or contracting party in a suitable way in advance of any changes to the tariffs. If the changes are to the detriment of the passenger and/or contracting party, he or she may cancel the contract by the date on which the change enters into force, for this same date. **Failure to do so constitutes acceptance of the change.**

Price changes will be reflected in the following invoice. Accordingly, if the passenger or contracting party does not accept the price increase, the contract can be cancelled by giving notice of the normal duration.

Applicable law and jurisdiction.

Agreements concluded in connection with these GTC are governed by Swiss law exclusively. The court of jurisdiction for any disputes arising in connection with this agreement is Berne, unless specified otherwise by the rules of civil law.

As of June 2018

Swiss Federal Railways (SBB)

Passenger Division
3000 Berne 65