



GENERAL TERMS AND CONDITIONS FOR THE USE OF SELF-SERVICE POINTS OF SALE (TICKET MACHINES) OF SŽ – POTNIŠKI PROMET, D. O. O.

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1. GENERAL PROVISIONS

I.

The General Terms and Conditions for the use of self-service points of sale (hereinafter referred to as General Terms and Conditions) of SŽ – Potniški promet, d. o. o. regulate the sale of tickets and other services of self-service sales points (hereinafter referred to as ticket machines) of SŽ – Potniški promet, d. o. o., as well as the rights and obligations of the provider and the users, and their business relationship.

The provider under these General Terms and Conditions is SŽ – Potniški promet, d. o. o.,¹ (hereinafter referred to as SŽ-PP), which operates the ticket machines, and the user is the purchaser of tickets or other products at the ticket machines.

The General Terms and Conditions apply to the sale of all tickets and the provision of other services offered by SŽ-PP at the ticket machines.

II.

These General Terms and Conditions constitute a contract in accordance with the applicable regulations in the Republic of Slovenia and other regulations binding on the Republic of Slovenia.

The documents governing the basic services, transport conditions and fares for passenger transport are:

1. SŽ-PP Passenger Tariff, which consists of:
 - Part I – Conditions of carriage – ST 700.01
 - Part II – Tickets and discounts – ST 700.02
 - Part III – Railway station directory and Fare scales for passenger transport by rail – ST 700.03
 - Part IV – Price list – ST 700.04
2. Decree on the manner of performing the public service obligation, of the passenger transport in domestic road transport, on the concession of this public service and on the regulation of the integrated ticket system (hereinafter referred to as IJPP).

Passenger Tariff applies to timetabled passenger services.

III.

The General Terms and Conditions are binding and must be published in the ticket machines and on the SŽ-PP website so that customers and other users can access them before they come into force.

The user and the provider shall be bound by the General Terms and Conditions in force at the time of purchase of the ticket at the ticket machine.

By confirming the order or by purchasing the ticket at the ticket machine, the user is deemed to have agreed to these General Terms and Conditions and to be aware of the SŽ-PP Privacy Policy, which is published on the SŽ-PP website.

IV.

The relevant provisions of laws, regulations and general acts² and commercial practices shall apply to the rights and obligations and legal relations between SŽ-PP and users not expressly provided for in these General Conditions.

¹ Information about the provider:

SŽ – Potniški promet, d. o. o., Kolodvorska 11, 1000 Ljubljana

Telephone number: 080 8111 E-mail: potnik.info@slo-zeleznice.si

IBAN SI56 0292 3025 9545 659 ID number: 6017274000 VAT identification number: SI 89393686

² These General Terms and Conditions are adopted in accordance with the Obligations Code, the Electronic Commerce Market Act (ZEPT), the Consumer Protection Act (ZVPot) and the Personal Data Protection Act (ZVOP-2). The following regulations and general acts apply to the carriage of passengers and luggage on SŽ lines: the Railway Transport Act (ZzeIP), the Railway Transport Contracts Act (ZPPŽP), the Rules on Internal Arrangements in a Railway Undertaking, Regulations (EC) No.1371/2007 of the European Parliament and of the Council on rail passengers' rights and obligations, the Regulation implementing Regulation



Passengers and other persons moving in the railway area and on board trains are obliged to take care of their safety and to observe the restrictions, prohibitions, orders and warnings given by authorised persons responsible for maintaining internal arrangements. The Rules on Internal Arrangements in a Railway Undertaking are published in full in the Official Gazette of the Republic of Slovenia, number 88/08, 30/18 - ZVZelP-1 and on www.slo-zeleznice.si.

2. GENERAL PROVISIONS

2.1 The device

A ticket machine is a self-standing payment vending machine used for the purchase of rail tickets and integrated public transport tickets.

It is a physical device located near major and frequented railway stations or stops, connected to the electricity grid. It consists of a screen, ticket/card reader units, cash and payment card acceptors, a ticket and receipt printer and a POS terminal for payment card purchases.

The front part of the ticket machine contains:

- a large touch-sensitive screen for ticket selection and user information (on the left);
- a field for reading and writing on chip cards (hereinafter referred to as cards);
- a field for reading printed tickets, that is marked with SŽ and IJPP stickers (on the left side below the screen);
- a coin slot (on the right side);
- a slot for inserting banknotes (on the right side);
- POS terminal with slot for acceptance and validation of payment cards (on the right side);
- a coin slot (bottom right);
- a slot for accepting new chip cards (bottom right).

In the lower part, there is a large slot for the collection of tickets and receipts, which opens automatically after payment has been made.

The machine is operated by a software interface that is available to the user on the screen and enables the operation of services such as ticket reading and printing, chip card reading and writing, etc.

A list and locations of all ticket machines can be found on the SŽ-PP website.

The user makes the purchase and payment completely independently.

2.2 Software solution in the ticket machine

The software solution in the ticket machine is a tailored application for the independent purchase of tickets. It guides the user through several screens or windows, where he/she selects the desired ticket details by pressing the displayed buttons or tabs.

All ticket machines also allow visual customisation of the content on the screen:

1. Font enlargement for easier readability;
2. Lowering the text layout to improve readability for children, short people and wheelchair users.

The use of the ticket machine is free of charge for the user.

The valid timetable is available to the user on the ticket machine, but it **does not show or highlight traffic specificities** such as delays and rail replacement services due to construction works or traffic emergencies.



Before purchasing a ticket, the user should check the current rail traffic situation at www.slo-zeleznice.si or in the Grem z vlakom app (in the Delays and service disruptions tab) or in the passenger information at train stations.

The time displayed on the ticket machines is for information only.

3. TICKET MACHINE USE

3.1 Offer of services at ticket machines

SŽ-PP provides and organises passenger rail transport services in Slovenia and abroad. The current services of the provider are listed on the SŽ-PP website.

At the ticket machines, users can select and purchase various tickets from two providers, namely SŽ (SŽ-PP) and IJPP.

The range of services available for purchase via the ticket machines may be limited and is not the same as at other points of sale of the provider.

For technical, security or other reasons, the provider reserves the right to provide only a limited range of services otherwise offered at the ticket machines. Individual tickets may also be made available at the ticket machines with a time delay in relation to the start of sales at other points of sale (subject to necessary upgrades to the software solutions).

Users will be informed of the extension and changes to the offer when using the ticket machines and by amending the instructions and the general conditions.

Passengers must obtain the relevant tickets in a timely manner before boarding the train, as the purchase of tickets on board is subject to special conditions and may involve the payment of a supplement (the supplement will apply if the ticket office is open at the departure station at the time of departure of the train).

The provider shall not be liable for the non-operation of one or more ticket machines in the event of unforeseen technical failure, misuse, network or power failure, possible user ignorance or other events beyond the control of the provider.

In the event of problems with the purchase of a ticket at a ticket machine, the passenger has the option of purchasing the ticket via the online shop or the mobile app, at a SŽ ticket office or on board the train.

3.2 Tickets available at ticket machines

The application for card machine purchases is divided into several windows where the user checks, reads and confirms the details of the desired ticket on the screen.

The following tickets can be purchased via SŽ-PP ticket machines:

A) SŽ tickets for public passenger transport trains (paper/on SŽ chip card):

- Single and return SŽ paper tickets for 1st or 2nd class (for a specific route or flat-rate) for:
 - Adults
 - Children aged 6 to 15
 - Children under 6
 - Young people
 - Seniors



- Non-personal SŽ tickets for 1st or 2nd class (for a specific route or flat-rate):
 - Weekly
 - Monthly
 - Semi-annual
 - Annual
- Personal SŽ tickets for 1st or 2nd class (for a specific route or flat-rate):
 - Monthly
 - Semi-annual
 - Annual
- Personal primary student SŽ tickets for 1st or 2nd class (for a specific route or flat-rate):
 - Monthly
 - Semi-annual
 - Annual
- City Pass on SŽ chip card for:
 - Adults (daily, monthly)
 - Children aged 6 to 15 (daily, monthly)
- IZLETka flat-rate ticket for travel on Saturdays, Sundays and public holidays for:
 - Adults
 - Children aged 6 to 15
 - » IZLETka flat-rate family ticket«
- Pet transport tickets for:
 - Dogs over 30 cm in height (half 2nd class fare)

B) IJPP integrated tickets for public train and bus transport (on IJPP chip card):

- IJPP tickets for integrated public transport (for a specific route or for travel throughout Slovenia)
 - Single
 - Daily
 - Three-day
 - Weekly
 - Monthly (personal or non-personal)
 - Annual (personal or non-personal)
 - Children aged 6 to 15 (up to the age of 16) are entitled to a 50% discount on the above-mentioned IJPP tickets.
- IJPP weekend tickets – 25% on a non-personal IJPP chip card:
 - Single Weekend
 - Daily Weekend
 - »Family 5«
 - »Family 10«
- IJPP subsidised tickets for students and registered athletes – on a personal IJPP chip card:
 - Monthly M10 (option for extra charge for urban public transport)
 - Monthly SLO (option for extra charge for urban public transport)
 - Annual M10 (option for extra charge for urban public transport)
 - Annual SLO (option for extra charge for urban public transport)
 - Monthly City Pass
 - Annual City Pass

The purchase and renewal of tickets using an SŽ or IJPP chip card is only possible using a chip card that the user already has or has previously obtained at a SŽ-PP and/or IJPP ticket office.

The purchase of subsidised IJPP tickets is only possible if the user has previously presented the relevant proof and ID at the ticket office.

The user can choose **SŽ tickets for all train types, and IJPP tickets for LP and RG trains** (an extra charge is payable at the ticket office, at the ticket machine or on board the train if travelling on a higher train type).

A ticket without a supplement for a higher train type is valid for journeys by LP and RG trains. For journeys on a higher train type, the corresponding type of supplement must be purchased.



A ticket with ICS train supplement is valid for travel by ICS trains as well as by all other types of trains, i.e. LP, RG, MV, EN, IC, EC. A ticket with an IC/EC/EN/MV train type supplement is valid for travel by the above train types as well as by LP and RG trains.

The »Children under 6« ticket can only be purchased as an additional ticket to a valid paper ticket or a ticket on a chip card (SŽ and/or IJPP) for adults. A maximum of 2 children under 6 years of age may travel with one adult (see Passenger Tariff for details).

The age limit for children benefiting from the discount is 6 to 15 years (up to 14,99 years of age).

A single ticket is valid for one day, until 24:00 on the day of travel (or longer for night trains starting on the day of travel and finishing after 24:00). It is valid for travel by any regular train of the selected type, route and class of travel. Other single and return tickets are valid for the period selected in the purchase procedure and written on the ticket.

For return journeys, users buy a return ticket (for the selected route), and for journeys totalling more than 80 km, a flat-rate ticket is automatically issued.

SŽ season tickets for a specific route allow an unlimited number of journeys on the selected route from the first day of the month for which it was issued until the first working day of the following month. Weekly tickets are valid for the selected week (Monday to Sunday), semi-annual for 6 months and annual for 12 months from the day of purchase (until 24:00).

For the route-specific tickets, there is **an upper or maximum ticket price above which a route-specific ticket becomes a SŽ flat-rate ticket** allowing unlimited journeys on the entire network of Slovenian Railways. The factors and values above which each ticket allows unlimited journeys on the entire network of Slovenian Railways are set out in the SŽ-PP Passenger Tariff (SŽ Passenger Tariff). Daily, three-day, weekly, monthly, semi-annual and annual IJPP tickets allow an unlimited number of journeys on the route for which they are issued and according to the validity period of each ticket. These tickets are issued as a »Slovenia« ticket above a certain maximum fare, which allows an unlimited number of journeys throughout the entire territory of Slovenia.

A City Pass is valid for an unlimited number of journeys within the urban area of Ljubljana (16 stations/stops). A daily ticket is valid from 00:01 to 24:00 and a monthly ticket is valid during the month for which it is issued and on the 1st working day of the following month.

The IZLETka flat-rate ticket is valid for an unlimited number of journeys on Saturdays, Sundays and public holidays in 2nd class of all types of trains. It is valid for 5 days (the first day of travel must be a Saturday, Sunday or public holiday) and is not valid on working days. The IZLETka flat-rate family ticket can be used by up to 10 passengers travelling together. The family discount applies when a child under 15 years of age and at least one person over 15 years of age are travelling together.

The three-day IJPP ticket is valid for 3 days and can be purchased any day of the week.

The »IJPP Weekend Ticket – 25%« can only be purchased for Saturdays, Sundays and public holidays. If a travel date is selected on the weekdays indicated, the purchase option will be offered automatically.

IJPP weekend tickets can also be purchased on an SŽ chip card, where the user must additionally and correctly select the product provider (i.e. IJPP, not SŽ) during the purchase process.

Small pets can travel free of charge, but large dogs (over 30 cm in height) travel at a half 2nd class fare. Domestic animals may only be transported under special, additional conditions (see details in the Passenger Tariff and on the carrier's website).

Before purchasing or confirming the purchase of a ticket, the user must check the contents of the ticket carefully.

The user is also advised to check the current timetable and any potential service disruptions and rail replacement bus services before purchasing the ticket.



The ticket, which is printed or loaded on the chip card after successful payment, is valid immediately and can be used for the journey on the date and route selected – and **is not only linked to the train selected at the time of purchase**.

Tickets can also be purchased pre-sale at ticket machines, where different conditions may apply to individual ticket purchases:

- Weekly SŽ ticket can be purchased 3 days before the validity date (Friday for the following week).
- Weekly IJPP ticket has no restrictions and can be purchased at any time for the current week.
- Monthly SŽ ticket can be purchased 8 days before the validity date (for the following month).
- Monthly IJPP ticket can be purchased from the 21st of the month onwards for the following month and allows purchase for the current month.

3.3 Ticket supplements available at ticket machines

A passenger who already has a previously purchased ticket (a paper ticket or a ticket on a SŽ or IJPP chip card) can purchase a supplement only, as an additional service.

Supplements are special extra charges for travelling by higher-type trains:

- IC, EC, EN, MV; and
- ICS.

The supplement applies for one-way travel.

The supplement for a higher-type train is not payable for general and student season ticket holders.

3.4 Purchase procedure

The ticket purchase process is carried out independently by the user. The software solution guides the user through the entire process by displaying signs, instructions, warnings and images.

The purchasing application is placed on a backlit screen and the user presses his/her fingers on the screen to select, enter and confirm the details of the ticket he/she wishes to purchase.

The purchase is made in several sequential steps.

The response time for each step of the purchase is limited. A special clock reminds the user when the time is up, and the user always has the option to extend the time.

In the initial step, the user chooses whether to purchase a paper ticket or to upload a ticket to a chip card.

In order to use the chip card, the user only needs to hold it up to the card reader, which is located below the screen and is marked with the IJPP and Slovenian Railways sticker. The card is swiped and held next to the field located on the left side, just below the screen.

If the user does not have a chip card or does not swipe the card, the application will only offer the purchase of paper tickets.

If the user already has valid tickets loaded on the chip card, they are displayed on the screen when the chip card is successfully read. A single chip card can hold a maximum of 7 different tickets. The user's personal data is not displayed on the screen, only the chip card number is.

Depending on the service selected and the existing record on the chip card used, the user shall be presented with a set of tickets available for purchase.

By clicking on the »Continue« button or similar, the user moves on to the final purchase, and by clicking on the »Back« button, the user can return to the previous steps at any time and start the ticket selection again.

Before completing the purchase, he/she must also confirm the button »I agree to the General Terms and Conditions and the Company's Privacy Policy«.



After successful payment, the user collects the printed ticket and the payment receipt.

For instructions on how to purchase a ticket at a ticket machine, please visit the SŽ-PP website.

4. TICKET PRICES

Ticket prices are checked by the ticket machine user during the purchase process for each individual journey, after entering the desired journey details. The valid price for each selected journey or ticket is displayed separately.

The prices displayed may vary depending on the selected date of travel and the type of ticket selected (paper ticket, SŽ or IJPP chip card) and according to the status (personal or non-personal IJPP ticket).

The prices are in accordance with the SŽ-PP Passenger Tariff and the DUJPP (Company for the management of public passenger transport), price list (the price list is published on the Passenger Transport Subsidies Portal (Portal subvencij potniškega prometa) and on the SŽ-PP website in the Vozovnice in popusti (Tickets and discounts) tab) and are valid after confirmation or approval by the Ministry of Infrastructure.

Fares are set by distance classes between the two points of travel. The fare class scale is based on every 5 kilometres of travel (the same for SŽ-PP and IJPP, with train kilometres counting for SŽ-PP tickets and road kilometres counting for IJPP tickets).

The price of a SŽ return ticket is set at twice the single ticket price up to €14 and allows a return journey on a specific route, while a €14 ticket allows an unlimited number of journeys on the entire network of Slovenian Railways.

The price of a season ticket is calculated by multiplying the regular ticket price on the selected route by a specified factor and allows an unlimited number of journeys on that route from the first day of the month for which it was issued until the first working day of the following month. Weekly tickets are valid for the selected week (Monday to Sunday), semi-annual for 6 months and annual for 12 months from the date of purchase (until 24:00).

Above a certain value, season tickets allow an unlimited number of journeys on the entire network of Slovenian Railways. The factors and values above which each ticket allows unlimited journeys on the entire network of SŽ are set out in the SŽ-PP Passenger Tariff.

For season tickets, there is **an upper or maximum ticket price above which a route-specific ticket becomes a SŽ flat-rate ticket** allowing journeys on the entire network of Slovenian Railways.

A 50% discount applies to these tickets for children aged 6 to 15.

Tickets are issued at prices valid on the day of purchase.

All ticket prices displayed in the ticket machines are in EUR and include value added tax (VAT).

Users can also check the detailed prices of journeys by using the timetable finder at www.slo-zeleznice.si.

5. PAYMENT METHODS

The right-hand side of the ticket machine is used for cash/card handling.



The user has 30 seconds to select the desired payment method. If it is greyed out and crossed out in red, it is not currently available and the user cannot select it.

Payment can be made by:

- Cash;
- Maestro, Mastercard, Visa and Diners Club debit or credit cards;
- VALU.

5.1 Payment in cash

The ticket machine accepts euros (€), namely all coins and banknotes from 10 cents to €100. Coins of 1, 2 and 5 cents are not accepted.

The ticket machine shall refuse the insertion of damaged or unsuitable coins and banknotes, warn the user by means of a message on the display and return the cash inserted.

If the user overpays for a purchase when paying in cash, the machine shall return the remaining cash to the user. There are 2 slots for cash returns, one for coins and one for banknotes.

If the user runs out of cash during the payment process (after having already made a partial payment with notes and/or coins), he/she can click on the »Back« button to select the card payment option and continue with the purchase, and only the remaining amount of the required payment will be charged up to the valid fare of the selected ticket.

When returning cash, the user is also guided by an image on the machine's display (a hand with a pointing index finger) to take coins and/or banknotes in the slot used.

If the machine returns a banknote, the user must remove it from the slot of the banknote acceptor. If the machine has to return several banknotes, it shall return each banknote separately.

On the ticket machine display, an image of a hand with a pointing index finger guides the user on what to do. First banknotes are returned as change, then coins.

For each banknote returned, the user has 30 seconds to remove it from the slot.

If the user does not collect the returned banknotes in time, the machine shall take them back and re-save them and stop returning the remaining cash. These banknotes may be returned via the complaints procedure described in point 9.2.

If the ticket machine has not returned part of or all of the amount, the user will receive a notification informing him/her who to contact for a refund. The notification is displayed for 1 minute, after which the application returns to the home screen. If the user wishes to stop the screen before this time has elapsed, he/she can press the »Home« button.

A special receipt is printed with a reference number identical to the reference number on the ticket purchased. The receipt shall indicate the amounts inserted, overpaid, returned and unreturned (in EUR).

5.2 Payment by cards

After selecting the card payment option, a screen will appear with information about the payment cards accepted by the machine. An icon with a picture of a hand directs the user from the screen window to the POS terminal where he/she should use his/her payment card.

The user can swipe the card for contactless payment or insert it into the chip reader. The user has 30 seconds to use the payment card.

If the POS terminal asks for a PIN number, the user must enter it via the POS terminal screen.

When the payment is completed, the POS terminal will display the text »Approved«.



Payment by debit or credit cards is completely secure during the purchase process via the POS terminal, which features the advanced MasterCard SecureCode and Verified by Visa systems.

5.3 Payment by the valu app

The use of VALU as a payment method via mobile phone and via the VALU app or VALU Moneta (for non-registered VALU users) is available to users of mobile operators that have this option available in their subscription packages. Once payment is made, the process of printing the ticket in the ticket machine is initiated.

Once the payment has been completed using the selected payment method, the ticket is automatically printed.

If the user wishes to receive a payment receipt at the end of the process, he/she selects the option »Print receipt« in the last step.

6. PRINTING/OBTAINING TICKETS

After successful payment:

- a) 1 or more tickets (in the case of a paper ticket purchase);
 - b) a receipt of payment (in the case of a paper ticket purchase or ticket on a chip card purchase)
- are printed.

6.1 Obtaining a ticket

6.1.1 Paper ticket

Tickets that are selected as paper tickets are printed. The printed ticket shall contain key information on the type of ticket, the route, the validity and the amount to be paid.

The printed ticket also contains a QR code for reading and validating the ticket on board the train.

Each passenger gets their own ticket printed. The ticket(s) is/are accompanied by a receipt of payment.

6.1.2 Ticket issued on a chip card

To obtain tickets issued only on a chip card, the user must present a previously obtained chip card to the SŽ/IJPP card reader.

The field for reading and writing to the chip card is marked and located just below the display (leftmost). The user shall swipe the chip card twice:

1. In the initial step, to display the set of possible tickets;
2. After successful payment, to have the ticket uploaded on the user's chip card.

The ticket is written to the chip card and the user collects the ticket payment receipt in the ticket collection slot. Users are advised to keep the receipt as proof of payment.

The IJPP chip card is given to the user at the time of purchase at SŽ-PP sales points. The card is valid for multiple purchases, so we recommend that the user saves it carefully and uses it for future IJPP ticket purchases.

6.2 Payment receipt

When you buy a ticket, a receipt is printed out, showing not only the ticket details but also the date and time of purchase, the number of the ticket machine and the number of the receipt. The receipt shall bear a reference number that is the same as the reference number on the printed ticket (in case of a paper ticket).

The ticket and the payment receipt are printed at the same time and together on a linked sheet.



The payment receipt shall not serve and shall not be accepted as a ticket. To travel by train, the passenger must present a ticket with a special QR code.

The ticket and receipt slot is the same and opens automatically.

If there is not enough paper in the ticket machine or if the printer has run out of ink, a special system warning will be displayed to the user. The user should use another sales channel to purchase the tickets.

For a refund of the amount already paid, the user should submit a claim following the submission procedures set out in point 9.2.

Notwithstanding the submission of a complaint or a claim, the user must obtain one or more new missing tickets as appropriate for the journey on the desired route.

If you need an original invoice as proof of payment, you can send a written request to potnik.info@slo-zeleznice.si.

7. USER'S OBLIGATIONS AND RESPONSIBILITIES

Before purchasing or confirming the purchase of a ticket, the user is obliged to check the contents of the ticket, including the boarding and disembarking station and other journey details, in particular the times, the journey time and the time for changing trains at each station (in case of a transfer).

Tickets purchased via ticket machines are non-refundable (except in cases of machine malfunctions).

Before purchasing or confirming the purchase of a ticket, the user is obliged to check the timetable and the current traffic situation in the timetable finder on the SŽ-PP website or at the railway station.

Before completing the purchase, he/she must tick the button »I agree to the General Terms and Conditions and the Company's Privacy Policy«. Both documents can be accessed on the SŽ-PP website and/or by clicking on the two documents on the screen of the ticket machine, where a QR code will be displayed on the screen, allowing quick access to the documents on the website (www.slo-zeleznice.si).

During the process of selecting and purchasing a ticket, the user is obliged to take care of his/her personal belongings, in particular the chosen means of payment. The carrier shall not be held liable for items that fall under or behind the ticket machine and thus become inaccessible to the user.

The user shall take care to avoid damage to the ticket when collecting it. The carrier shall not be liable for any tearing or destruction of the ticket.

The user must also ensure that the ticket, the receipt and the payment card or the cash returned are collected in time and in the correct manner.

The carrier will not be held liable for these and other personal items left behind.

It is up to the user to anticipate the time required between the purchase of the ticket at the ticket machine and boarding the train. The carrier cannot be held liable for any delays.

Lingering in front of or in the vicinity of ticket machines in such a way as to prevent access and use by other users is not permitted.

It is not permitted to smoke in the immediate vicinity of the machines, or to lean on the machines, climb on them, insert any object or substance into the slots, or hit or bang on the machine. Intentional contamination or destruction of the machines is not permitted and is a criminal offence.

Any damage caused by the user must be compensated for under the general rules on liability for damages.



8. PROBLEM SOLVING

8.1 Delay of the selected train

During the purchase process, the user selects a train according to its departure time, type, class or arrival time. The purchased ticket is valid until 24:00 on the day of travel (or longer for night trains starting on the day of travel and finishing after 24:00).

If the user misses the train selected during the purchase process, he/she can also travel on the next or later trains on the selected route – the ticket is not linked only to the train selected at the time of purchase.

For travel by a higher train type, the purchase of the appropriate type of supplement is necessary and possible at a later stage. A ticket without a supplement for a higher train type is valid for journeys on LP and RG trains.

If a user, due to his/her own fault, misses all trains within the time validity of his/her ticket, refunds and exchanges of the ticket are no longer possible.

8.2 Mistake in entering the details of a purchased ticket

Purchases made via a ticket machine can be cancelled at no additional cost until the payment has been confirmed in the final validation step of the ticket machine application and payment has been made.

During the ticket purchase process, the user shall be presented with a summary of the details of the selected purchase before the payment step, where he/she can check the details of his/her selection. The final price of the purchase is also displayed. If he/she wishes, he/she can go back to the previous steps and start the ticket selection process again by clicking »Back«.

Once the ticket has been printed and payment has been made, returns and corrections to the printed ticket are no longer possible.

The user must obtain a new appropriate ticket for the journey on the desired route.

8.3 Ticket printing failed

If, after payment, the printing of one or more tickets is unsuccessful, or if the tickets have not been printed or have not been printed correctly, the screen will turn red and the message »Payment was not successful« will appear.

The cause of the error may be in the ticket machine printer, or the printer may have run out of paper or ink. In this case, the user may submit a complaint following the procedure set out in point 9.2.

In the event of a complaint or a claim, as much precise information as possible about the cause should be given:

- the number of the ticket machine;
- the date and time of the ticket purchase;
- the reference number of the receipt;
- the route of travel;
- the type of ticket;
- the date of the desired journey;
- the method of payment, etc.

If possible, the user should include a photo of the ticket machine's screen where the error occurred.



Notwithstanding the lodging of a complaint or a claim, the user must obtain a new appropriate ticket for the journey on the desired route.

8.4 No tickets for the choice

If there are no tickets available for the journey selected by the user, the user should choose another transport route or check if tickets are available for a different date.

8.5 Payment by bank card refused

If a bank card payment is declined by the bank, the message »Transaction was declined. Please try again or choose another payment method« appears on the screen. A message appears on the POS terminal indicating that the transaction has been declined.

The user is advised to try again or use another bank card or payment method.

The user must obtain a new appropriate ticket for the journey on the desired route. On board the train, the ticket can only be purchased in cash and by the VALU app.

8.6 Inserted banknote/coin not recognised

If the user inserts a banknote or coin that is not recognised by the banknote/coin acceptor (e.g. a banknote or coin in a foreign currency, a damaged banknote or coin, etc.), the machine will display the message »Inserted banknote is not recognised« or »Inserted coin is not recognised«.

The user should try again with the same banknote/coin or use a different banknote/coin or another means of payment.

The user must obtain a new appropriate ticket for the journey on the desired route. On board the train, the ticket can only be purchased in cash or by the VALU app.

8.7 No banknotes/coins in the machine to be returned

The ticket machine alerts the user by displaying a message on the screen as soon as banknotes or coins are inserted.

If the machine has not returned part of or all of the amount to be returned, the user will receive a notification with information on who to contact for a refund. The notification is displayed for 1 minute, after which the application returns to the home screen.

A special receipt is printed with a reference number identical to the reference number on the ticket purchased. The receipt shall indicate the amounts inserted, overpaid, returned and unreturned (in EUR).

The user shall take the printed receipt as written proof and attach it to the complaint procedure in accordance with the instructions set out in point 9.2.

The user must obtain a new appropriate ticket for the journey on the desired route. On board the train, the ticket can only be purchased in cash or by the VALU app.

8.8 Chip card not recognized

If the ticket machine does not recognise the user's chip card and/or cannot read the necessary settings (chip damage, use of a personal or unsuitable chip card), the purchase of tickets to be issued on that chip card is not possible. To replace a non-working card, please contact a SŽ ticket office (for SŽ or IJPP chip cards) or IJPP sales outlets (for IJPP chip cards).

The user must obtain a new appropriate ticket for the journey on the desired route. Tickets available without a chip card can be purchased. On board the train, ticket purchase is only possible in cash or by the VALU app.



8.9 upload to chip card failed

After successful payment (cash or payment card), the user swipes his/her chip card again at the SŽ/IJPP card reader. If he/she does not swipe it correctly, the card does not work or the time (30 seconds) for loading the purchased ticket on the chip card expires, the purchase process is interrupted. The user will be alerted by a red screen and the message »Payment was not successful«. In this case, the uploading on the chip card is not successful.

If the user has paid in cash, the cash will be returned to the user and the user will take it back. If the user has paid by credit card, a confirmation of the unsuccessful card payment will be displayed with the text »Cancelled«. The user's payment card will not be charged in this case.

9. RIGHT OF WITHDRAWAL

9.1 Cancellation of ticket order/purchase

Purchases made via ticket machines can be cancelled at no additional cost until the payment has been confirmed in the final validation step of the ticket machine application and until payment has been made. Once the ticket has been printed and payment has been made, refunds and corrections to the printed ticket are no longer possible.

All other provisions relating to cancellation of the contract or cancellation of the journey are defined in the Passenger Tariff and in the General Terms and Conditions for the use of the self-service points of sale (ticket machines) of SŽ – Potniški promet, d. o. o. The user must confirm his/her acceptance of the latter document in the step prior to completing the purchase.

9.2 Complaints about ticket purchases via ticket machines

Tickets purchased via ticket machines are non-refundable (except in cases of machine malfunctions).

Tickets purchased under special promotional offers (regardless of the method of purchase) cannot be refunded or exchanged. The conditions for fare refunds are derived from the Passenger Tariff ST 700.01, published on the SŽ-PP website.

Before submitting a complaint, the user must check the remedy options in point 7.

Any complaints, comments, suggestions and compliments can be made by calling our **toll-free telephone number 080 19 10** (weekdays, Monday to Friday, **between 8 a.m. and 3 p.m.**) and by sending an e-mail to [**pritozbe.pohvale@slo-zeleznice.si**](mailto:pritozbe.pohvale@slo-zeleznice.si).

In the event of a complaint or a claim, as much precise information as possible about the cause should be given:

- the number of the ticket machine;
- the date and time of the ticket purchase;
- the reference number of the receipt;
- the route of travel;
- the type of ticket;
- the date of the desired journey;
- the method of payment, etc.

If possible, the user should include a photo of the ticket machine's screen where the error occurred.

The claiming procedure for tickets purchased via ticket machines can be carried out at SŽ ticket offices, which are published on www.slo-zeleznice.si.



The user shall bring the printed original ticket purchase receipt and the filled-in Fare Refund Request form (Zahtevak za vračilo prevoznine, K-99c) to a SŽ ticket office (the form is available at SŽ ticket offices and on the SŽ-PP website). The ticket office will accept the complaint and the documents and forward them for internal processing.

Verification of the validity of complaints and refunds at ticket offices is not possible.

Complaints can also be submitted by postal mail to SŽ – Potniški promet, d. o. o., Pritožbe in pohvale, Kolodvorska 11, 1000 Ljubljana.

10. SAFE USAGE

10.1 Safety of purchase

Ticket machines are located in public areas, where they are available to the widest possible range of users for quick purchase and convenient access. As with all handling and use of payment devices, general care is needed when purchasing tickets.

The use of a ticket machine is also physically easy. The carrier shall not be liable for any damage caused when collecting tickets or cash from the slot.

In the event of physical assault or personal danger, the user may call the police on the emergency number 112.

10.2 Personal data protection

As a provider, SŽ-PP guarantees the information privacy of users and therefore handles or processes their personal data responsibly, carefully and in accordance with the applicable regulations and the company's internal acts and the Privacy Policy of SŽ-PP.

When purchasing tickets at ticket machines, the personal data of users is not currently used, recorded or otherwise processed.

The rules governing information privacy on the basis of binding regulations and general acts are set out in the Privacy Policy of SŽ-PP, which is published on the company's website. Before completing the purchase, the user must confirm by ticking the checkbox that he/she has read the Privacy Policy of SŽ-PP.

10.3 Contact person for information on personal data protection

Users may address any questions regarding the protection and safeguarding of personal data, as well as comments, remarks and requests for assistance regarding the exercise of the user's rights related to the processing of personal data, to the Data Protection Officer of the Slovenian Railways Group, who can be contacted by sending an e-mail to dpo@slo-zeleznice.si or by postal mail under the address: Slovenske železnice d. o. o., Kolodvorska 11, 1506 Ljubljana, att. "Data Protection Officer".

10.4 Technical security

SŽ-PP guarantees that purchases via ticket machines are completely secure.

All data transmitted via the application in the ticket machines (purchase data and payment card numbers) are properly encrypted so that their content is inaccessible to third parties. Communication between the ticket machine and the website is done via the HTTPS protocol, so that all data is properly encrypted – signed with the website's certificate. Authorisation and payment card transactions are carried out through the bank's authorisation centre, with which SŽ-PP has a contract for payments by payment cards. Card authorisations are carried out in real time with instant data verification in the banking system.



For bank card and VALU payments, a third-party system (i.e. online and mobile payment service providers) is used.

In order to use these systems, users must provide the provider with their name, surname, address and telephone number. The security of this data is the responsibility of the third parties (Bankart, d. o. o. is the provider of the bank payment service, Telekom Slovenije, d. d. is the provider of the VALU service).

11. COMMUNICATION WITH USERS

For assistance with ticket purchases via ticket machines, users can call:

Toll-free phone number: **080 81 11**

The call centre is open daily between 6 a.m. and 10 p.m.

Up-to-date information on passenger train timetables, domestic and international transport options, promotions, fares and other services is available free of charge to all users:

Website: **www.slo-zeleznice.si**
E-mail: **potnik.info@slo-zeleznice.si**
Assistance to people with reduced mobility: **+386 1 29 13 391**

Staff at the ticket offices are also available to help passengers plan their journey. The list of ticket offices and opening hours are published on the SŽ-PP website.

Users can make their comments (compliments, complaints and suggestions) regarding rail passenger services to:

Toll-free phone number: **080 19 10** (workdays from 8 a.m. to 3 p.m.)
E-mail: **pritozbe.pohvale@slo-zeleznice.si**

12. COPYRIGHT

All information and images of the ticket machines and the application are subject to copyright and other forms of intellectual property protection. They may be reproduced for non-commercial purposes only and any copyright or other proprietary notices indicated must be retained. Slovenian Railways must be acknowledged as the source on any reproduction (copying, reproduction, publication, transmission). All rights reserved.

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13. LIMITATION OF LIABILITY OF THE PROVIDER

Tickets can be purchased at ticket machines 24 hours a day, every day of the week.

The Provider shall have the right to restrict or suspend sales via the ticket machines for a limited or indefinite period of time in the event of urgent or unavoidable technical reasons that prevent the operation of the ticket machines or the ticket purchase application.



The Provider shall not be liable for the non-operation of the ticket machines where such non-operation is due to the user's ignorance, misuse by the user or third parties, network failure, power failure or other technical malfunctions that may temporarily or for a prolonged period interfere with or interrupt the operation of one or more of the ticket machines.

In the event of a ticket machine malfunction, the user may purchase the ticket at other Slovenian Railways sales points (ticket office, online shop, mobile application). If the passenger does not purchase the ticket, the ticket will be issued by the train attendants on board the train (according to the terms and conditions set out by the Passenger Tariff).

14. DISPUTE SETTLEMENT

SŽ-PP and the user, as the contracting parties, will endeavour to resolve any disagreements amicably. If this is not possible, the court in Ljubljana having jurisdiction on the substance shall resolve any disputes between the parties.

15. AMENDMENTS AND ADDITIONS TO THE GENERAL TERMS AND CONDITIONS

SŽ-PP has the right to amend or supplement these General Terms and Conditions at any time, if necessary.

Amendments and supplements to the General Terms and Conditions shall be published on www.slo-zeleznice.si (General Terms and Conditions tab) and shall enter into force on the day following their publication.

16. FINAL PROVISION

These General Conditions contain provisions of the Passenger Tariff adopted on 20 March 2020 and amended on 1 June 2023, and shall apply from 1 August 2025.

Ljubljana, 31 July 2025.