

to the Contract on Services of Public Interest in City Bus Transport No. 2065/2020/PS-UMK

TRANSPORT REGULATIONS OF CITY PUBLIC TRANSPORT IN BANSKÁ BYSTRICA

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Carrier, **Slovenská autobusová doprava Zvolen, akciová spoločnosť, Balkán 53, 960 95 Zvolen** issues pursuant to the Act of the National Council of the Slovak Republic no. 56/2012 Coll. on road transport as amended, and Act of the National Council of the Slovak Republic no. 514/2009 Coll. on transport on railways, as amended, these transport regulations for public transport in Banská Bystrica (hereinafter referred to as the "Transport Regulations").

Article 1, Introductory provisions

1. These Transport Regulations regulate the conditions under which carriers transport persons and their luggage within the transport system of the city of Banská Bystrica, while it applies to public transport in Banská Bystrica, which consists of city bus transport and city trolleybus transport.
2. The Transport Regulations regulate in detail the relations in the performance of city bus transport and city trolleybus transport between the transport operator (hereinafter referred to as the "Carrier") and its participants, except for price relations, which specifically regulate the Tariff Terms, which are inseparable Annex 1 to these Transport Regulations.
3. The Carrier according to these Transport Regulations is:
Slovenská autobusová doprava Zvolen, akciová spoločnosť, Balkán 53, 960 95 Zvolen
4. The Carrier's operational obligation is the obligation to perform public passenger transport in accordance with legal regulations, in accordance with the relevant transport license and in accordance with the public service contract concluded between the Carrier and the city of Banská Bystrica for the entire period of their validity.

5. The Carrier's Transport Obligation is the obligation to perform the transport if the conditions of these Transport Regulations are met and the operating conditions allow it, especially the technical condition, occupancy and transport is not prevented by facts which the Carrier cannot avert.
6. Tariff obligation The Carrier is the obligation to transport passengers according to the Tariff and to issue a passenger ticket, resp. another document confirming the payment of the fare or to register it in the electronic system, if the electronic medium was used to pay the fare.
7. The timetable is an offer of the range of transport services provided by the Carrier, containing in particular data on individual lines and connections on them, a list of stops, including their tariffs and departure times from them.
8. Authorized employees of the Carrier are persons who are authorized to control the transport service and smooth transport of passengers, including drivers, inspectors or employees authorized by the organization of the transport - dispatchers (hereinafter referred to as "Authorized Employees" / "Authorized Persons").

Article 2.
Scope of regular transport performance

1. The scope of regular transport is public passenger transport, which is provided by the Carriers referred to in Art. 1 par. 2 of these Transport Regulations, while regular passenger transport is performed on city trolleybus lines and on city bus lines, to satisfy the transport needs of persons, such as regular repeated transport of passengers on predetermined routes, with predetermined stops, which are listed in the valid timetables.
2. The timetable is compiled by the Carrier and published as stop timetables for each operating public transport line. The timetable is also published by the individual Carriers on the Carrier's website.
3. Stop timetables must contain all the information strictly necessary to inform passengers of the traffic on the particular routes and connections on them; they must include in particular:
 - a. business name, registered office and telephone number of the Carrier;
 - b. the name of the stop where the timetable is located;
 - c. indication, direction (destination stops) of all lines passing through the stop;
 - d. names of all stops of the line/lines;
 - e. the time of departure of vehicles of individual lines from the stop; if the departure interval is still the same and shorter than 10 minutes in complete time periods, only the first time in each hour and after the terminal defining relevant time period indicate repeating interval, or another definition with the same meaning;
 - f. eventually additional information on the specific conditions of carriage, such as information on the possibilities of transporting passengers, luggage, animals or bicycles on the individual routes;
 - g. travel times;
4. Permanent changes to the timetable must be indicated by the Carrier in the stop timetables clearly and in time. The Carrier is obliged to notify the anticipated temporary deviations from

the timetable caused it in advance at the stops by special notice boards or in another suitable way; carrier have to notify unforeseen temporary deviations if it expected they could last longer than 12 hours.

5. The carrier is obliged to pay attention to the accuracy of all data contained in the stop timetables located at the stops. The Carrier must remove or replace without delay stop timetables that have expired are damaged or illegible.
6. The carrier informs passengers in time and in appropriate manner (daily press, radio, local television, notice boards placed at stops and in vehicles, etc.) of all relevant facts relating to the traveling public, in particular about the implementation of local arrangements for regular passenger transport, the establishment of a new line (including a temporary one), the strengthening of transport on special occasions, the change of tariffs, etc.
7. The Carrier publishes printed timetable providing a summary of the current overall arrangement of lines and traffic on individual lines and enabling passengers easily find their orientation in public transport.

Article 3.
Conditions for concluding a contract of transport

1. The Carriage Regulations, Tariff Terms and Timetables placed at stops or means of transport are a public proposal of the Carrier for the conclusion of a Contract for the Carriage of Passengers (hereinafter referred to as the "Contract").
2. In the Banská Bystrica's public transport system, the Contract is fulfilled by several Carriers, while each Carrier participating in this transport is responsible for the transport in the part it provides.
3. The subject of the Contract is the Carrier's obligation to transport the passenger from the boarding point to the destination properly and in time by the services specified in the timetable, under the conditions specified in these Transport Regulations, and the passenger's obligation to pay the fare for transport according to the Tariff Terms.
4. The Passenger concludes the Contract at the moment of boarding the vehicle. By boarding the vehicle, the passenger expresses his irrevocable consent to the conditions of carriage contained in the Transport Regulations. The Passenger is aware of the obligation to have a valid travel document, which is a confirmation of the conclusion of the Contract. The Passenger is aware of the obligation to pay the fares determined by the Carrier. In the event that the passenger uses the services of the Carrier without a valid travel document, he is obliged to pay the fare as well as other payments specified in the Tariff Terms. Fares and payment in accordance with the Tariff Terms are considered due at the moment of finding a violation of the tariff-transport conditions by the passenger during the transport control. Only a passenger with a valid ticket/travel document has the right to transport.
5. Unfamiliarity of the tariff and transport conditions does not justify and is not a reason to waive or reduce the payment and fare for travel without a valid ticket.

Article 4.
Rights and obligations of the Carrier and the passenger

A) Rights and obligations of the Carrier

1. The carrier is obliged to transport passengers with professional care. During transport, the Carrier is especially obliged to ensure the safety of passengers and order and peace in the vehicle as well. The Carrier is obliged to perform the transport if the conditions of these Transport Regulations are met and the operating conditions allow it, especially the technical condition, occupancy of vehicle, crew competence and transport is not prevented by reasons which the Carrier cannot avert.
2. Vehicles used for the carriage of passengers must meet the technical safety requirements for operation. The carrier is obliged to keep the passenger area, including the steps of the vehicle, properly clean ensure adequate ventilation of the vehicle while driving.
3. The carrier is obliged to operate:
 - a) trolleybus track in accordance with the authorization for operation of the track and transport on the track under the conditions of the granted license and to provide each vehicle used for the transport of persons with a business license.
 - b) bus transportation in accordance with the authorization for operation and provide each vehicle used for the transport of persons with a business license.
4. The vehicle intended for the carriage of passengers must be clearly marked on the front with a number or other marking of the line in the direction of travel with the name of the final stop. The line marking must be legible even in the dark. Direction signs visible from the outside must be placed on the right-hand side of each vehicle in the direction of travel, from which the line designations, the destination of the line and important road stops are clear. The rear of the vehicle must also be marked with a number or other line marking. The vehicle shall be marked with an orientation board in suitable places from inside the vehicle.
5. A permanent stop must be equipped with a sign (marker), a table indicating the name of the stop, with the type of stop and numbers (letters) of stopping lines and, with the exception of the exit stop, must have a valid stop schedule placed in a visible place.
6. The carrier is obliged to create conditions that allow the transport of persons with disabilities or reduced mobility and also to ensure the smooth transport of seniors and passengers with small children.
7. The carrier is obliged to take care of the health and safety of passengers and the protection of their luggage, as well as the giving of first aid if they are involved in an accident or if there has occurred an injury.
8. The carrier is obliged to inform the public on its website and in another suitable way about changes in the organization of transport, changes to timetables, changes in fares, at least 10 days in advance, if the changes are planned or known in advance. In other cases, it shall be informed immediately as soon as the Carrier becomes aware of the changes.
9. The Carrier is obliged to ensure the publication and accessibility of the Transport Regulations, the Timetable as well as other operational data and information necessary for passengers on the Carrier's website, in areas accessible to the public, at stops and in individual vehicles.

10. The Carrier is obliged to ensure that all publicly available information, especially the Transport Regulations, itineraries, Tariff Terms and payment information, is also available to the public in English.
11. The driver is obliged to announce the name of the stop, at the latest when the vehicle is stopped at the stop. The driver does not have such obligation if the vehicle is not equipped with necessary technical device.
12. The driver is obliged to make a sure if is the boarding and exit from vehicle ended, give sound and light signal about ending boarding and exit and safely shut the door.
13. In case of lack of space, the Carrier is entitled to accept priority passengers, for whom are reserved seats in the vehicle, such as disabled persons or persons with reduced mobility, or passengers who prove serious reasons for priority admission for carriage. Authorized employees of the Carrier who are entrusted with the control of the transport service and smooth transport of passengers, including drivers, inspectors or employees authorized by the organization-dispatcher, may give passengers instructions regarding boarding and exit, placing passengers in the vehicle, freeing up a certain seat or certain space in the vehicle, the admission of luggage for carriage and its storage and the keep of peace and order in the vehicle.
14. The carrier is entitled to check travel documents in accordance with Art. 12 of these transport regulations. Authorized employees of the Carrier may also perform activities that ensure and control the fulfilment of transport and Tariff Terms; there is included the identification of passengers for the purpose of: processing of personal data for the purposes of fare collection resp. enforcement and reimbursement from those passengers who do not prove a valid ticket by checking the fare equipment and do not pay directly to the inspector in the vehicle the fare set by tariff, to the extent of: name and surname, date of birth, address of permanent residence, the number of the identity card, passport or other identity document. In the case of a minor, the identification data on his /her legal representative are also find out.
15. The carrier is also entitled to find out the identity of the passengers for the purpose of recovering the fare and the surcharge on the fixed basic fare, which have not been paid on the spot, and for the purpose of determining the right to a discount on the basic fare.
16. The carrier is entitled to exclude a person or luggage from the carriage, under the conditions laid down in these transport regulations, in particular in accordance with Art. 7.
17. The carrier may refuse, carry out or interrupt a carriage if the passenger's conduct gives rise to reasonable concern for the health and safety of the driver or other passengers.
18. The carrier is entitled to compensation for damage to the means of transport or transport equipment caused by the passenger.

B) Rights and obligations of the passenger

1. A passenger who meets the Tariff Terms and conditions specified in these Transport Regulations has the right to the safe and peaceful transport of his person and, if the Transport Regulations allow, also to the carriage of his luggage.
2. In case the transport did not take place on time, t. j. has not been carried out according to the timetable, it has been interrupted or stopped, the passenger is entitled to alternative transport by

another connection of the same line or another line, or free transport back to the departure stop, if the alternative transport cannot be performed on the same day .

3. The passenger has the right to compensation for damage caused by the fact that the transport was not performed on time, t. j. delay caused by the Carrier for more than 60 minutes, but not more than the price paid to the Carrier for the performance of the particular transport.
4. The Passenger is obliged to behave in such a way as not to disturb the safe and peaceful journey of other passengers, nor damage the Carrier's vehicle and equipment serving passengers, not to pollute the Carer's vehicle and premises intended for passengers and not to disturb other passengers and authorized employees.
5. The Passengers are obliged to adhere the regulations and apply the authorized person of the Carrier, which aims to ensure its safety and the safety of other passengers or the safety and traffic flow.
6. A passenger standing in the vehicle during transport is obliged to keep the handles in vehicle used for this purpose, in such a way to prevent injury in the case as much as possible while driving in the event of a sudden change in speed or direction of travel. If the vehicle is equipped with a seat with seat belts, the passenger is obliged to use them in accordance with the applicable regulations.
7. Passengers are obliged to be ready to board the vehicle in time at the boarding stop and to buy a ticket in cash from the driver of the vehicle immediately after boarding, or by attaching a transport chip card to the electronic reading device, which will result in an electronic deduction. the amount of the fare (hereinafter referred to as the "reader"), or to indicate the start of the journey when using a subscription ticket. This provision does not apply to passengers with a valid electronic ticket purchased and to passengers entitled to free transport within the meaning of the Tariff.
8. The passenger is obliged to make sure that the driver has issued him the correct ticket, or whether the reader correctly deducted the amount of the fare electronically, or marked the beginning of the journey when using the subscription ticket. In case that the nearest reader is out of function, passenger is obliged to use other reader in the vehicle. If any errors occur, the passenger is obliged to complain immediately. The Carrier does not take into account the additional passenger's complaint.
9. The passenger can get on and off the vehicle only at a stop and when the vehicle is not in motion. A passenger with a stroller or wheelchair must notify the driver in advance of such boarding.
10. In the case of a stop where the vehicle stops only at a signal, the passenger standing at the stop must stand in such a way that the driver can clearly see him when entering the stop. The passenger raises his hand to give a signal to the driver about his intention to board the vehicle. A passenger in a vehicle who wishes to exit a vehicle at a stop at the signal has to inform the driver of his intention to leave the vehicle.
11. If the door area is marked with an exit and a departure, departing passengers shall have priority. If the door area is marked with an exit or a departure only, it is used as marked. Boarding the vehicle: The passenger can use for boarding any door. There is a mandatory front door entrance for specified stops and along specified routes. We recommend passengers with reduced

mobility to use the front door of the vehicle for boarding. Exit from the vehicle: passenger can use any door. The Carrier may adjust the boarding and exit and informs the passengers about the given situation in time by a notice board placed at the stop.

12. If required for operational or other serious reasons, the passenger is obliged to get out of the vehicle at the instruction of an authorized employee and, if passengers wish to continue the journey, they are obliged to board in time according instruction.
13. If an additional seat is required for an elderly or sick person, a disabled person, a pregnant woman or a mother with a child, the passenger is obliged to vacate the seat without being called upon by an authorized employee. The passenger is also obliged to allow the loading, unloading and placement of a pram or wheelchair in the vehicle.
14. The passenger must refrain from anything that could endanger the safety and smoothness of the transport, order in the vehicle or interfere with authorized employees in the performance of their service or cause damage to the Carrier or passengers.
15. Passengers are not allowed:
 - a. forcibly open the door of the vehicle;
 - b. to get on or off if the driver gives an sound and visual signal that the getting on and off is complete and the door is closed, to get on the vehicle that is fully occupied or that the authorized employee has declared to be occupied;
 - c. to remain in the area reserved for the driver and in the areas intended for getting/off vehicle, if this hinders the undisturbed getting on/off the other passengers or obstructs the safe view of the driver;
 - d. give or imitate signs used by the Carrier for operation, put into operation the Carrier's signalling devices or devices intended for propulsion, use devices intended for operating vehicles and switches and manipulate vehicle devices intended for information and other needs of passengers.
 - e. interfere, intercede or talk with driver when driving;
 - f. consume any food and drink in the vehicle;
 - g. use roller skates, roller boards and similar sports and recreational equipment in vehicles during transport;
 - h. throw litter and any other things out of the vehicle and let things come out of the vehicle;
 - i. transport luggage or any objects defined as prohibited in the Transport Regulations; carry luggage on the back that would prevent other passengers from moving in the vehicle;
 - j. to lean out of the windows of the vehicle, to whistle, to sing, to behave noisily, to play a musical instrument in the vehicle, to listen publicly to reproduced music and speech in the vehicle.
 - k. smoke in the vehicle or at the stops.
16. The Passengers are obliged to adhere the instructions of the authorized person, which aims to ensure its safety and the safety of other passengers or the safety and traffic flow.
17. The passenger is obliged to pay the fare and on the request of an authorized employee to produce a valid travel document, which is a travel ticket, transport chip card or electronic travel ticket in a mobile communication device (hereinafter "MCD"), as well as other documents entitling the passenger free of charge, possibly discounted transport.

18. A passenger with an electronic travel ticket is obliged to board the vehicle only with a due electronic travel ticket in his mobile communication device, i.e., upon receipt of a verification message from the operator. In the case of a transport inspection, passenger is obliged to submit his MCD to an authorized employee of the Carrier for checking the validity of the electronic ticket and to enable verification of all necessary details on its validity. At the same time, the passenger will provide the maximum possible co-operation during the inspection to verify the validity of the electronic ticket. If the passenger does not meet these conditions, or part of them, he is considered a passenger without a valid ticket for the purposes of control. The electronic ticket is not valid, if an authorized employee of Carriers finds out the code from the electronic ticket if the MCD is no valid.
19. The passenger is obliged to pay immediately on the spot, if during the inspection he cannot produce a valid ticket in accordance with the previous point of this article, these Transport Rules, otherwise passenger is obliged to provide identification data to recover travel and penalty payment, as well as other compensation for damage to the vehicle or transport equipment caused by the passenger or for pollution of the vehicle.
20. At the request of an authorized employee, the passenger is obliged to prove his / her identity. In order to establish his identity, an authorized employee may, if necessary, request the assistance of the police, in which case the passenger must endure the time necessary to establish his identity in the vehicle.
21. Upon arrival of the vehicle at the final exit stop, all passengers must get out of the vehicle.
22. In times of the state of emergency declared by state authorities due to an epidemic or pandemic situation, the passenger is obliged to observe the ban on entry and transport in a public transport vehicle without covering his mouth and face in a suitable way (e.g., drape, respirator, scarf, shawl, etc.).

Article 5.

Scope of special rights and obligations of the selected group of passengers

1. Passengers with disabilities and passengers with reduced mobility, including accompanying persons, have special transport rights. A person older than 15 (fifteen) years is considered a competent guide for a person with a severe disability. For people with severe disabilities, a dog with special training can also serve as a guide.
2. For passengers with severe disabilities (holders of severe disability and severe disability -G cards), sick people and pregnant women, the carrier must reserve in each vehicle and clearly indicate at least six seats, located in the front of the vehicle, and one seat for a visually impaired person, including a place for a guide dog. If additional seating is required for these persons, passengers near them are obliged to vacate another seating position at the request of an authorized employee of the Carrier or such a passenger.
3. Visually impaired person has the right for transport with guide dog marked for this purpose with white harness with red cross or safety orange strips.
4. The passenger who has special rights during the transport has the right to get on and off safely with the assistance of an employee of the Carrier, provided that the employee of the Carrier, or his guide, or pointed out another person.

5. Services where the Carrier guarantees the operation of vehicles with barrier-free access are marked with a pictogram in the timetables.
6. The carrier may refuse to board a person with a disability or reduced mobility only if the maximum occupancy of the vehicle is exceeded and it is not possible to place such a person in a place designated to ensure his/her safe transport, or if the construction of the vehicle or infrastructure of the equipment of stops and stations physically prevents such a person from getting on/off in a safe way.
7. If a visually impaired person with a white cane or a guide dog is standing at the stop sign, the Carrier is obliged to stop every other vehicle standing at the stop again at the stop sign; this provision does not apply to final stops.
8. Carriage of children under 6 years of age without accompanying passengers older than 10 years is not allowed. If all seating positions in the vehicle are occupied, a passenger with a child transported free of charge may occupy only one seating position; when the passenger has the right to free transport of children is determined by the Tariff. If a minor uses public transport himself, he or she is considered competent for such legal acts which are, by their nature, appropriate to the mental and voluntary maturity corresponding to his or her age.
9. If the passenger needs medical treatment during transport and if he/she is not able to seek medical help himself, the Carrier will take care of calling for medical help.

Article 6.

Scope of transportation of luggage, live animals, strollers and wheelchairs

1. The passenger has the right to take with him in the vehicle:
 - a. things that can be easily, quickly and safely loaded and placed in the vehicle, as long as it does not endanger own health and safety and health and safety of other passengers (hand luggage)
 - b. live animals, if the special conditions laid down for their transport are met, within the meaning of point no. 6 et seq., of this Article, of these Transport Regulations;
 - c. 1 (one) stroller for child, if the special conditions laid down for their transport are met, within the meaning of point no. 10 et seq., of this Article, of these Transport Regulations;
 - d. 1 (one) pair of skis with poles, provided that they are firmly attached or packed in a special package;
 - e. 1 (one) snowboard;
 - f. 1 (one) sledge;
2. The following items are excluded from transport:
 - a. things the carriage of which is prohibited by law;
 - b. loaded weapons, with the exception of firearms of members of the armed forces and of the police, for the transport of which special regulations apply;
 - c. things which may endanger the safety of operation, in particular flammable, explosive substances, or which may damage or contaminate passengers or the vehicle, in particular due to improper packaging;
 - d. things that could bother passengers with their odour, repulsive appearance.

- e. luggage weighing more than 50 kg and luggage exceeding 80 cm x 60 cm x 50 cm, as well as items longer than 300 cm with a diameter or diagonal greater than 20 cm, and a board-shaped item if larger than 150cm x 100cm x 10cm.
3. The Carrier transports the luggage together with the passenger, the Passenger supervises the luggage himself and the Carrier is not liable for damage, loss or theft of the luggage.
4. The luggage must be placed by the passenger in the vehicle in such a way that it does not impede the performance of the service of the Carrier's employees, does not hinder during getting on/off the passengers and passage inside the vehicle.
5. If required by the safety or comfort of other passengers, the passenger is obliged to store luggage according to the instructions of the carrier's authorized person, and luggage not complying with the provisions of these Transport Regulations must be removed at the nearest stop at the request of the carrier's authorized person.
6. Passengers may take live animals with them, unless special regulations prevent this, if their carriage does not bother other passengers, does not endanger their health and that they are in suitable closed boxes with an impermeable bottom. The provisions on the transport of luggage apply to the transport of animal boxes.
7. Without a box, a dog that has a secure muzzle and is held on a short leash can be taken into the vehicle. Generally a maximum of 1 (one) dog without a box may be transported in 1 (one) vehicle; or 2 (two) dogs if transported with one passenger.
8. A passenger with a dog without a box can board and be transported only with the driver's knowledge. The passenger requests the boarding by raising his hand or verbally. The driver agrees to board with a gesture or verbally, while the driver has the option to refuse the transport of a dog without a box if the transport conditions in the vehicle do not allow such transport, or if it is a sick, dirty or aggressive dog.
9. The provision of point no. 7 does not apply to a dog with special training, which is marked:
 - a. dog with completed special training with appropriate harness and mark. The guide dog has a harness, which includes a driver - a handle attached to the harness. The assistance and signal dog has a harness that is adapted to the needs of a particular person. At the request of the Carrier, the special training is evidenced by a "Special Training Dog Pass" and a tag which has the same number as the license number and indicates the type of training. The tag is worn by the dog in a visible place. A dog with special training does not have to have a muzzle;
 - b. a dog included in the "Training" program in a white harness with a mark with the logo and telephone number of the Training School for Guide and Assistance Dogs (hereinafter referred to as "TSAGD"). Including in the training is proven with identification card TSAGD. A dog included in the "Training" does not have to have a muzzle;
 - c. dog included in the "Education" program in a blue harness with a tag with the logo and telephone number TSAGD. Including in the training is proven with identification card TSAGD. A dog included in the program "Education" does not have to have a muzzle.
10. A passenger with a pram and / or wheelchair may only board and be transported with the driver's knowledge. The passenger requests the boarding by raising his hand or verbally. The

driver agrees to board with a gesture or verbally, while the driver has the option to refuse the transport pram or a wheelchair if the vehicle does not allow such transport. Before getting off is obliged to warn the driver of the exit by pressing the appropriate signal button, if the vehicle is equipped with it.

11. The passenger is obliged to get on/off with a pram or wheelchair through the door of the vehicle, which is designated for this getting on/off and marked with the appropriate pictogram. A pram or wheelchair may be placed in the vehicle only in a designated place, which is marked with the appropriate pictogram for their transport. The passenger generally arranges the loading and unloading of the pram as himself/herself.
12. A passenger may sit in a wheelchair while driving and in a restricted area only if the wheelchair can be braked firmly and the wheelchair will not endanger or restrict other passengers.
13. If the vehicle is not specially adapted for securing a wheelchair or pram while driving, the passenger or his guide is obliged to ensure that any movement in the vehicle does not endanger other passengers.
14. One stroller or wheelchair may be transported in the vehicle at the same time. Exceptionally, the driver may allow the carriage of additional prams or wheelchairs if the conditions in the vehicle allow it.
15. The Carrier reserves the right to exclude from carriage any luggage, dangerous goods as well as the passenger's animal if it is an obstacle to safe and peaceful carriage of passengers or endangers the health of passengers, or if the operating conditions, especially the occupancy of the vehicle do not allow it.

Article 7.

Exclusion of persons from transport

1. A passenger who does not fulfil the obligations arising from the transport regulations will be excluded from the carriage. Exclusion must not endanger the health and safety of the passenger.
2. The persons who show excessive consumption of alcoholic beverages, narcotics or psychotropic substances and persons who may be a burden to their passengers due to illness or extreme soiling of their clothes or for other reasons do not have access to the carriage and will be excluded from the transport.
3. The authorized employee is also entitled to exclude:
 - a. persons who do not comply with the transport regulations, instructions and orders of authorized staff, stay in the vehicle illegally or interfere with the safe and peaceful transport of their behaviour, pollute the vehicle or otherwise harass passengers.
 - b. persons without a valid travel document who do not fulfil the obligation to pay the fare and penalty payment.
 - c. persons without suitable face protection (drape, respirator, scarf, shawl, etc.) if required by an emergency situation.

4. Exclusion from carriage after the start of the journey shall be made with regard to the health or safety of the excluded person when getting off. Person younger than 15 (fifteen) years can be excluded from transport only in the stop.
5. A passenger who has been wrongly excluded from carriage is entitled for reimbursement of fare.

Article 8.

Items whose transport is excluded, lost and found items

1. It is not allowed for a passenger to take with him in the vehicle:
 - a. matters the transport of which is prohibited by generally binding regulations or measures of state administration bodies;
 - b. dangerous substances and objects which, by their nature, can cause an explosion, fire, damage to the vehicle, as well as injury, poisoning, burns and disease to humans and animals; special regulations stipulate dangerous substances and objects excluded from transport;
 - c. loaded firearms; this provision shall not apply to firearms of members of the armed forces and of the security forces, the carriage of which is subject to special regulations;
 - d. things that can damage or pollute passengers or the vehicle;
 - e. things that could bother passengers with their odour, repulsive appearance;
 - f. one piece of luggage weighing more than 50 kg or more pieces of luggage weighing more than 50 kg;
 - g. an object larger than 50 x 60 x 80 cm (e.g. bicycle, moped, motorcycle, etc.), or an object longer than 300 cm with a diameter greater than 20 cm (e.g. carpet, etc.), and in the case of a board-shaped object, if larger than 10 x 100 x 150 cm, does not apply to prams or wheelchairs;
 - h. other things, if the operating conditions do not allow it, in particular the occupancy of the vehicle;
 - i. bicycle - except in cases where its transport is permitted by a special and published (at least on the carrier's website) notice of the Carrier and at the same time meets the provisions of these transport regulations.
2. The Carrier reserves the right to exclude from carriage any luggage, dangerous goods as well as the passenger's animal if it is an obstacle to safe and peaceful carriage of passengers or endangers the health of passengers, or if the operating conditions, especially the occupancy of the vehicle do not allow it.
3. If the driver has found lost item in the vehicle that can be considered lost or forgotten, or if the passenger handed over to the driver such a finding that he found in the vehicle, the driver is obliged to take over the item.
4. A passenger who has lost or forgotten the item in the vehicle will register with the relevant Carrier. If a passenger who has lost or forgotten that item in the vehicle, reports to the driver, and there is no doubt about the truth of his statement (correctly describes the finding, or the content of the finding, etc.), the driver is obliged to issue the finding to him, on the condition the passenger provides personal data (identity document) for making an entry in the vehicle's operating document and the passenger confirms the receipt of the finding by signing.

5. The Carrier collects and issues findings at a designated place of the Carrier. The carrier shall hand over the identity documents to the nearest relevant police department for the place of discovery. The passenger will find out more information on the information lines of individual carriers.

Article 9.

Delay or failure to complete the transport

1. A passenger who meets the conditions set out in the Transport Regulations and the Tariff Terms has the right to be transported by the Carrier properly and in time according to the timetable to the destination stop. If the Carrier cannot transport it from the boarding stop by the vehicle for which it was checked in, or if it was impossible to continue the started journey, the passenger has the right to transport to the destination stop by another vehicle of the same or another line, without paying additional fare.
2. The citizen has the right to transport on a specific line connection only if the vehicle is not fully occupied, which is not guaranteed by the Carrier.
3. In the event of a delay or failure to make a connection of more than 20 minutes, the carrier shall, at the request of the passenger, confirm in writing the time and section, or the place of interruption of the service and the reason for it. Confirmations are issued centrally at the address of the Carrier's registered office.

Article 10.

Emergencies and passenger protection procedures

1. Extraordinary events during transport include, but are not limited to:
 - a. traffic accident.
 - b. fire in the vehicle.
 - c. an accident or sudden deterioration of the state of health, where is the health of passenger, the authorized person of the Carrier or other persons is endangered;
 - d. interruption of traffic for more than 15 minutes;
 - e. other situations as a result of which the smooth operation of passenger transport is disrupted and require actions by an authorized person of the Carrier, in order to maintain the health and safety of passengers.
2. Authorized persons of the Carrier in the event of a traffic accident or other extraordinary situation in which health is endangered or threatened, or other damage to the passengers has occurred, they shall take all necessary measures to stop and avert it.
3. Authorized persons of the Carrier, or the other participants in the transport process are obliged to immediately call for medical assistance and, until its arrival, to provide the necessary medical assistance to the affected participants in the traffic accident whose life and health were endangered.
4. An authorized person of the Carrier participates in the resolution of an extraordinary event, who, in cooperation with the traffic police, or with other competent officials, to eliminate the consequences and resume traffic as soon as possible.

5. If the passenger notices in the vehicle that the safety and health of the passengers is endangered, he is obliged to notify the authorized person of the Carrier.
6. If, in the event of an emergency, persons are injured or killed, material damage is caused to the vehicle, its equipment and facilities, transport equipment or other property, the passenger is obliged to provide the authorized person of the Carrier with data important for the investigation of the emergency.
7. If the passenger is injured or his property directly related to the transport is damaged, the passenger is obliged to immediately report this event to the carrier's authorized person, who records the extent of injury/damage, name, surname, address, date of birth and passenger's identity card, witness of the event, or the other known circumstances of the event.
8. In the event of interruption of transport outside the stop or station, the carrier's authorized person will allow passengers to get out of the vehicle only in the following cases:
 - a. in the event of an obstacle, or in the event of a breakdown or accident in a vehicle in which the service is expected to be interrupted for more than 15 minutes;
 - b. in case of sudden illness, resp. nausea of any of the passengers;
 - c. in the event of the death of a passenger in a vehicle;
 - d. in the event of a fire in the vehicle;
 - e. if the driver suddenly becomes incapable of performing the service.
9. Passengers may get off the vehicle only at the request of an authorized person of the Carrier, who is obliged to ensure safe exit from the vehicle.
10. The carrier may interrupt the transport even in the event of exceptional weather conditions, as a result of which the continuation of the transport would be dangerous, such as continuous icing, fog, storms, etc.
11. In the event of an extraordinary event, the Carrier is obliged to provide alternative transport in a reasonable time.

Article 11.

Complaints, claims, damage

1. If the passenger, or the person who is entitled to file a complaint about the transport or in connection with the transport, he must file it with the Carrier in writing, without a long delay, no later than 6 months after the transport. If the passenger exercises the right by an verbal complaint, the Carrier shall issue a record of it. In the complaint, the entitled party must define his requirements and briefly justify them. He/she must also attach documents certifying the legitimacy of his claim.
2. If the complaint does not have all the requisites, the Carrier will immediately invite the complainant to complete it within the specified period. If the complaint is not completed and is not sent within the specified period of not less than 8 days, it shall be deemed as not to be filed.
3. The passenger, legal or authorized representative of the passenger is entitled to complain.

4. If the passenger or the person who is entitled to file a complaint about the transport or related to the transport, he must file it with the Carrier in writing, without long delay, no later than within 7 calendar days from the fact to which the complaint relates.
5. If, during the carriage, the passenger suffers damage to health or damage to his hand luggage or to items carried, and if this damage is caused by the special nature of the means of transport, the Carrier shall be liable to him and this right may be exercised by a court.
6. If the entitled party claims damage caused to health and property, or damage caused by theft or loss of property in the sense of the previous point, of this article of these Transport Rules, proceeds in accordance with Article 427 et seq. of the Civil Code.

Article 12.

Verification of travel documents

1. The control of travel documents is performed by an Authorized Employee of the Carrier, specified in more detail, incl. 1 par. 8 of these Transport Regulations, this inspection being performed directly in the vehicle.
2. During the inspection of travel documents, it must be clear that the inspection is performed by an Authorized Employee of the Carrier. For the purpose of the inspection, the inspector is equipped with a traffic inspector's card or an inspection badge, which he/she must have in a visible place during the inspection (the inspector's identification card). When performing the control, the dispatcher and the driver are identified by a control badge, unless they are in uniform.
3. At the request of the Authorized Employee, the Passenger is obliged to present a travel document (paper / electronic) or a ticket for a discount on the fare for inspection at any time during transport or at the moment of getting off the vehicle. This obligation also applies to the area outside the vehicle, if it is performed at the final stop, or enclosed space.
4. The passenger who, at the request of the Authorized Employee in the sense of the par. 1 and par. 2 of this article, these Transport Rules cannot produce a valid ticket, he is obliged to pay the Carrier a fine in addition to the fare, while the rates of penalty payments are specified in the Tariff Terms.
5. If the passenger does not pay the required travel and fine directly in the vehicle to the Authorized Employee, he is obliged to provide him with his personal data by means of an identity document necessary for the recovery of the travel and the fine. If the passenger cannot or does not want to provide this information, he/she is obliged to tolerate the time necessary to determine the identity of the calling of police officers.
6. When checking the SMS ticket, and the ticket purchased through a mobile application, the passenger is obliged to submit a ticket and allow it to be verified by submitting to the MCD inspection through which its ticket has been proven to be purchased, whether SMS or via mobile application. The passenger is obliged to allow to see not only the text received by the SMS but also other details of this message. If a passenger does not meet these conditions or part of them, he/she is considered a passenger without a valid ticket and the carrier is eligible from this passenger to further require penalties within the meaning of Tariff Terms.

Article 13.

Travel documents and their proof

1. Tariff Terms and Conditions regulates basic fare, surcharges and discounts and other reimbursements associated with passengers shipping, their luggage and animals as well as the conditions under which they apply.
2. Tariff Terms are issued by the Carrier who is obliged to ensure that the basic data has been made available to the public.
3. Passengers unless they do not have the right to free transport, they are obliged to pay fare determined by the tariff for single ride or for the right to be transported over a period of time.
4. A passenger who does not use his/her right to shipment obtained by paying the fare, does not have the right for reimbursement of the paid amount.
5. Travel tickets are single, prepaid and electronic (45-minute, 24-hour).
6. Single tickets that are purchased with the vehicle driver and in electronic form give an entitlement to passenger for one public transport without transfer, on the service in which they were issued, respectively which an electronic deduction has been performed. Such a ticket is expired at the moment of getting off the vehicle.
7. Single tickets can be purchased in a vehicle for cash from the driver, respectively with transport chip card, using reader, passengers can purchase single ticket for cash exclusively when entering the vehicle and only during standing at the stop.
8. Prepaid tickets are long-term, either for 30 days or 90 days and they are in electronic form. Holder of such ticket is entitled for an unlimited number of journeys within its time period and can be purchased at the pre-sales points of the Carrier, or at the sales points of contractually agreed dealers. The validity of the prepaid ticket is ending with the expirations of the last day of validity of the ticket.

9. There are electronic tickets for 45-minutes and 24-hours and they are purchased through MCD. Passenger - holder of such a ticket is entitled for an unlimited number of journeys within its time period. The validity is ending with the expiration of the last minute of validity.
10. Electronic ticket for 45 minutes, so-called. "basic", the passenger can purchase by sending an empty SMS to number 1133, and a 24-hour ticket by sending text message with the text "DEN" or "24" to 1133. The Passenger can purchase the electronic ticket also through mobile application.
11. The ticket have to contain obvious data that allows you to control its validity and accuracy of its use according to the situation.
12. The passenger must have a valid travel ticket throughout the time of journey as well as at the moment of getting off vehicle. For lost, destroyed or damaged ticket the carrier does not provide compensation.
13. Detailed conditions of use and validity of tickets determines Tariff Terms.
14. The SMS travel ticket is valid in accordance with the valid tariff conditions. The passenger is obliged to have a confirmation of receipt of a valid SMS travel ticket at the MCD upon boarding the vehicle. The SMS ticket is invalid: if it has expired, has not been sent directly by the contractual SMS ticket distributor, has been modified in any way, or forwarded from a source other than the original source providing the service, it is not possible to verify its validity for reasons on the part of the passenger. This provision shall apply mutatis mutandis in the case of payment of a travel document via a mobile application.

Artice14.

Final provisions

1. The Carrier is obliged to ensure the publication and accessibility of the Transport Regulations, the Timetable as well as Tariff Terms in the Carrier's Transport offices, Carrier's Partner offices, in the Carrier's headquarters and Carrier's website.
2. This Transport regulations in this wording shall enter into force and efficiency from 01.01.2021.

In Banská Bystrica, on 18.12.2020

Signature: *illegible signature*
Name: PhDr. Adrian Polony
Function: Chairman of the Board

Signature: *illegible signature*
Name: Mgr. Mariana Ondrejčáková Šeligová
Function: Deputy Chairman of the Board

Signature: *illegible signature*
Name: Ing. Anton Mazán
Function: Member of the Board

stamp imprint with text:
Slovenská autobusová doprava
Zvolen, a.s.
Zvolen

Annex no. 1: Tariff terms

TARIFF TERMS OF MUNICIPAL PUBLIC TRANSPORTATION IN BANSKÁ BYSTRICA

With the effect from 01.01.2021.

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Article I. Basic Provisions

- 1.1. Tariff Terms of public transport in Banská Bystrica (hereinafter **referred to as "Tariff Terms"**) regulate the relations between company "Slovenská autobusová doprava Zvolen, akciová spoločnosť" (hereinafter referred to as **"Carrier"**) and the passenger.

- 1.2. In accordance with Act no. 56/2012. Coll. on road transport as amended, Act no. 514/2009 Coll. by railroad transport, as amended, Tariff Terms regulate primarily rates of basic, surcharges and discounts from it and other payments associated with the carriage of passengers, hand luggage, strollers and live pet, as well as the conditions of the carrier in which the rates apply.
- 1.3. The following transport - tariff principles apply to the transport of passengers, their luggage, prams and live pets of public transport vehicles (hereinafter referred to as "**public transport**"):
 - the tariff is non-transferable (with the exception of electronic SMS tickets / CVAK mobile application),
 - single fare and luggage tickets are paid in the public transport vehicle from the transport chip card (hereinafter referred to as "**TC**") of the carrier, or from TCs of contractually agreed carriers, or in cash at the driver, or via electronic travel tickets SMS tickets /or mobile application CVAK),
 - tariff fare is flat (not according performance)
 - the tariff rate determines the amount of fare (for the transport of persons) and luggage tickets (for the transport of hand luggage or animals).
- 1.4. The term valid ticket means:
 - single paper ticket (hereinafter referred to as "**ST**") purchased in cash from a public transport driver,
 - a single electronic ticket, entered in the TC by an electronic reading device in a public transport vehicle,
 - time prepaid travel ticket (hereinafter „**TPT**"),
 - electronic ticket bought through SMS or mobile application CVAK (hereinafter only „**ET SMS/CVAK**"),
 - document authorizing free transport.

Article II. Types and prices of tickets, fees and penalty payments

2.1. Single tickets purchased in public transport vehicles:

PASSENGERS WITHOUT A TRANSPORT CARD		Fares
2.1.1.	Passengers carrying for basic fares	1.00 €
TRAVELLING BY SHOWING ELIGIBILITY TO A REDUCED FARE		Fares
FARES		
2.1.2.	Children from 6 to 16 years	0.50€
2.1.3.	Pupils and students up to 26 years	0.50 €
2.1.4.	Seniors	0.50 €
2.1.5.	Persons with serious disabilities including their guides, guiding dogs and dogs with special training traveling with them.	0.50 €

PASSENGERS AFTER PRESENTATION OF ENTITLEMENT TO REDUCED FARES WITH A VALID PASS ISSUED BY THE CARRIER (TRANSPORT CARD) OR A VALID DOCUMENT ACCEPTED BY CARRIER *		Fares
2.1.6.	Children from 6 to 16 years	0.30 €
2.1.7.	Pupils and students up to 26 years*	0.30 €
2.1.8.	Passengers carrying for basic fares	0.50 €
2.1.9.	Seniors	0.30 €
2.1.10.	Persons with serious disabilities including their guides, guiding dogs and dogs with special training traveling with them.	0.15 €

*ISIC and ISIC/EURO<26 Cards

DESIGNATED GROUP OF PASSENGERS WITH ADDITIONAL REDUCED FARES AFTER PROOF OF ENTITLEMENT TO ADDITIONAL DISCOUNTED TRAVEL PAYMENT BY A VALID PASS ISSUED BY A CARRIER (TRANSPORT CARD)		Fares
2.1.11.	Citizens above 70 years of age	0.15 €
2.1.12.	Holders of the Golden Jansky's Plaque, the Diamond Jansky's Plaque and the Kňazovický's Medal	0.15 €
2.1.13.	Employees of carriers providing services in the public interest in the territory of the City of Banská Bystrica	0.01 €

LUGGAGE TICKETS PAID IN CASH		Luggage ticket
2.1.14.	Luggage or box for the transport of animals with dimensions more than 30x50x60 cm, narrow objects longer than 150 cm or objects in the shape of a board with dimensions more than 5x80x100 cm, even if it exceeds one of the above dimensions, subject of charge is the second and another piece of transported things: Stroller without a child or transport of animals out of the box	0.70 €

LUGGAGE TICKETS PAID WITH TRANSPORT CARD		Luggage ticket
2.1.15.	Luggage or box for the transport of animals with dimensions more than 30x50x60 cm, narrow objects longer than 150 cm or objects in the shape of a board with dimensions more than 5x80x100 cm, even if it exceeds one of the above dimensions, subject of charge is the second and another piece of transported things: Stroller without a child or transport of animals out of the box	0.50 €

CHANGE		Fares
2.1.16.	One transfer when paying by transport card within 45 minutes of boarding	0.10 €

2.2. Prepaid tickets (PT) on sale at points of sale purchased through TC:

TIME PREPAID TICKETS (TRANSPORT CARD)		Fares
2.2.1.	Basic - 30 days	20.00 €
2.2.2.	Reduced - 30 days	12.00 €
2.2.3.	Basic - 90 days	55.00 €
2.2.4.	Reduced - 90 days	33.00 €

2.3. Electronic travel tickets SMS/mobile application CVAK:

ELECTRONIC TRAVEL TICKET - SMS		Fares
2.3.1.	Basic ticket - SMS (valid 45 minutes from purchase)	0.90 €
2.3.2.	All day ticket - SMS (valid 24 hours from purchase)	3.60 €

ELECTRONIC TRAVEL TICKET - MOBILE APPLICATION "CVAK"		Fares
2.3.3.	Basic ticket - Mobile application "CVAK" (valid 45 minutes from purchase)	0.70 €
2.3.4.	All day ticket - Mobile application "CVAK" (valid 24 hours from purchase)	2.80 €

Penalty payments for violation of transport and tariff regulations:

	Kind of violation of transport and tariff regulations:	Amount of penalty payment
2.4.1.	For travel without a valid ticket or for travel with a discounted ticket without the right to a discount in cash at the time and place of the right to penalty payment or surcharge.	25.00 €
2.4.2.	For travel without a valid ticket or for travel with a discounted ticket without the right to a discount payable in the carrier's box office within 7 calendar days from the day following the day of origin of the claim to penalty payment, or surcharge for passengers older than 16 years.	25.00 €
2.4.3.	For travel without a valid ticket or for travel with a discounted ticket without the right to a discount payable in the carrier's box office within 30 calendar days from the day following the day of origin of the claim to penalty payment, or surcharge	50.00 €
2.4.4.	For travel without a valid ticket or for travel with a discounted ticket without the right to a discount payable in the carrier's box office after the period of 30 calendar days from the day following the day of origin of the claim to penalty payment, or surcharge.	one hundred times the basic fare without surcharges and discounts
2.4.5.	For misuse of a non-transferable transport card.	one hundred times the basic fare without surcharges and discounts
2.4.6.	In the case of intentional alteration of content and falsification ET SMS/CVAK.	300.00 €

2.4.7.	A passenger with a tariff discount card valid at the time of the transport inspection, who was granted the right to a discount on the basic fare and does not prove this card at the time of the transport control, can present this document within 30 calendar days, which obliges him to pay a service charge.	10.00 €
2.4.8.	A passenger who has duly purchased a valid ticket for the relevant route and connection, but does not prove it at the time of the transport inspection, can present this ticket within 30 calendar days from the date of the transport inspection, which obliges him to pay a service charge.	10.00 €
2.4.9.	In case of failure to prove a valid pass for a tariff discount, resp. valid travel ticket within 30 calendar days according to points 2.4.7 and 2.4.8. the passenger is obliged to pay the penalty payment or surcharge.	55.00 €
2.4.10.	A passenger who has a valid time ticket activated at the time of the transport check is obliged to pay a service charge for travel without registering a chip card on the scanning device and the issued registration ticket from the printer of this device.	10.00 €
2.4.11.	A passenger who has duly purchased an electronic ticket - SMS / CVAK, but at the time of the transport inspection, does not prove it due to a malfunctioning MCD (discharged battery or technical failure or illegible display), can present this document within 15 calendar days from the date of the transport inspection, obligation to pay a handling fee.	10.00 €
2.4.12.	The passenger who pollutes the vehicle is obliged to pay the costs of removing the pollution	in full.
2.4.13.	N/A	N/A
2.4.14.	The passenger who damages the vehicle will compensate the carrier for the damage caused in this way	in full.

Article III. Free transport and how to prove its entitlement

3.1. The following persons or things are transported free of charge:

- 3.1.1 children up to the age of 6,
- 3.1.2 Holder of a wheelchair license,
- 3.1.3 Holder of severe disability card on a wheelchair and his/her guide,
- 3.1.4 Holder of a severe disability card with note "blind" and his/her guide or assistance dog,
- 3.1.5 persons entrusted with the performance of state professional supervision and state technical supervision of urban railways pursuant to the Act no. 513/2009 Coll. on Railways and on amendments to certain acts, as amended, and Act no. 514/2009 Coll. on transport on railways, as amended,
- 3.1.6 persons entrusted with the performance of professional supervision over road transport in the territory of the City of Banská Bystrica pursuant to the Act no. 56/2012. Coll. on road transport as amended;
- 3.1.7 Judges of the Constitutional Court according to the Act of the National Council of the Slovak Republic no. 120/1993 Coll. on the salary conditions of certain constitutional officials of the Slovak Republic, as amended,

- 3.1.8 members of the Municipal Police in Banská Bystrica exclusively in uniform,
 - 3.1.9 baby stroller with the child or baby in baby bag,
 - 3.1.10 luggage with dimensions up to 30x50x60 cm (for e.g. backpacks, school bags, briefcases, etc.),
 - 3.1.11 luggage or box for the transport of animals with dimensions less than 30x50x60 cm, narrow objects shorter than 150 cm (e.g. one pair of skis with poles) or objects in the shape of a board with dimensions shorter than 5x80x100 cm; first piece is free of charge, the second and the next piece of transported items is charged in accordance with the price list of the fare and the freight.
- 3.2. For claiming to provide free transport is proving beneficiaries following documents:
- 3.2.1. eligible person within the meaning of point 3.1.1. these Tariff Terms, he/she proves his/her age with a valid identity document or a valid card issued by the carrier, which contains the current photograph of the child, name and surname of the child, date of birth of the child,
 - 3.2.2. eligible person according to point 3.1.2. of these Tariff Terms is proved by a "severely disabled" card issued by the Office of Labour, Social Affairs and Family, while the passenger must be in a wheelchair,
 - 3.2.3. eligible person according to point 3.1.3. of these Tariff Terms is proved by a "severely disabled with guide" card issued by the Office of Labour, Social Affairs and Family, while the passenger must be in a wheelchair, the accompanied holder of the "severely disabled with guide" card proves the right to free travel on behalf of the guide with this card,
 - 3.2.4. eligible person according to point 3.1.4. of these Tariff Terms is proved by a "severely disabled-blind" card issued by the Office of Labour, Social Affairs and Family, the accompanied holder of the "severely disabled-blind" card proves the right to free travel on behalf of the guide/guiding dog with this card,
 - 3.2.5. eligible person according to point 3.1.5. of these Tariff Terms is proved by a card issued pursuant to Art. 36 par. 1 letter o) of Act no. 514/2009 Coll. on transport on railways, as amended, a model of which is given in the directive of the Ministry of Transport and Construction of the Slovak Republic no. 43/2009 on the license of a person authorized to perform state supervision on railways,
 - 3.2.6. eligible person according to point 3.1.6. of these Tariff Terms is proved by a card issued pursuant to Art. 45 par. 9 of Act no. 56/2012 Coll. on road transport as amended, a model of which is given in Art. 12 of the Decree of the Ministry of Transport and Construction of the Slovak Republic no. 124/2012, which implements Act no. 56/2012. Coll. on road transport as amended;
 - 3.2.7. authorized person according to point 3.1.7. of these Tariff Terms is proved by a card of a judge of the Constitutional Court of the Slovak Republic,
 - 3.2.8. according to paragraph 3.1.8. these Tariff Terms, the right to free travel is not proved,
 - 3.2.9. according to paragraph 3.1.9. these Tariff Terms, the right to free travel is not proved,
 - 3.2.10. according to paragraph 3.1.10. these Tariff Terms, the right to free travel is not proved,
 - 3.2.11. according to paragraph 3.1.11. these Tariff Terms, the right to free travel is not proved,
- 3.3. The right to free transport for eligible persons lasts:
- 3.3.1. for eligible person according to point 3.1.1. these Tariff Terms until the day preceding the day of reaching the age of six,
 - 3.3.2. for eligible person, according to point 3.1.2. these Tariff Terms for the period of validity of the "Severe disabled" card,
 - 3.3.3. for eligible person, according to point 3.1.3. these Tariff Terms for the period of validity of the "Severe disabled -G" card,
 - 3.3.4. for eligible person, according to point 3.1.4. these Tariff Terms for the period of validity of the "Severe disabled-blind" card,
 - 3.3.5. for eligible person, according to point 3.1.5. these Tariff Terms for the period of validity of the card,
 - 3.3.6. for eligible person, according to point 3.1.6. these Tariff Terms for the period of validity of the card,

- 3.3.7. for eligible person, according to point 3.1.7. these Tariff Terms for the period of validity of the card,
- 3.3.8. for eligible person, according to point 3.1.8. these Tariff Terms for the period of validity of the card,

Article IV. Tariff discounts and the method of proving their entitlement

- 4.1. In public transport Banská Bystrica, tariff discounts are provided to the following persons:
 - 4.1.1. for children from the age of six to the age of sixteen,
 - 4.1.2. for primary and secondary school pupils and students according to a special regulation¹ for students of universities and faculties according to a special regulation², in the full-time form of study until the completion of a second-cycle higher education, from the age of sixteen to the age of 26,
 - 4.1.3. pensioners up to the age of 70 - citizens of the Slovak Republic or holders of a "Residence permit for foreigners", if they are recipients of old-age and invalidity pensions (with the exception of partial invalidity pensions) according to Art. 29 paragraph 3 of Act no. 100/1988 Coll. on social security as amended and Act no. 461/2003 Coll. on social insurance, as amended, with a decrease in the rate of ability to work above 71% inclusive and to the same level of pensions built up to the age of 70, in retirement pensions and early retirement pensions, only if their recipients are older than sixty-two years of age,
 - 4.1.4. seniors from the age of seventy - a citizen of the Slovak Republic or a holder of a "Residence permit for foreigners" with permanent residence in the Slovak Republic,
 - 4.1.5. citizens with severe disabilities - holders of "severely disabled" or severely disabled with guide" cards,
 - 4.1.6. holders of the Kňazovický's Medal, the Golden or Diamond Jansky's Plaque,
 - 4.1.7. employees of carriers providing services in the public interest on the basis of a contract concluded with the City of Banská Bystrica.
- 4.2. To claim the right to a tariff discount, the entitled persons shall prove themselves with the following documents:
 - 4.2.1. eligible person according to point 4.1.1. of these Tariff Terms is proved by a valid identity document or a carrier's card "16", or a "PUPIL/STUDENT card",
 - 4.2.2. eligible person according to point 4.1.2. of these Tariff Terms is proved by a valid carrier's card "PUPIL, STUDENT", or a valid ISIC card in electronic form, issued in the countries of the European Union, or a valid university student card, or a valid card accepted by the carrier, which contains
the current photograph of the pupil/student, the name and surname of the pupil/student, the date of birth of the pupil/student and the date of validity, which is the only decisive date when assessing the right to a discount,
 - 4.2.3. eligible person according to point 4.1.3. of these Tariff Terms is proved by a valid identity document or a carrier's card "Pensioner",
 - 4.2.4. eligible person according to point 4.1.4. of these Tariff Terms is proved by a valid identity document or a carrier's card "70 Pensioner",
 - 4.2.5. eligible person according to point 4.1.5. these Tariff Terms are proved by "severe disability and severe disability -G" card or a valid identity document with information about a severe disability, or dependence on a guide,
 - 4.2.6. eligible person according to point 4.1.6. of these Tariff Terms is proved by a valid identity document or a carrier's card "Jansky's Plaque holder",
 - 4.2.7. eligible person according to point 4.1.7. of these Tariff Terms is proved by a valid identity document or a carrier's card "Carrier's Employee",

¹ Act No. 245/2008 Coll. on upbringing and education and on the amendment of certain laws as amended

² Act No. 175/2008 Coll. on Higher Education Institutions and on Amendments to certain Acts, as amended.

- 4.3. The carrier's license (or personalized TC) will be issued by the carrier upon presentation of the following documents:
 - 4.3.1. an application for a tariff discount (or an application for the issuance of a TC, hereinafter referred to as the "Application"),
 - 4.3.2. the applicant's identity card (in the case of a card for persons under 15 years of age, the identity card of the legal representative) to verify the identity and data specified in the Application,
 - 4.3.3. a photograph measuring 3x3.5 cm not older than 1 year, which corresponds to the current appearance of the applicant, which is not dirty, creased, torn, printed with any stamp or otherwise devalued and photographic paper was used for its production,
 - 4.3.4. documents proving the right to a tariff discount according to point 4.4.
- 4.4. Entitlement to the provision of a tariff discount according to point 4.1. of these Tariff Terms shall be proved by the eligible persons as follows:
 - 4.4.1. eligible person according to point 4.1.1. of these Tariff Terms is proved by presenting the birth certificate or passport of the child for inspection, in case of doubt, the carrier is entitled to request a certificate of attending the II. level of the primary school,
 - 4.4.2. eligible person, according to point 4.1.2. of these Tariff Terms is proved by presenting of the certificate of school about attendance in particular school year. In the case of extension of the right to validity for a tariff discount in the next school year, only the confirmation of study in the given school year is submitted. The second document is an identity card (i.e., ID card or passport),
 - 4.4.3. eligible person according to point 4.1.3. of these Tariff Terms is proved by submitting the current decision on receiving a pension from the Social Insurance Agency for inspection. The second document is an identity card (i.e., ID card or passport),
 - 4.4.4. eligible person according to point 4.1.4. these Tariff Terms are proved by presenting an identity card (i.e., ID card or passport),
 - 4.4.5. eligible person according to point 4.1.5. of these Tariff Terms is proved by submitting a decision of the Office of Labour, Social Affairs and Family on granting the status of a severe disability or severe disability -G issued by the competent authority. The second document is an identity card (i.e., ID card or passport),
 - 4.4.6. eligible person according to point 4.1.6. of these Tariff Terms is proved by submitting a certificate issued by the Slovak Red Cross on the awarding of the Kňazovický's Medal, Diamond or Golden Jansky's Plaque. The second document is an identity card (i.e., ID card or passport),
 - 4.4.7. eligible person according to point 4.1.7. of these Tariff Terms is proved by submitting a certificate from the employer. The second document is an identity card (i.e., ID card or passport),
- 4.5. The right to provide a tariff discount to eligible persons lasts:
 - 4.5.1. eligible person according to point 4.1.1. these Tariff Terms from the day of reaching the sixth year of age to the day preceding the day of reaching the sixteenth year of age,
 - 4.5.2. eligible person according to point 4.1.2. of these Tariff Terms from the date of reaching the age of sixteen to 31 August of the year in which the current school year ends. In the case of university students, by 30th September of the year in which the current school year ends. In the case of the last year of study, by 30th June of the year in which the current school year ends. At the same time, the entitlement lasts for a maximum of the day preceding the day of reaching the age of twenty-six,
 - 4.5.3. eligible person according to point 4.1.3. of these Tariff Terms from the date of award of the relevant pension until the day preceding the day of reaching the age of seventy. In the case of awarding a retirement or retirement pension before reaching the age of 62, the right to receive a discount arises on the day of reaching the age of 62,
 - 4.5.4. eligible person according to point 4.1.4. these Tariff Terms from the date of reaching the age of seventy,
 - 4.5.5. for eligible person, according to point 3.1.2. these Tariff Terms for the period of validity of the "Severe disability or Severe disability-G" card,

- 4.5.6. eligible person according to point 4.1.7. of these Tariff Terms for the period of validity of the employment contract or similar employment relationship with the carrier providing services in the public interest on the basis of a contract with the City of Banská Bystrica.
- 4.6. The passenger can also prove the right to a tariff discount with a license from another contractually agreed carrier operating transport in public transport Banská Bystrica.
- 4.7. A passenger traveling on a discounted ticket is obliged, at the request of the authorized person of the carrier, to produce an identity card with the consenting data stated on the tariff discount card.
- 4.8. Combining tariff discounts, including the right to free transport, is not allowed. If the passenger is entitled to several tariff discounts, he can claim only one of them.
- 4.9. The scope of data required and processed when purchasing a prepaid ticket and when issuing a TC and master certificate is:
- a) name and surname
 - b) date of birth
 - c) permanent address
 - d) ID card number, passport or for children under 15 years of age extract from the birth register.
- Personal data is used to ensure the eligibility of the tariff discounts provided by the carrier on the fare and will be processed exclusively for this purpose.
- 4.10. Providing of the required data referred to in point 4.9. of these Tariff Terms is voluntary. The consequence of the refusal to provide personal data is the loss of the right to use a tariff discount on travel expenses.

Article V. Principles of using single ticket

- 5.1. Single tickets (ST) are sold in paper form to the driver of the public transport vehicle and in electronic form on an electronic reading device (reader). The paper printed travel ticket purchased via TC serves as an informative document, decisive is the data entered in the card chip.
- 5.2. ST can be purchased cashless via TC or cash - money. TC malfunction is not a reason to travel without a valid ticket. In this case, the passenger is obliged to purchase a ST in the form of cash payment.
- 5.3. A ST purchased in a public transport vehicle is valid for one public transport journey without a transfer, on the service on which it was issued. After getting off the vehicle (end of the trip, transfer, interruption of the trip) it expires and in case of another trip it is necessary to buy a new ticket.
- 5.4. The passenger can buy the ST only when boarding the public transport vehicle and exclusively while the vehicle is stationed at a stop at the price set for sale to the driver. After purchasing the ticket, the passenger is obliged to make sure that he has been issued a ticket in the type and price he requested.
- 5.5. The sale of ST may be refused by the driver if the passenger buys ST with disproportionately high cash. Excessively high cash means cash higher than 20 times the price of the purchased ticket. If the passenger insists on the carriage and the driver does not have sufficient cash at his disposal for the expense, which will alert the passenger, the driver will take over the banknote of higher value by issuing the passenger a receipt for the amount exceeding the paid value. After submitting the receipt at the carrier's registered office, the customer will receive the expense, at the earliest 24 hours after the payment has been made in the public transport vehicle.
- 5.6. The passenger must have a valid ticket with him/her for the entire duration of the transport, as well as at the moment of getting off the public transport vehicle and to prove it to the authorized person of the carrier upon request.

- 5.7. It is not allowed to use a combination of several tickets for another destination, even if their total price is the same or higher than the fare prescribed by the tariff.
- 5.8. An inspector or other authorized person of the carrier has the right to take the ticket from passenger (if used as evidence).
- 5.9. No compensation is provided for lost, damaged, destroyed or unused ST.
- 5.10. It is not possible to transfer a travel ticket to another person unless it has been purchased directly for them.
- 5.11. Discounted STs are a valid travel ticket only together with the relevant tariff discount card according to point 4.2. these Tariff Terms. Otherwise, they have the character of an invalid ticket.

Article VI. Principles of using the discount for transfer in public transport

- 6.1. The discount on the fare for the transfer to public transport in Banská Bystrica is provided exclusively to passengers who purchase ST and use TC to pay the fare and make the first transfer within 45 minutes of the first journey.
- 6.2. In the event of a transfer of a passenger (after fulfilling the conditions), the electronic reading device (reader) will automatically issue a ST with a transfer discount after the TC has been attached - a travel ticket according to point 2.1.16. these Tariff Terms.

Article VII. Principles of using luggage tickets

- 7.1. Single tickets (hereinafter only "LT") are sold in paper form to the driver of the public transport vehicle and in electronic form on an electronic reading device (reader).
- 7.2. ST can be purchased cashless via TC or in cash - money. TC malfunction is not a reason to travel without a valid luggage ticket (LT). In this case, the passenger is obliged to purchase a FT in the form of cash payment.
- 7.3. The passenger can buy the LT only when boarding the public transport vehicle and exclusively while the vehicle is stationed at a stop at the price set for sale to the driver. After purchasing the luggage ticket, the passenger is obliged to make sure that he has been issued a luggage ticket in the type and price he requested.
- 7.4. For LT ticket is transported hand luggage with dimensions greater than 30x50x60 cm, cylinder-shaped luggage longer than 150 cm with a diameter greater than 10 cm, board-shaped luggage with dimensions greater than 5x80x100 cm.
- 7.5. The other principles of use of LT are the same as the principles of use stated in Article V. of these Tariff Terms.

Article VIII. Principles of using prepaid long - term tickets

- 8.1. The sale of prepaid long-term tickets in electronic form on electronic media (TC) is provided by the carrier at its pre-sale points or at the points of sale of contractually agreed dealers. The carrier is entitled to charge for an act that will allow the passenger to apply a discount - prepaid long term ticket, according to the carrier's price list. Prepaid long term ticket can be purchased by each person after the age of 16, if he/she is holder of a valid transport card.

- 8.2. The prepaid long term ticket consists of an electronic TC carrier and a master certificate, which is placed on the TC. The prepaid long term ticket is valid only together with the master certificate issued by the carrier, resp. other carriers that provide transport in public transport Banská Bystrica.
- 8.3. The master list certificate contains the name and surname, a photograph measuring 3x3.5 cm, which corresponds to the current appearance of the holder, the card number and the validity of the TC
- 8.4. The prepaid long term ticket is valid for an unlimited number of journeys within the scope of its time validity. The starting date of validity of the prepaid long term ticket is the day of the passenger's choice, which may not be earlier than the date of sale of the prepaid long term ticket and may not fall within the period of validity of the previous prepaid long term ticket. The validity of the prepaid long term ticket is ending with the expirations of the last day of validity of the ticket.
- 8.5. The basic or discounted prepaid long term ticket for 30 days is valid for 30 calendar days from the day chosen by the passenger for an unlimited number of trips and is non-transferable.
- 8.6. The basic or discounted prepaid long term ticket for 90 days is valid for 90 calendar days from the day chosen by the passenger for an unlimited number of trips and is non-transferable.
- 8.7. When selling a prepaid long-term ticket, the passenger will receive a receipt. The receipt serves to inform the passenger about the time of validity of the ticket and the amount of the paid fare. In case of improper storage of the receipt, the manufacturer does not guarantee data retention. The receipt is not a travel document. The data entered in the card chip is decisive for the performance of the transport control, which the authorized person of the carrier - traffic controller / inspector controls in a portable inspector's reader.
- 8.8. Prepaid long term ticket discounted according to point 2.2.2. of these Tariff Terms may be activated by passengers who meet the conditions for the granting of a tariff discount pursuant to Article IV. these Tariff Terms.
- 8.9. The submitted receipt of payment of long-term prepaid long term tickets serves as an informative document in a case of claim.
- 8.10. The prepaid long-term ticket is valid only after marked the start of the journey, by attaching the TC to the reader (at the front and second doors of the public transport vehicle), otherwise the ticket is invalid. The start of the journey is recorded in the TC chip. The passenger is obliged to make sure on the display of the marker that the marking of the start of the journey has been recorded on the TK. The validity of the marked journey at prepaid long term ticket ends with getting out of the public transport vehicle.
- 8.11. The electronic carrier can be used as a prepaid long term ticket as well as an electronic wallet (TC). It is possible to have activated prepaid long term tickets on the electronic medium for two time periods at the same time, and these periods must not overlap.
- 8.12. The holder of prepaid long term ticket can enter the public transport vehicle through all doors (if they are equipped with electronic readers). If the prepaid long term ticket holder also wants to use the transport card as an electronic wallet to purchase another ticket, he must mark the start of the journey on the prepaid long term ticket and then select the necessary ST combination for the passenger(s) on the electronic reading device (reader).
- 8.13. In case of impossibility to mark the boarding of a passenger with prepaid long term ticket in a public transport vehicle due to a technical failure on the electronic reading device or the transport chip card itself, the passenger is obliged to immediately inform the public transport driver who, after verifying of prepaid long ticket validity at the time of the transport, it will issue a replacement registration ticket.

- 8.14. The passenger must have a prepaid long-term ticket with him/her for the entire duration of the transport, as well as at the moment of getting off the public transport vehicle and to prove it to the inspector or to the other authorized person of Carrier upon request.
- 8.15. The basic or discounted prepaid long-term ticket is non-transferable and is valid only with the relevant card with the identification data of the time prepaid ticket holder issued by the carrier. If the passenger proves during the transport check the prepaid long term ticket activated on an electronic medium personalized in the name of a passenger other than the one who used it, it is invalid and the transport performed in this way is considered as transport without a valid ticket.
- 8.16. The passenger is not entitled for reimbursement of the fare or part thereof due to non-use, resp. insufficient use of prepaid long term ticket by the passenger.
- 8.17. No compensation is provided for lost, damaged, destroyed or unused prepaid long term tickets.

Article IX. Terms of purchase and use of an electronic ticket

- 9.1. The sale of an electronic travel ticket purchased by a mobile communication device (hereinafter referred to as "MCD") in the form of and text message (hereinafter referred to as "ET SMS") is carried out in cooperation with the aggregator and Slovak mobile operators within the scope of licenses of the National Bank of Slovakia granted by the mobile operator.
- 9.2. The sale of an electronic travel ticket purchased via the CVAK mobile application is carried out in cooperation with the creator of the CVAK application (hereinafter „ET CVAK"). The CVAK mobile application can be installed in MCD with the Android or iOS operating system. Detailed information on how to use the CVAK application is provided in the instructions for use of this application (<https://cvakapp.sk/support>).
- 9.3. When choosing a ticket, the passenger has alternative options and by selecting ET SMS / CVAK he/she voluntarily approaches the conditions of its use and validity check. By purchasing ET SMS / CVAK, the passenger agrees to submit the validity of this ticket for inspection by the authorized person of the carrier MCD for verification of all received ECL SMS / CVAK data (i.e., not only the text of the received SMS message, but also other details). At the same time, when checking the tariff equipment, the passenger shall provide the maximum possible co-operation to verify the validity of the ECL SMS / CVAK. If the passenger does not meet these conditions, or part of them, during the control is considered a passenger without a valid ticket for the purposes of control.
- 9.4. ET SMS / CVAK is transferable and applies to all public transport lines in Banská Bystrica on which the tariff applies.
- 9.5. The basic validity of the ET SMS / CVAK base is 45 minutes and is valid only for the time for which it was issued. The time validity of the full-time ET SMS / CVAK begins at the moment of receipt of the verification message from the mobile operator and ends with the last minute of validity specified in the verification message from the mobile operator. The validity of an electronic ticket purchased in the form of the CVAK mobile application is delayed by 45 seconds from the sending of the request for the purchase of a ticket.
- 9.6. ET SMS / CVAK can also be used as an import fee for the transport of hand luggage. The basic validity of the ET SMS / CVAK is 45 minutes and is valid only for the time for which it was issued.
- 9.7. Passenger can purchase an ET SMS basic for 45 minutes, by sending a blank SMS message to the telephone number 1133. Passenger can purchase an ET SMS All Day, by sending a text message to with the text "DEN" or with the text "24" to the telephone number 1133. Within approximately two minutes, a verification text message will be sent back from the mobile operator. The delay in

receiving the verification SMS message depends on the availability of the signal and the load on the mobile operator's network. For MKZ, which do not allow sending a blank text message, it is necessary to enter the "space" character in the text of the SMS message, which will make it possible to purchase a SMS travel ticket.

9.8. Samples of the verification text message on the type and validity of the purchased ET SMS in the public transport of Banská Bystrica:

a) ET SMS - basic 45 minutes: **Public transport Banská Bystrica**

ET SMS BASIC Price: 0,90 EUR incl. VAT

Validity: 01.7.2020 from 08:00 until 08:45.

Unlimited transfers during the validity period.

Abuse is punishable by law. Bblsk7p5c

b) ET SMS - all day:

Public transport Banská Bystrica

ET SMS ALL DAY

Price: 3,60 EUR including VAT

Valid from: 01.07.2020 08:00

Valid until: 02.07.2020 08:00

Unlimited transfers during the validity period.

Abuse is punishable by law.

Bblsk7p5c

9.9. It is possible to purchase several ET SMS travel tickets from one MCD via text message, as many ET SMS will be sent to MCD as many times a text message was sent according to point 9.7. these Tariff Terms.

9.10. ET SMS will not be delivered if:

- a) there will be no satisfactory conditions for the implementation of the service (insufficient signal, etc.),
- b) payment for ET SMS exceeds the limit on the prepaid card,
- c) the customer's MSISDN is included in the group according to the criteria of the mobile operator, which is not allowed to use the text message payment service,
- d) the total financial volume of transactions made within one billing period for one telephone number exceeded the amount of € 118.50 within the SMS Payment Services system.

9.11. A passenger with ET SMS / CVAK is obliged to board the vehicle only with a valid ET SMS / CVAK in his MCD, it means that in the case of an ET SMS after receiving a verification text message from the mobile operator. The passenger is obliged to board the public transport vehicle only through the first or second door. The rules set out in point 9.12 shall apply to the proof of transport inspection these Tariff Terms.

9.12. In the case of a transport inspection, the passenger with ET SMS/CVAK is obliged to submit his/her MCD to the authorized person of the carrier for checking the validity of ET SMS/CVAK and to enable verification of all necessary details about its validity in a realistic way. At the same time, the passenger declares that he will not have any personal data published on the display, which are subject to the provisions of Act no. 18/2018 Coll. on the protection of personal data and on the amendment of certain laws and will provide maximum cooperation during the verification of the validity of the ET SMS/ CVAK (content and origin of the electronic ticket). If the passenger does not meet these conditions, or part of them, during the control is considered a passenger without a valid ticket. The ET SMS/CVAK is invalid if the authorized person of the carrier finds that the SMS/CVAK code of the ticket is invalid.

9.13. In the case that more than one ET SMS/CVAK has been purchased from one MCD, the passenger is obliged to prove himself/herself with all valid ET SMS / CVAK and to identify the persons for whom the ET SMS /CVAK is intended. If he/she does not do so, the designated person will be considered a passenger without a valid ticket.

- 9.14. ET SMS/CVAK is invalid if:
- its time of validity has not come,
 - its period of validity has expired,
 - does not contain the correct sender code,
 - was not sent directly by the contractual service provider,
 - has been modified or forwarded in any way from a source other than the service provider's original source, or its content has been altered,
 - it is not possible to verify its validity on the site of the Passenger.
- 9.15. If the MCD is switched off due to a discharged battery or a technical fault or an illegible display during the transport inspection, the passenger can max. within 15 calendar days to prove that at the time of the inspection this ET SMS / CVAK had been purchased. Penalty payment for late submission of a document is charged according to point 2.4.11. these Tariff Terms. Additional proof of a valid ET SMS/CVAK outside the current time of the transport control is performed directly at the pre-sale point of the carrier.
- 9.16. The tax document can be printed from the Internet site <http://ecl-bb.mediatex.sk/>. The passenger is allowed, by entering the telephone number used to purchase the ET SMS and the verification code, access to the system, which contains a complete list of issued ET SMS for the given telephone number. By confirming the selection of ET SMS or the given time period, an electronic tax document will be displayed with the possibility to print this document.
- 9.17. The carrier and mobile operators reserve the right to refuse the sale of ET SMS/CVAK in the event of a gross breach of the tariff conditions and procedure for the sale of ET SMS/CVAK.

Article X. Transport chip card

- 10.1. Transport chip card (hereinafter „**TC**“ **only**) serves as an electronic carrier:
- of the passenger's financial deposit for the electronic payment of a one-time fare,
 - information on the type and time of validity of the tariff discount,
 - information on the type and validity of the tariff discount,
- 10.2. TC is an electronic device, the use of which have to meet the following conditions:
- TC must not be mechanically bent, broken to avoid mechanical chip damage,
 - TC must not come into contact with electric current, resp. electric shock or strong magnetic field to avoid damage of the chip,
 - TC must not be exposed to high temperatures to avoid its damage.
- 10.3. As an electronic carrier can be use also TC of other contractual carriers. From the tariff terms are these TCs equivalent.
- 10.4. The carrier is authorized to issue TC for all types of discounted fares specified in the fare and luggage price list. The costs of issuing the TC shall be borne by the passenger to the carrier.
- 10.5. The carrier issues a new TC at its pre-sale points. TL will be issued by the carrier upon submission of the following documents:
- 10.4.1. application for the issue of a TC (hereinafter „**Application for TC**“),
 - 10.4.2. the applicant's identity card, in the case of TC for a child under 15 years of age, the identity card of the legal representative and the child's birth certificate,
 - 10.4.3. if the applicant at the same moment claims for a tariff discount as well as documents within the meaning of Article IV. these Tariff Terms.
- 10.6. TC is valid for 5 years from the date of issue. After the expiry of the TC, the carrier may, in the event of its functioning, decide to extend its validity for another year.
- 10.7. In the case of a TC with a set tariff discount, an inseparable part of it is a valid tariff discount card with the marked period of validity of the tariff discount (last month and year of validity).

- 10.8. The passenger can make a financial deposit to TC:
- a) at the pre-sale points of the carrier or at the points of sale of the contractually agreed dealers. The minimum deposit amount is 5 EUR and the maximum amount is 50 EUR per deposit. Deposits can be redeemed up to a total balance of 200 EUR.
 - b) at the driver of the public transport vehicle, exclusively while the vehicle is stationary at a stop. The minimum deposit amount is 5 EUR and the maximum amount is 50 EUR. The driver will make a deposit in TC with an amount corresponding to the passenger's payment (without issuing).
- After paying the deposit, the passenger receives a receipt and proof of payment and the total amount of the credit balance on TC with information about the time limit of the TC validity period, or the time limit of the tariff discount validity. Information on the current credit balance for TC can be found on each ticket purchased through TC. Information on the current credit balance on TC can also be found out using reading devices in public transport vehicles by re-attaching TC to the electronic reader after the electronic fare deduction has already been made on this connection.
- 10.9. In justified cases, it is possible to request the cancellation of the deposit from TC. The justified case is in particular the passenger's lack of interest in the new TC after the expiry or damage of the original TC, change of permanent residence of the TC holder preventing the use of the credit, death of the TC holder, etc. The carrier's employee decides on the justification of the request for cancellation of the deposit. In other cases, the credit can be transferred to another TC according to the passenger's choice.
- 10.10.0 cancellation or transfer of the deposit from TC may be requested at the pre-sale point of the carrier, in person or through another person on the basis of a mandate or authorization, which must be officially verified. Cancellation of the deposit from TC for children under 15 years of age is managed by the child's legal representative. Cancellation or transfer from TC for legal entities is processed only on the basis of an authorization or an officially verified power of attorney. For natural persons doing business according to the Trade Licensing Act resp. according to other regulations, cancellation advances are handled by the person concerned or by third parties on the basis of a power of attorney or authorization, which must be officially verified.
- 10.11. TC loss or theft must be reported to the carrier immediately. The carrier does not provide compensation for lost, stolen or damaged TC. Also, in these cases, the carrier is not responsible for the balance of the amount of the deposit or for the prepaid long term ticket, which were registered on TC at that time. The financial balance from the lost or impaired TC will be transferred to the new TC at the earliest 7 working days after the loss, theft or damage of the TC is reported in the pre-sale office. The status of the TC electronic wallet before it is blocked is decisive for determining the amount of the financial balance. In this case, it is not necessary to re-document the entitlement to the tariff discount.
- 10.12. Anyone who unauthorisedly manufactures, alters, procures, holds, uses TC as an object capable of performing the function of a payment card may commit a misdemeanour or criminal offense in accordance with the relevant laws.
- 10.13. Complaints about the functionality of TC are resolved in accordance with the valid Complaints Procedure for transport chip cards.

Article XI. Tariff conditions for continuing connections and semi-circular lines

- 11.1. If the timetable for a connection states that the connection continues on another route, in which case the two connections are considered as one connection from the tariff point of view.
- 11.2. For routes which have one of the final stops only continuously (at such a stop it is not obligatory for passengers to get out of the vehicle, only the connection number and the designation of the vehicle with the line number and the final stop are changed), travel documents issued on the first

connection are valid until to the last stop of the connecting line, which is located in a one-way section. This tariff condition must also be stated under the timetable of the route concerned,

Article XII. Tariff conditions for interruption of the journey and replacement and transport

- 12.1. In the event of an interruption of the journey (getting off the public transport vehicle) caused by the passenger, the passenger does not have the right to use in another public transport vehicle a ticket purchased in the public transport vehicle from which he got off.
- 12.2. In the event of an emergency, the carrier is obliged to provide alternative transport to the destination by another vehicle of the same or another line, without paying additional travel (freight) and without the right to compensation for damage caused by the use of alternative transport.
- 12.3. Tariff terms for the planned traffic closure must be announced by the carrier in a timely and sufficient manner, as part of the transport measures.

Article XIII. Loss and damage of travel tickets and travel documents issued by the carrier

- 13.1. No compensation will be provided for lost, stolen or destroyed tickets, master certificate and TC.
- 13.2. At the request of the passenger, the carrier may block the lost or stolen TC against unauthorized use.
- 13.3. After the issuance of a new and blocking of the original TC, the carrier shall deposit for the new TC already paid financial credit from the blocked TC, in the amount that remained on it after ten calendar days from the blocking.
- 13.4 The carrier shall transfer the credit to the new TC immediately to the passenger who submits the damaged TC, from which the current credit balance can be deducted.

Article XIV. Complaints and appeals

- 14.1. When handling a complaint about TC, the procedure is in accordance with the complaint procedure for transport chip cards issued by the carrier that issued the TC.
- 14.2. Complaints about the functionality of TC can be submitted at the pre-sale point of the carrier that issued the TC.
- 14.3. An appeal against the penalty imposed for travel without a valid ticket can be delivered within 14 days from the date of finding of the violation of the carrier's tariff and transport conditions, in writing to the carrier's registered office, and payment of the penalty is not made until the appeal is closed.
- 14.4. An appeal can be filed and will be processed only if the penalty for violation of tariff and transport regulations has not yet been paid. Payment of the penalty will be assessed as an acknowledgment of the passenger's violation and any appeal will be considered irrelevant.

Article XV. Final Provisions

- 15.1. Other sections regulating the tariff equipment of passengers in public transport in Banská Bystrica, such as the control of passenger tariff equipment, travel tickets (invalidity of the ticket and the basic conditions for using the ticket) are listed in the Transport Rules of Public Transport in Banská Bystrica.

15.2. Tariff Terms for public transport in Banská Bystrica take effect on 01.01.2021. On this day ends the validity of the previous Tariff Terms of public transport in Banská Bystrica.

In Banská Bystrica, on
