

General Terms and Conditions of Business and Delivery for the BonusPass

General

The ZVV and Z-BonusPass (annual travelcard), as well as the ZVV and (from introduction) Z-BonusPass Flex, (hereinafter referred to as "BonusPass", except where specifically mentioned) are products of the Zurich Transport Network and the company Z-Pass, and are issued on the SwissPass under the conditions mentioned below. It is without prejudice to the public transport fares and regulations. BonusPass holders are hereinafter referred to as "holders".

1. The BonusPass is a personal, non-transferable travelcard for 1st or 2nd class. It is only issued to persons with whose employer a corresponding contract exists. The first day of validity can be freely chosen, with an order period of 10 days.

2a. The BonusPass (annual travelcard) is valid for 12 months on all public transport services of the Zurich Transport Network (ZVV, "All Zones") or the respective Z-Pass corridor (e.g., A-Welle-ZVV "All Zones"). It expires after the specified period of validity.

2b. The BonusPass Flex is valid on 100 freely selectable days within 12 months. Unused days that have not been used after 12 months expire. Individual days must be activated before the first trip of the day. The activated day entitles the holder to travel on all ZVV public transport "All zones" or (from introduction) the respective Z-Pass corridor "All zones", from 00h00 to 5h00 of the following day.

Sales prices

3. The basis for the sales price is the zone distance between the holder's place of residence and place of work. The currently valid connection lists of the ZVV or the Z-Pass company are applicable. The prices according to the separate price list of the respective employer apply. For employees who live outside the respective network or corridor, the "All Zones" fare applies.

4. The zone distance between the place of residence and the place of work and the resulting fare are determined by the BonusPass Service Centre based on the official ZVV or Z-Pass zone plan.

5. Prices are adjusted to the currently valid fare without active communication. The applicable fare is determined by the first day of validity of the travelcard.

6. A change of residence of the holder within the area of validity of the issued ZVV or Z-BonusPass during the specified period of validity has no effect on the price already charged or the validity of the BonusPass.

Order and delivery

7. In order for a BonusPass to be issued, the recipient must have a SwissPass login and already possess a SwissPass card or complete the ID check on the www.swisspass.ch website.

8. The holder orders their BonusPass via the order link. The order is approved by the employer in the ordering tool and released for ordering. After approval, the BonusPass is loaded onto the SwissPass within approx. ten days. If the holder is not yet in possession of a SwissPass card, a new card will be issued to them via the BonusPass order and sent to their home address. If the travelcard is valid before the card is obtained, the holder can obtain a transitional travelcard at a public transport sales point.

9. BonusPass cannot be issued retroactively. Consequently, no tickets purchased in advance will be refunded. If the order is received at short notice, the BonusPass will be activated on the SwissPass without notification, valid from the date of issue.

Invoicing and payment

10. The respective sales price of the BonusPass will be sent to the holder by e-mail as a PDF invoice. If no e-mail address is available, the invoice will be sent by post. The amount is due from the date of issue. The payment period is 30 days. Corporate amounts are charged in accordance with the SBB Businessstravel GTC.

11. Partial payments and other means of payment (e.g., Reka, vouchers, credit cards) are excluded. Payment shall be made by means of the QR invoice provided.

12. Complaints regarding the correctness of the invoice must be made in writing to the BonusPass Service Centre within ten days of receipt of the invoice; otherwise, it is deemed to have been accepted.

13. If the holder does not transfer the outstanding invoice amount within the specified period, they shall be in default without a reminder. If the employee is requested to pay with a reminder due to a delay in payment, they will be charged CHF 15. The sales organizations reserve the right to inform the holder's employer of the default and, if necessary, to claim the outstanding amount from them.

Replacement or loss of card

14. If the holder loses their SwissPass or it is damaged, they can obtain a new card at a serviced public transport sales point or online. The new card costs CHF 30. The holder will receive a temporary SwissPass for the period until they receive the new SwissPass. The new card will be sent to the holder by post within approximately ten days.

Return and refund BonusPass

15. If the BonusPass is not used, it can be refunded at the BonusPass Service Centre. The general fare provisions for networks (T651.8 and T651.30) apply. Internal directives of the employer prohibiting the return of the BonusPass take precedence over this provision.

16a. For each month of use of the BonusPass annual travelcard, 1/9 of the respective sales price will be charged (calculated on a percentage basis and rounded up to whole percentages. The refund amount is rounded down to whole francs). A BonusPass can be refunded until the end of the eighth month. No refunds will be made after the ninth month of validity. Only whole months are refunded, not individual days. A month that has begun counts as a whole month from the first day used.

16b. Per used day of the BonusPass Flex, a share of 1/75 of the sales price is charged. No refund will be made after the 75th day used.

17. The corresponding refund amount (in accordance with the refund regulations of the ZVV or the Z-Pass company) will be credited to the Company on a pro rata basis on the subsequent invoice, and to the holder on the bank/postal account. There are no cash payments at the railway counter.

18. The termination of the benefit during the validity period shall be made by e-mail to the BonusPass Service Centre.

Refunds for still valid ZVV/Z-Pass standard tariff travelcard

19a. The holder of ZVV/Z-Pass network travelcards that are still valid can apply for a pro rata refund after the first day of validity of the new BonusPass (annual travelcard). The refund request can be applied for via the point of sale. The general fare provisions for networks (T651.8 and T651.30) apply

19b. The ZVV-NetzPass or other travelcards cannot be exchanged for a BonusPass Flex, or the travelcard is treated as a return without a new purchase. The general fare conditions of the ZVV apply (T651.8).

Changes to fares and the general terms and conditions

20. Prices and services may be adjusted at any time. SBB shall inform the Company in a suitable manner in advance of any fare changes. If the changes are disadvantageous for the Company, it may terminate the Contract until the change comes into force on that date. If it fails to do so, it accepts the changes.

Applicable law and place of jurisdiction

21. The agreements in connection with these GTC shall be governed exclusively by Swiss law. The place of jurisdiction for all disputes arising in connection with this agreement shall be Zurich, unless otherwise stipulated by mandatory civil procedural law.