

GA Travelcard order form.



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

You do not need to complete this order form if you buy your Travelcard at a staffed public transport sales office. Please sign and send together with the necessary documents. We cannot process incomplete order forms.

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

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

 . .


| | Price per year ¹ | | Price per month ² | |
|--|-----------------------------|-----------------------|------------------------------|-----------------------|
| | 2 nd class | 1 st class | 2 nd class | 1 st class |
| GA Travelcard for adults aged 26–64/65 | CHF 3,860.– | CHF 6,300.– | CHF 340.– | CHF 545.– |
| GA Travelcard for children aged 6–16 | CHF 1,645.– | CHF 2,760.– | CHF 160.– | CHF 250.– |
| GA Travelcard Youth aged 16–25 | CHF 2,650.– | CHF 4,520.– | CHF 245.– | CHF 405.– |
| GA Travelcard for 25 year olds | CHF 3,360.– | CHF 5,450.– | CHF 300.– | CHF 475.– |
| GA Travelcard for senior citizens from age 64/65 | CHF 2,880.– | CHF 4,840.– | CHF 260.– | CHF 430.– |
| GA Travelcard for disabled persons | CHF 2,480.– | CHF 4,050.– | CHF 225.– | CHF 355.– |
| Duo Partner GA Travelcard | CHF 2,700.– | CHF 4,340.– | CHF 245.– | CHF 380.– |
| Familia GA Travelcard for partners | CHF 2,180.– | CHF 3,520.– | CHF 200.– | CHF 310.– |
| Familia GA Travelcard for children aged 6–16 | CHF 680.– | CHF 2,760.– | CHF 75.– | CHF 250.– |
| Familia GA Travelcard Youth aged 16–25 | CHF 925.– | CHF 2,790.– | CHF 95.– | CHF 255.– |

Prices and products are subject to change. Prices: as of 13.12.2020. For more information go to www.sbb.ch/ga.

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

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

¹ Minimum contract period six months, payment annually

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

2. Personal details of passenger (mandatory).

Please fill in the personal details.

Ms Mr Dr. Prof.

First name*

Last name*

Street/no.*

Address line 2 P.O. Box

Postcode* Town*

Country*

E-mail

Phone/Mobile*

Date of birth* . .

Correspondence German French Italian English

Customer number - - -

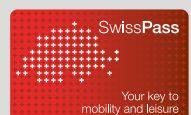
I already have a SwissPass I do not yet have a SwissPass

Mandatory fields are marked with a *.



You will find your customer number in the designated position.

Please complete and sign the next page.



3. Contracting party¹ (invoice recipient).

The passenger and the contracting party are the same person.

Go to Section 4.

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

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

Ms Mr Dr. Prof. Office/legal representative

First name*

Last name*

Office/legal rep.

Street/no.*

Address line 2 P.O. Box

Postcode* Town*

Country*

E-mail

Phone/Mobile*

Date of birth* ¹ Correspondence German French Italian English

* indicates required fields.

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

If a legal representative concludes a contract on behalf of the passenger, please enclose a copy of the letter of appointment.

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

4. Payment.

Payment for the first Travelcard period.

I would like to pay by credit card.

Visa MasterCard American Express Diners Club International

Credit card number Expiry

Name on the credit card

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

I would like to pay on receipt of invoice.¹

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

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

¹ If the contracting party is under 18 years of age when signing the contract, payment on receipt of invoice is not possible.

Subsequent invoices (for further Travelcard periods).

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

Please send the invoice to me by post.

You can pay subsequent invoices simply and conveniently through your online banking using eBill. Further information on this and other payment options can be found at swisspass.ch/payment.

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

5. Passport photo of passenger.

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

1. Requirements

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

2. Designation

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

First name

Last name

Date of birth

3. Stick photo here

Please do not use paper clips or staples.

6. Contracting party (invoice recipient) signature.

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

Place

Date

First name

Last name

Contracting party's signature

(In the event of legal representation, the order form can be signed by the legal representative [not liable for the contract]. A copy of the letter of appointment must be enclosed with the order form.)

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

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

Subject to change

7. Information and offers.

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

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

8. Have you thought of everything?

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

Then please send the order form to the **SBB Contact Center**:

SBB AG
SBB Contact Center
P.O. Box 176
CH-3900 Brig

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

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



Documents required for your GA Travelcard.

| Category | What do I need to send? |
|--|--|
| GA Travelcard for children aged 6–16 GA Travelcard Youth aged 16–25 GA Travelcard for 25 year olds GA Travelcard for adults aged 26–64/65 GA Travelcard for senior citizens from age 64/65 | <ul style="list-style-type: none">• a recent, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.² |
| GA Travelcard for disabled persons | <ul style="list-style-type: none">• a recent, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²• a copy of the current disability card. |
| Duo Partner GA Travelcard | <ul style="list-style-type: none">• a photocopy of the passport or ID of the passenger and the contracting party.¹• a copy of the basic GA Travelcard or SwissPass with basic GA Travelcard (photo side). <p>Married persons/registered partnerships:</p> <ul style="list-style-type: none">• family register. <p>Unmarried persons:</p> <ul style="list-style-type: none">• proof of joint residence for all persons. Have the form completed by your local authority (it must not be more than 30 days old when you send it). Full details of the holder of the basic GA Travelcard must also be provided.³ |
| Familia GA Travelcard Children aged 6-16 Youth aged 16–25 Partner | <ul style="list-style-type: none">• a recent, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger and the contracting party.²• a copy of the basic GA Travelcard or SwissPass with basic GA Travelcard (photo side). <p>If the child does not live with the parent who holds the basic GA Travelcard (parents live apart):</p> <ul style="list-style-type: none">• a copy of the family register or partnership certificate or the child's birth certificate.• proof of joint residence for young persons aged 16 or over, including the parent who does not hold a basic GA Travelcard. Have the form completed by your local authority. <p>Married parents/registered partnerships or single parent:</p> <ul style="list-style-type: none">• a copy of the family register or partnership certificate or the child's birth certificate.• proof of joint residence form for all children aged 16 or over and for all adults. All the GA holders must be listed.³ <p>Cohabiting parent(s):</p> <ul style="list-style-type: none">• a copy of the family register or partnership certificate of the person with the child or the child's birth certificate• proof of joint residence form for both cohabiting partners and all children over the age of 16. Full details of the holder of the basic GA Travelcard must also be provided.³ |
| Customers with a legal representative | <ul style="list-style-type: none">• a recent, high-quality original passport photo.¹• a photocopy of the passport or ID of the passenger.²• letter of appointment. |

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

² Only for initial order

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

GTC for the purchase and use of a GA Travelcard.

Preliminary remarks.

Carriage of passengers with General Abonnement Travelcards (hereinafter "GA Travelcard") is subject to the tariffs of the Swiss public transport enterprises (hereinafter "PTEs"), and in particular the tariff for GA, Half-Fare and seven25 Travelcards and additional offers (hereinafter Tariff 654). All of these tariffs can be viewed either at the staffed sales offices or at sbb.ch/en/tariff. **The following conditions are an excerpt from these tariffs and cover the key provisions governing the relationships** between the holder of the GA Travelcard (hereinafter "passenger") or the contracting party respectively, and the PTEs as represented by Swiss Federal Railways SBB, 3000 Berne 65 (hereinafter "SBB").

SwissPass.

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

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

Alternatively, passengers can show their SwissPass on their smartphone. When they do so, they must be able to provide identification (their SwissPass card or official form of ID) if asked to do so by the ticket inspector.

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

The GA Travelcard and the GA area of validity.

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

Purchase of GA Travelcard.

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

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

GA Travelcards purchased on account in an online shop are subject to the terms of payment of the partner collection agency from which they were bought.

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

Duties of the contracting party.

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

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

Contract duration.

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

Payment methods.

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

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

Late payments.

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

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

Contract duration and termination.

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

Example of minimum contract duration: first day of validity is 15 March 2021, minimum contract duration ends on 14 September 2021.

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

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

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

First month of Travelcard: 15 March 2021 to 14 April 2021

Potential cancellation dates: 14 September 2021 if notice is given by 14 August 2021, 14 October 2021 if notice is given by 14 September 2021, etc.

Refunds.

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

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

Contracting party is under 18 years of age.

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

Temporary SwissPass.

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

Loss of SwissPass.

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

Data protection.

Both SBB and Switzerland's other public transport companies attach great importance to protecting personal data and privacy. All personal data you provide will be processed in accordance with current data protection legislation. Additional information on data protection can be found at swisspass.ch/dataprotection and in the privacy statements of the PTEs from which you purchased your SwissPass.

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

Changes to tariffs/terms and conditions.

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

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

Applicable law and jurisdiction.

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

As of October 2020

Swiss Federal Railways (SBB)

Passenger Division
3000 Berne 65