

## **TERMS AND CONDITIONS OF SALE OF E-TICKETS**

### **GENERAL PROVISIONS**

These Terms of Sale of Tickets Through the Website/Smartphone Application (hereinafter: terms of sale) regulate the sales of tickets via the website of HŽ Putnički prijevoz and the smartphone application.

The terms of sale are amendments to Tariffs 101 - Tariff for the transport of passengers in domestic transport, Tariff 102 - Tariff for the transport of passengers in domestic transport - Tariff distances and Tariff 103 - Tariff for the transport of passengers in domestic transport - Prices.

The General Terms and Conditions for the performance of the station activity in the case of ticket purchase via the website/smartphone application apply in the event that something else does not arise from the following provisions.

### **TICKET PURCHASE VIA THE WEBSITE/SMARTPHONE APPLICATION**

Users can purchase e-tickets for domestic passenger transport on [www.hzpp.hr](http://www.hzpp.hr) or via the smartphone application. With each purchase through the website/smartphone application, the user agrees to the terms of sale.

The user must show the purchased e-ticket to the ticket inspector/controller on the smartphone or show the printed ticket.

Since the ticket purchased via the website is issued in the name and surname, the e-ticket can only be used by the passenger whose name and surname are stated on the e-ticket.

It is possible to buy an e-ticket for another user (different from the person buying the ticket). In this case, the buyer purchases the e-ticket as a user without registration and enters the data of the actual e-ticket user (name and surname, address) into the application, to whom the e-ticket will be sent by e-mail.

### **CONCLUSION OF THE CONTRACT**

When purchasing a ticket via a website/smartphone application, the transport contract is realized by delivering the ticket electronically. The confirmation of purchase received by the user via e-mail is not valid as a ticket. If the user has selected a certain discount category when purchasing a ticket via the website/smartphone application, when inspecting tickets on the train, the ticket inspector/controller has the right to request a HŽPP smart card or other card that entitles the user to a discount.

### **RETURN AND EXCHANGE OF TICKETS PURCHASED VIA THE WEBSITE/SMARTPHONE APPLICATION**

Return, replacement and journey interruption for tickets purchased via the website/smartphone application is possible in accordance with the [User Instructions](#).

### **CLAIMS AND COMPLAINTS**

The passenger has the right to file a written complaint in order to protect their rights regulated by the Act on the Regulation of the Railway Services Market (Official Gazette 104/17 and 31/25) and other regulations governing the rights of passengers. The passenger should lodge a complaint within 3 months of learning of an act, procedure or omission that causes the passenger to believe that their rights have been violated. The railway undertaking shall submit to the passenger a reasoned decision on the complaint within one month from the receipt of the complaint, which must contain an instruction on further action. In justified cases, the railway undertaking may submit a reasoned decision within three months from the date of receipt of the complaint, with the obligation to inform the passenger in advance within one month from the receipt of the complaint.

A complaint may be filed:

- in writing to the address HŽ Putnički prijevoz, Zagreb, Strojarska cesta 11;
- electronically at: [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr);
- through the book of complaints located at the ticket office.

A complaint shall be processed only if it contains basic information about the sender (name and surname, contact information) and the elements necessary to resolve it (reason for the complaint, date and route of travel). Requests that contain inappropriate and offensive content will not be considered. If the passenger does not receive a response to the complaint within the prescribed deadline or is not satisfied with the response, pursuant to Regulation (EU) 2021/782, they may submit a complaint to the Croatian Regulatory Authority for Network Industries (HAKOM) within 3 months of receiving the information on the dismissal of the initial complaint.

The regulatory body shall, as a rule, decide on the passenger's application without conducting an oral hearing as soon as possible, and no later than 3 months from the date of collection of the relevant data. The railway undertaking shall participate in the application procedures and fully cooperate with the regulatory body and provide all necessary information, documentation and observations. The railway undertaking shall act in accordance with the decision of the regulatory body.

## **PAYMENT**

Tickets purchased via the website/smartphone application can be paid with MasterCard, Visa, Diners and Maestro cards.

## **OTHER**

The purchase of tickets via the website/smartphone application is available for the offers listed in the purchase process via the website/smartphone application.

## **INQUIRIES AND CONTACT INFORMATION**

Inquiries related to transport ticket orders via the website/smartphone application can be directed to the Contact Centre of HŽ Putnički prijevoz at the following phone numbers:

[060 333 444](tel:060333444) (price of a call from a landline 0.23 EUR/min, and from a mobile line 0.39 EUR/min, HT d.d.) and 01 4724 026 or by writing to [informacije@hzpp.hr](mailto:informacije@hzpp.hr) or [prodaja@hzpp.hr](mailto:prodaja@hzpp.hr).

