

	<b>GENERAL TERMS AND CONDITIONS</b>	Document label:  <b>ARR-SP-12</b>
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## 1. General terms and conditions of online sale of products for integrated public passenger transport ("IPPT")

General Terms and Conditions of IPPT Online Sales of Arriva d.o.o. (hereinafter: the General Terms and Conditions of IPPT Online Sales) have been drawn up in accordance with the Consumer Protection Act, the Consumer Protection Act against Unfair Business Practices, the Electronic Communications Act, the Electronic Commerce on the Market Act and the Personal Data Protection Act, and determine the operation of online sales of IPPT products and regulate the business and relations between Arriva Slovenia as the provider or manager of online sales of IPPT and customers.

Arriva d.o.o. is the provider of public regular transport of passengers in regular road transport services, performing the obligations under this subject on the basis of the concession contract, concluded with the Ministry of the Environment, Climate and Energy of the Republic of Slovenia.

## 2. List products for online sale

- Annual and monthly subsidised tickets for high school and university students for transport in intercity passenger transport and city passenger transport in Ljubljana, Maribor, Kranj, Koper, Murska Sobota, Jesenice, Krško, Celje and Novo mesto.
- Unnamed annual, monthly, weekly, three-day, weekend daily, daily, weekend one-off and one-off tickets for transport in intercity passenger transport.
- Named annual, monthly, weekly, three-day, weekend daily, daily, weekend one-off and one-off tickets for transport in intercity passenger transport.
- Other products designated by the Ministry of the Environment, Climate and Energy as products of the IPPT.

The condition for purchasing a **subsidized** ticket (annual, monthly) is that the buyer has the appropriate right written on the contactless IPPT card (high school student, university student, adult education participant). The corresponding right on the card shall be written by the issuer of the card when the first issue of the card is made. The right is also written on the card when ordering the card online if the Application for a subsidized ticket has been previously correctly submitted.

The condition for purchasing a **named** ticket is that the buyer has the appropriate right (first name, last name) written on the contactless IPPT card. The corresponding right on the card shall be written by the issuer of the card when the first issue of the card is made. The right shall be written on the card also when ordering the card online. The card is not transferable.

To purchase an **unnamed** ticket, additional rights do not need to be written on the card. The card is transferable and not linked to the holder. When purchasing or online ordering a card, the details of the orderer/purchaser are not written on the card.

When ordering an IPPT card online, a valid Slovenian address for delivery of an IPPT card must be entered. The IPPT cards are sent by priority mail to the address provided by the customer in the order and delivered within 3 working days. In the case where a passenger does not collect the IPPT card, he/she is not entitled to reimbursement of any additional costs.

It is **not possible** to buy and order online the IPPT tickets for pensioners and disabled persons.

## 3. Prices

All prices are published on Arriva web page at <http://www.arriva.si/>

All prices are in euros and include VAT. The added value tax upon the purchase of monthly tickets is 9.5 per cent.

All prices are final prices, the buyer shall not pay any additional or other charges.

#### **4. Data required for registration of the buyer**

Required information:

- First name and last name of the buyer,
- Email address of the buyer.

#### **5. Registration method**

##### **Subsidised high school and university student tickets**

A buyer may register in a user account online after obtaining an activation code to enrol an individual card or and register in a user account via the SI-PASS system (in this case activation code is not needed).

The activation code can be obtained free of charge by cardholders at Arriva points of sale.

The buyer can register or log in to a user account on the Arrive website at <https://ijpp.arriva.si/>.

Purchases of tickets can be made via a computer, a tablet or a mobile phone. When registering it is mandatory to agree to these general terms and conditions of the online sale of products for integrated public passenger transport (IPPT), which the buyer shall confirm by marking in the confirmation field next to the "terms and conditions".

##### **Named tickets**

A buyer can make a registration in a user account online if he/she already has a named card. A user account can be created also when ordering a named card, if only does not already have one, and when purchasing a named ticket in the case that the buyer does not already have a created user account. A user account is mandatory for holders of named tickets.

##### **Unnamed tickets**

For unnamed tickets registration in user account is not mandatory. A user can make purchase without first registering for a user account.

#### **6. Cancelling registration**

If a buyer wishes to cancel his/her registration, he/she may do so on the Privacy Management sub-page at <https://ippt.arriva.si/si/Manage/EditPrivacy> or by notifying us on the email address of [ippt.prodaja@arriva.si](mailto:ippt.prodaja@arriva.si). In order to verify the authenticity of the information, we will contact you and you finally confirm the cancellation of your registration. The request to cancel the registration must be sent from the email address from which the registration or login to the opened user account was made. Within 15 (fifteen) days of receiving your request to cancel your registration, we will delete your personal data and notify you about it electronically. Despite the cancellation of registration, it is possible to re-register at a later date. The cancellation of registration does not affect the validity of the product purchased.

## 7. Payment methods

**Payment is can be made using the following payment cards:**

- MasterCard,
- Maestro,
- Visa and Visa Electron.

Purchasing using payment cards is completely safe in the IPPT Arriva online store. Payments in IPPT Arriva online store are made through OTP bank, which uses the 3-d secure security system with the MasterCard SecureCode and Verified by Visa labels. 3-D Secure is a security standard used to verify the identity of card users when making online payments, and it helps reduce the risk of unauthorized use of cards by third parties, e.g. a potential card thief or someone who has unauthorizedly obtained your card information.

The payment card of the buyer shall be debited immediately after confirmation of the purchase. The currency of payment shall be subject to an agreement between the buyer and the bank.

After completing the online purchase of a product with a payment card, the procedure for collecting the purchased product will be initiated at Arrive vehicles or other terminal infrastructure of the IPPT system.

## 8. Buying a ticket

The provider reserves the right to reject the order if the IPPT card that the customer wishes to top up is cancelled, permanently inactive, waived or blocked, or if the customer is not entitled to a specific ticket.

Before completing the purchase of a ticket through the IPPT Arriva online sales, by clicking on the "Confirm purchase" button, the buyer agrees that this is an order with an obligation to pay and confirms that he/she has read the content of the general terms and conditions of online sales as well as the product price list before purchasing, and agrees and accepts them.

When the online sales provider receives a response from the IPPT processing centre, it sends a confirmation/message to the buyer's email address that the buyer's order has been confirmed by the point of sale, whereby the confirmation/message must contain all the same information as the buyer's order and additionally the following information, except for the buyer's/holder's payment card information (number, expiration date):

- Order number,
- Purchase number,
- Date and time (date and time when the customer placed his/her order and date and time of order confirmation by the point of sale),
- Identification of the online entry point at the time of ordering,
- Purchase status (approved/rejected).

After receiving the payment, the purchase will be completed and the invoice will be sent to the buyer's email address.

The purchased product is transferred to the IPPT card after at least 60 (sixty) minutes have passed since the completion of the online purchase, via validators in the carrier's vehicles or the terminal infrastructure of the IPPT system. This means that a ticket purchased via online sales can be successfully validated on the bus only after 60 minutes have elapsed since the purchase was completed. In the case when the buyer does not take into account, that it takes 60 minutes from the completed purchase to transfer the purchased ticket to the IPPT card and that therefore he/she cannot complete the validation upon boarding the bus or that it is rejected and he/she must pay for the ticket again to ride the bus,

he/she is not entitled to a refund of the amount spent on the online purchase of the ticket.

When purchasing online, it is not possible to benefit from municipal subsidies. Municipal subsidies can be used only at physical points of sale.

The buyer can place an order in the online IPPT Arriva store every day of the week, 24 hours a day. If the buyer needs assistance with placing an order, he/she can call us during business hours (weekdays from 7:30 a.m. to 3:30 p.m.): +386 4 20 13 247 or send an email to [ippt.prodaja@arriva.si](mailto:ippt.prodaja@arriva.si).

## 9. Order cancellation

Orders via the IPPT Arriva online sales can be cancelled by the buyer without additional costs until payment is confirmed, which is done by clicking the "Confirm purchase" button.

## 10. Saving an order or contract

The sales contract (invoice) is stored in electronic form on the server of the online sales provider and is accessible to the buyer at any time in his/her user profile, in the case of purchasing a personal or subsidized IPPT ticket. The online sales provider suggests that the buyer prints or saves the confirmation of the concluded contract (order) or a copy of the concluded contract (order) on their own durable data carrier, as the online sales provider will keep such documents for 30 days after the expiration of the validity of the application on the basis of which the product was purchased, due to technical limitations and legal provisions regarding data retention.

When paying with payment cards no data is stored on the server of the provider. The data will be accessible only to the bank, its processing centre and the purchaser/holder of the card, except in the case where the mandatory regulations provide otherwise.

The contract can be concluded only in the Slovene language.

The validity of the contract depends on the product purchased by the buyer and is determined in the Policy for implementing subsidized transport. The Policy is published at <https://www.uradni-list.si/>.

## 11. Withdrawal from the contract and filing a complaint

The buyer agrees that upon receipt of the purchased products in the carrier's vehicles via the IPPT Arriva online sales, he/she loses the right to withdraw from the contract. Once the product has been received, cancellation or transfer of products to the next month or refund of the purchase price is not possible.

Refunds for monthly or annual subsidized high school or university student tickets are possible in accordance with the Policy for implementing subsidized transport.

A passenger may request a refund of the purchase price of a general ticket:

- For a one-off ticket up to the day for which it was purchased, the purchase price is refunded in full;
- For daily, three-day, weekly and monthly tickets until the day of their validity, or the same day they were purchased, if they have not yet been used, the purchase price is refunded in full;
- For an annual ticket during its validity period, cancellation is made on the last day of the current month, and the passenger will be refunded the payment in a proportional share for unused months. The passenger will be refunded the amount of payment in the amount of the difference between the amount of the beneficiary's payment for the annual ticket and the price of the monthly general ticket paid by the passenger and is determined by regulation, for the months of actual use of the ticket.

A request for a refund should be sent to the following email address: [ijpp.prodaja@arriva.si](mailto:ijpp.prodaja@arriva.si).

If you have any problems picking up products that have already been paid for via the IPPT online sales system, please contact us in writing at the following e-mail address: [ijpp.prodaja@arriva.si](mailto:ijpp.prodaja@arriva.si). The complaint must include the card's CUID number and attached invoice, or you can also call the telephone number during business hours (weekdays from 7:30 a.m. to 3:30 p.m.) +386 4 20 13 247.

## 12. Resolution of disputes

The contracting parties will strive to resolve any potential disagreements amicably and peacefully. If that should not be possible, the dispute shall be resolved by the competent court in Kranj.

Alternative dispute resolution is prescribed by the Out-of-Court Resolution of Consumer Disputes Act (ZIsRPS), which the contracting parties resolve via mediation of an out-of-court consumer dispute resolution provider. The buyer voluntarily decides whether to file an initiative to initiate the procedure with the out-of-court consumer dispute resolution provider, and the provider (Arriva d.o.o.) voluntarily decides whether to participate in the procedure.

## 13. Privacy Policy

Arriva processes all acquired passenger data in accordance with the Personal Data Protection Policy in the framework of bus transport activities, which is accessible at [www.arriva.si](http://www.arriva.si)

## 14. Security

The provider guarantees that every purchase via the IPPT Arriva online sales is completely secure. All confidential data transmitted online (personal data, purchase information, and payment card numbers) is properly encrypted, so it cannot be read by third parties.

All communication between the web browser and the website takes place via the HTTPS protocol, which means that all data is properly encrypted – signed with the website's certificate.

Authorizations and transactions with payment cards are carried out through the authorization centre of the bank with which the provider has an agreement concluded for payments using payment cards. Card authorizations are carried out in real time with immediate verification of data in the banking system.

## 15. Customer assistance

Information on orders, complaints regarding online purchases and assistance with online purchases:

- E-mail: [ijpp.prodaja@arriva.si](mailto:ijpp.prodaja@arriva.si)
- Telephone: +386 4 20 13 247 (weekdays from 7:30 a.m. to 3:30 p.m.)

## 16. Final provision

These general terms and conditions of online sales come into force on 14/03/2025.

They are published at [www.arriva.si](http://www.arriva.si)

Kranj, 14/03/2025

Aleš Šifrer, Director  
Arriva d.o.o.

