

NATIONAL INTEGRATED TRAVEL TICKET GENERAL TERMS AND CONDITIONS

Ver. 1.0

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Ministry of Transport of the Slovak Republic, National Transport Authority Department
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<https://cyril.sk>

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Article I. - Introductory provisions

These General Terms and Conditions (hereinafter the „GTC“) govern the conditions for using the digital channels of the information system of the National Integrated Travel Ticket (hereinafter „IS NICL“), in particular the conditions for user registration, the purchase, activation and use of electronic travel tickets, and the related rights and obligations.

By using the digital channels of IS NICL, the Customer expresses consent to these GTC.

IS NICL is a nationwide integrated information system enabling the use of public passenger transport services in the Slovak Republic through the purchase of electronic travel documents.

IS NICL enables the purchase of electronic travel tickets from participating organisers of integrated transport systems in the Slovak Republic and from carriers providing transport services on the basis of a Transport Services Contract, as well as from carriers participating in IS NICL on a voluntary basis and providing public passenger transport services on a commercial basis in the Slovak Republic.

The independent unit of the Ministry of Transport of the Slovak Republic - the National Transport Authority (hereinafter „MD SR - NADA“) acts as the administrator of IS NICL and the seller of the NICL. The contract of carriage is concluded directly between the carrier and the passenger.

Article II. - Definitions of terms

For the purposes of these GTC, the following terms shall have the meanings set out below:

Personalised ECL - an ECL stating the first name and surname of the passenger, and possibly other identification data, which is non-transferable to another person.

Contactless chip card (BČK) - a physical carrier of a transport pass or travel ticket issued by a carrier; for the purposes of IS NICL, a BČK is treated as a transport card pursuant to Annex No. 6 of the Integration Manual.

Passenger - a person who uses transport services purchased through IS NICL.

CYRIL - the trade name and the name of the mobile application and web interface of IS NICL. The CYRIL application primarily serves as the user interface of IS NICL. The CYRIL application can be downloaded free of charge from the digital application stores of the Google Play and Apple App Store platforms.

Carrier - an entity involved in IS NICL providing transport services.

Electronic travel ticket (ECL) - a travel document issued in electronic form by IS NICL entitling the Customer to use a carrier's transport service. For the purposes of these GTC, the term ECL generally also includes its special types: the PCL and the Personalised ECL, unless expressly stated otherwise, or unless it is stated that a right or obligation applies to a precisely specified special type of ECL. The validity of ECLs purchased for individual journeys for urban public transport stored in the IS NICL wallet (i.e. time-based and zone-time-based) is set at 6 months.

IDS - integrated transport system.

IS NICL - the information system of the National Integrated Travel Ticket, a nationwide integrated system enabling the sale and validation of electronic travel documents and related services in public passenger transport.

MD SR - NADA – the Ministry of Transport of the Slovak Republic, the National Transport Authority, an independent unit of the ministry, the administrator and operator of IS NICL and the seller of the NICL.

NICL – the National Integrated Travel Ticket.

IDS organiser – an organisation integrating the transport services of several carriers within a defined territory.

PAYGO (from the English phrase Pay As You Go) – a method of travelling based on the pre-authorized purchase of an all-day ECL and the subsequent settlement of the transport actually used. The PAYGO travel system in IS NICL uses Bluetooth beacon technology, referred to as BIBO (Be-In/Be-Out). This system allows passengers to board and alight from a vehicle without the need to manually „tap“ their card or buy a ticket.

Payment methods – in IS NICL, payment is possible by debit/credit card, by Google/Apple Pay, and by transport card.

Prepaid travel ticket (PCL) – a special type of ECL with a longer period of validity, for example 7 days, a month, a quarter, or a year.

Conditions of carriage – the carrier's conditions of carriage governing the conditions of passenger transport.

Linked IS NICL accounts – family, corporate, shared or partner user accounts that allow several persons to be mutually linked within IS NICL.

Customer – a person who purchases transport services through IS NICL.

Article III. – IS NICL user account and the CYRIL application

A. Function of IS NICL and downloading the CYRIL application

IS NICL enables the purchase of electronic travel tickets through a check-in process, which the Customer must complete before boarding a vehicle or before entering an area requiring a travel ticket, and a check-out process in the case of use in PAYGO mode after leaving the vehicle or the area requiring a travel ticket. The CYRIL application can be downloaded free of charge from the digital application stores of the Google Play and Apple App Store platforms. The use of the web interface <https://cyril.sk> or the CYRIL application is subject to these GTC. The terms of use of the digital application store used remain reserved.

B. The NICL user account

NICL services are made available through the NICL user account. When registering in IS NICL, the Customer is obliged to provide true and current data. For the correct use of the NICL account, before purchasing an ECL for the first time the Customer must create a profile via the web interface <https://cyril.sk> or download the CYRIL application, install it on a mobile device and complete the registration process by entering the following information:

- personal data: first name and surname, date of birth (needed to calculate discount profiles, e.g. child, adult, pensioner, etc.);
- e-mail address;
- payment method (not part of the registration, but required upon the first purchase of an ECL);
- mobile telephone number (optional);
- photograph (optional).

The Customer must enter the correct e-mail and password via the login, and after successful validation the Customer account registration form is displayed so that the Customer may continue and complete the account activation process. If the activation of the NICL user account is not confirmed (in the confirmation e-mail sent), such a non-activated account will be deleted within 14 days.

The information provided by the Customer in NICL accounts is stored by MD SR - NADA. It may be made available to third parties where this proves necessary for the use or further development of IS NICL. These include, in particular, the contractual partners responsible for the development, operation and updating of IS NICL, the provider of payment services for the NICL, partners, and scientific research institutes. MD SR - NADA complies with the applicable data protection laws (see Part V, Personal Data). For details, see the „Privacy Policy“.

For security reasons, the data on the payment method is stored only by the payment service provider and is not stored on the Customer's mobile device or in IS NICL. The payment method is also registered directly with the payment service provider for IS NICL without the involvement of MD SR - NADA. If the registered payment method is blocked, no further ECL or transport services can be purchased through IS NICL.

The IS NICL user account is personal and cannot be shared with or transferred to other persons. There is no legal entitlement to the use of IS NICL, the CYRIL application, or their individual functions.

C. IS NICL licence

All rights to IS NICL are owned by MD SR - NADA in relation to the Customer. By registering the Customer and confirming the GTC, MD SR - NADA grants the Customer a licence to use IS NICL for the intended purpose of the functions it offers (the services provided). A licence to the software itself is expressly excluded. Making copies, granting sublicences or transferring any other rights to IS NICL to third parties is prohibited. The content of IS NICL, as well as the environment on which it is based and which forms part of or an element of the content, must not be altered, distorted, adapted, disassembled or repaired.

D. Termination and suspension of the provision of the NICL

MD SR - NADA is entitled to terminate the licence agreement concluded with the Customer at any time and to withdraw IS NICL from the market. MD SR - NADA reserves the right, through the IS NICL Operator, to block the use of the NICL by individual Customers in justified cases (e.g. if there are indications of abuse). MD SR - NADA and its partners reserve the right to exclude users from all check-in/out solutions if there are indications of abuse in any of the solutions of the operated IS NICL services. Fraudulent/abusive customers may be entered into an internal register in IS NICL.

E. Liability

MD SR - NADA and its partners reserve the right to change the information contained in the NICL at any time. The use of IS NICL is solely at the Customer's own risk. Customers are responsible for ensuring the protection of their mobile device against any unauthorised access. Any liability of MD SR - NADA and its partners with regard to the content, functionality and use of IS NICL, including liability for malicious software, is excluded within the limits of the law.

If the use of IS NICL or the purchase of an ECL is not possible for technical reasons, MD SR - NADA and its partners disclaim any liability for any damage incurred.

Important notice: Insufficient functionality of IS NICL does not under any circumstances entitle Customers to undertake a journey without a valid travel document!

Article IV. - Purchase and use of the ECL

A. The ECL offer in IS NICL

IS NICL can be used to purchase ECLs and public passenger transport services in the areas of participating IDS organisers and carriers and, depending on the area of use, also ECLs across areas in the form of an ECL in the Slovak Republic. Tickets for journeys outside this area of use cannot be purchased using IS NICL. Before starting such journeys, a valid travel ticket must be purchased by another means. All ECLs in IS NICL are valid from the moment the ECL activation process is completed.

Customers may use IS NICL to purchase electronic documents for additional services (for example luggage, a bicycle, first class, a seat reservation, etc.), or for several passengers (for the Customer and persons travelling with them – „fellow passengers“) for one journey and one Customer account.

The Customer is responsible for compliance by their fellow passengers with the conditions of carriage of the individual carriers and with these GTC. Before purchasing an ECL for fellow passengers, they must ensure that the fellow passengers have been correctly registered in IS NICL, that they have been informed about the processing of their personal data and the relevant personal data protection notices when using IS NICL, and that the purchase of such ECLs is permitted under the conditions of carriage of the IDS organisers or carriers. The same journey is generally charged to the Customer and to the fellow passengers. Any early or subsequent interruption of the journey by fellow passengers, but not by the Customer, cannot be taken into account when calculating the fare and invoicing the journey.

B. Non-transferability of the ECL in IS NICL

ECLs in IS NICL are personal and cannot be transferred or redirected to another mobile device. Customers must not make their mobile device available to other persons for travelling with an ECL (with the exception of the companion function).

C. Requirements for purchasing an ECL in the CYRIL application

To purchase an ECL through the CYRIL application, the Customer must meet the following conditions:

- must have the CYRIL application downloaded and installed on their mobile device and must complete the registration process;
- must have a valid payment method entered;
- must have a functional mobile device with an Android (Google) operating system without rooting or iOS (Apple) without jailbreaking, and an activated and functional SIM card that guarantees the reception of mobile data when connected to a mobile network. The minimum version of the operating system required to run the application is shown in the NICL account in the Apple App Store (for iPhones) or the Google Play Store (for Android mobile devices), or it can be found in the help centre on the website <https://cyril.sk>;
- in the case of use in PAYGO mode, must have BLUETOOTH (BT) activated on their mobile device while travelling in a vehicle in which travel in PAYGO mode is enabled. In the case of non-activated BT during travel, the travel ticket purchased in IS NICL is invalid.

Important notice: Neither MD SR - NADA nor its partners assume any liability for any mobile connection costs that may arise as a result of using the CYRIL application!

D. Guarantee of the technical requirements for purchasing an ECL with a mobile device

The Customer is solely responsible for the capacity of their mobile device, the guarantee of its technical configuration and the functionality of the device (including network access and power supply).

The Customer must ensure a functional data connection while travelling by means of transport and guarantee that the battery is sufficiently charged for the entire duration of the journey.

The Customer may allow the application to access the motion sensors built into the mobile device and may allow the CYRIL application to send notifications (push notifications).

MD SR - NADA reserves the right to exclude the Customer from using IS NICL, in particular in the case of suspected abuse. This may be done without prior notice.

When using the function for purchasing multiple tickets, the passenger must ensure that the owner of the mobile telephone on which the ECLs are available meets all the requirements for purchasing an ECL. If the Customer fails to comply with these GTC, they lose the right to use IS NICL. The same applies to all accompanying passengers.

The PAYGO travel method is also possible without a data connection of the mobile device used (off-line mode), but connection to a data connection is necessary no later than 02:59 on the day following the day on which the journey was made, in order to apply the optimal fare in PAYGO mode. If a data connection is not established by this time, the passenger will be charged a proportionate part of the reserved amount of the daily travel ticket from the last on-line data transfer from the CYRIL application to the IS NICL production server. If travel in PAYGO mode is not possible for technical reasons, the Customer must purchase a prepaid travel ticket.

Important notice: Activating the energy-saving mode may negatively affect the functionality of BT on your mobile device!

E. Payment methods and the charging of NICL services

Payment methods in IS NICL are operated in cashless mode via a predefined platform or application. An ECL in IS NICL may be purchased by a Customer who meets the conditions set out in these GTC, the tariff and transport conditions for the intended journey, and who has sufficient financial cover for the purchase of the ECL in IS NICL at the required price.

The Customer must ensure that the payment methods used have a sufficient limit or sufficient funds to cover their purchases and that they are not blocked. Depending on the area of use, various payment methods are available (e.g. a transport card).

Journeys made in PAYGO mode within one day are generally charged using the payment method that was used as the primary payment method for the last journey. This also applies to price optimisation in PAYGO mode. If the Customer has used several payment methods, MD SR - NADA has the right to charge purchases to the secondary payment method if the purchases cannot be charged to the primary payment method. MD SR - NADA has the right to exclude Customers from using individual payment methods.

Any refund in the event of an incorrect calculation of the journey price is invoiced to the Customer's primary payment method at irregular intervals, whereby several refund payments

are generally invoiced or returned at the same time. This may occur with a delay of up to 30 calendar days after receipt of the complaint regarding incorrectly invoiced journeys.

F. Validity of the ECL in IS NICL

Unless otherwise stated in these GTC, ECLs purchased through IS NICL are subject to the conditions set out in the conditions of carriage applicable to the journey made, as well as to the contractual conditions of the carriers providing the transport services. ECLs contain information on the tariff zone, the passenger's place of boarding, the validity of the travel ticket (date and time), the date and time of purchase, and the fare category.

Time-based ECLs are valid from the successful completion of the activation process of such an ECL. The validity of time-based ECLs ends upon expiry of the time for which they were purchased. Extension of the period of validity of a time-based ECL after the activation process is not possible. This cannot be guaranteed even when several time-based ECLs are purchased simultaneously for fellow passengers.

Important notice: The Customer must complete the activation process for time-based ECLs on their mobile device immediately before boarding the vehicle at the stop/station.

An ECL purchased through PAYGO mode operates on the principle of checking in and checking out of the vehicle. The collection of the Customer's travel data in PAYGO mode begins by opening the CYRIL application and activating PAYGO mode by pressing the relevant button in the CYRIL application (the PAYGO activation process). When boarding the vehicle, the passenger's place of boarding is automatically marked via BT and a contract of carriage is concluded. Acceptance of the contract of carriage by the carrier is implicitly achieved by providing the ECL in the form of a QR code in the CYRIL application.

After the passenger checks out or alights from the vehicle, IS NICL calculates the distance travelled, the travel time and the corresponding fare and initiates the debiting of the corresponding amount from the stored payment method. IS NICL uses location data provided by the mobile device and the software installed on it to determine the location. For this to work correctly, when using the CYRIL application on their mobile device the Customer must activate the location function with the highest possible level of accuracy (allowed location services (GPS) and Wi-Fi) or allow it when the mobile device requests permission upon launching the CYRIL application. This permission must remain activated until the end of the journey.

Important notice: Deactivating the mobile device, location services, the CYRIL application's access to them, and activating aeroplane mode during the activation of PAYGO mode are not permitted and may render the ECL invalid!

G. Calculation of the best available ECL price in PAYGO mode

IS NICL combines individual tickets charged for journeys in PAYGO mode into cheaper ticket combinations where this is possible under the conditions of the conditions of carriage and the tariff applicable to the given journey. This applies only on condition that the Customer uses the CYRIL application for all partial journeys in PAYGO mode during the given period with the same registered mobile device number and the same personal data. MD SR - NADA does not guarantee that the cheapest possible combination of tickets in PAYGO mode will always be charged.

Price optimisation in PAYGO mode takes place only within one and the same payment method. Price optimisation across payment methods (e.g. private and business) does not take place.

Due to price optimisation, it is subsequently not possible to attribute to individual passengers either the total price or the prices of the individual tickets for the journey with fellow passengers.

If the check-in process in PAYGO mode is not possible for technical reasons, this will be displayed accordingly on the display of the mobile device. In such a case, the Customer must purchase a valid ticket through another sales channel, otherwise they will be considered a passenger without a valid travel ticket.

The check-out process in PAYGO mode must be completed immediately after the Customer alights from the vehicle or leaves the area for which a travel ticket is required. The validity of the travel tickets ends upon the start of the PAYGO check-out process. If a transfer is required to continue the journey, the check-out process is not necessary. The check-out process is only necessary after the entire journey has been completed. The Customer is responsible for the timely completion of the check-out process in PAYGO mode. NADA, its partners and other responsible authorities assume no liability for costs incurred by the Customer as a result of failing to complete the check-out process in PAYGO mode in time.

If the NICL application uses the sensors built into the mobile device to calculate that the Customer is no longer on a journey and the PAYGO check-out process has not yet been completed, the NICL application will alert the Customer with a notification on the mobile device indicating that they may have forgotten the PAYGO check-out process. A prerequisite for the notification to be displayed is that the Customer has enabled notifications on their mobile device. The PAYGO check-out process remains the responsibility of the Customer. If the check-out notification is displayed at the wrong time or is not displayed at all, this does not affect the Customer's responsibility for the timely completion of the check-out process.

If, for technical reasons, the PAYGO check-out cannot be completed after the end of the journey, the Customer must immediately contact IS NICL customer service, stating the route, the place and time of the end of the journey, and the journey number (if available). This also applies to any complaints.

Questions concerning customer service may be sent directly via the contact form in the CYRIL application, by e-mail to IS NICL customer service, or via the website <https://cyril.sk>.

H. Use of an already purchased PCL (time-based) in IS NICL

If the Customer has a purchased, valid, personal PCL, they have the option in IS NICL to register the inclusion of a zone or group (hereinafter „zones“) for which the PCL is valid. If the Customer registers at a stop or station within these zones and subsequently travels outside these zones, they will not be charged a fee for the stored zones. If they begin their journey outside the stored zones and continue the journey into a stored zone, they will likewise not be charged a fee for the stored zone. In both cases, a connecting ticket will be charged for the journey outside the stored zones. IS NICL cannot guarantee that it will be possible to include all available season-ticket zones.

The PCL for stored zones must always be presented during a travel ticket inspection by an inspector. Before each journey, the Customer must ensure that they have the stated PCL with them and that they have a valid NICL travel ticket for the following parts of the route. If the travel ticket is registered on the transport card of the relevant carrier or IDS organiser, the Customer is obliged, upon request, to provide MD SR - NADA with a photograph or copy of the document as evidence (to upload it to the NICL account).

Registered zones will be marked on the NICL ticket and checked during any inspection. If zones for which the Customer does not have a valid PCL have been registered, this constitutes a journey without a valid ticket or a journey with a partially valid ticket.

The Customer must ensure that the selected class and any entitlement to a discount correspond to the settings configured in IS NICL. Transactions for the purchase of an ECL carried out at activation after the Customer has boarded the vehicle or after entering an area with a required ECL are invalid. In this case, the relevant ECLs are also invalid and the Customer is considered a passenger without a valid ticket. During the ECL activation process, additional time must be taken into account for the purchase process if data network performance is weak (e.g. EDGE, E, GPRS) or if location capacity is limited. The successful activation process, and thus the validity of the NICL tickets, will be confirmed accordingly in the CYRIL application on the display of the mobile device.

Article V. - Inspection and sanctions

All NICL tickets are electronic and centrally registered. The Customer receives an electronic copy of the ECL on their mobile device. The Customer is not entitled to delete the electronic copy of the NICL ticket before the end of the journey. They must also not transfer it or photograph it onto another mobile device.

The Customer must present the mobile device to the travel ticket inspector (usually an employee of the carrier) and, upon request, display all controls (via the button on the ticket) and all display levels (e.g. detailed view). The travel ticket inspector is entitled to check the ECL several times during a journey. All discount entitlements must be presented together with the ECL displayed on the mobile device. The Customer must follow the instructions of the travel ticket inspector. In accordance with the applicable conditions of carriage, the Customer must, at the request of the travel ticket inspector, present an identity document.

To simplify the inspection, we recommend setting the default values for the writing style, font and font size. If any other configurations are used, the Customer bears the risk if their ECL is wholly or partially illegible.

If the Customer is unable to present the ECL at all display levels and with all controls, or if the ECL cannot be verified due to missing updates or faults of the mobile device, or due to an illegible display or font configuration, the Customer will be treated as a passenger without a valid travel ticket. The ECL cannot be presented subsequently.

If, for any reason, the Customer cannot or does not wish to present a valid ECL or a verifiable ECL ticket, they and their fellow passengers will be considered passengers without a valid travel ticket. A person travelling without a valid travel ticket must pay a fee (fine) in accordance with the applicable conditions of carriage of the carrier in whose vehicle the passenger without a valid travel document is located. ECLs purchased through IS NICL cannot be changed or exchanged. ECLs purchased through IS NICL are excluded from the right of withdrawal from the contract.

Article VI. - Complaints and cancellation fees

If the Customer finds that they have been charged an incorrect fare or other transport services through IS NICL, they must report this to IS NICL customer service using the contact form available in IS NICL (the CYRIL application). The Customer may lodge a complaint (also in writing) within 30 calendar days of the last day of validity of the travel document, by means of the form sent. If IS NICL customer service finds that the Customer was unjustifiably charged an incorrect fare or other transport services through no fault of their own, the difference compared to the correct fare will be refunded to the customer.

The assessment of a complaint by IS NICL customer service is no more than 30 calendar days from the date of receipt of the complaint. For fare refund requests where the reasons for

refunding the fare or part of it arose with several carriers, the complaint assessment period is extended to no more than 60 calendar days.

IS NICL customer service will handle the complaint within the statutory period. If the complaining Customer disagrees with the handling of the complaint, the complaining Customer has the option of lodging a complaint with the relevant appeal authority; an appeal to the relevant appeal authority is not part of IS NICL.

A. Complaints

In the event of a delay of a service, a complaint may only be lodged if it concerns a combination of services for which travel documents were purchased through IS NICL. If the service that the Customer wishes to use is delayed by 60 minutes or more, has not arrived at the stop, has not been dispatched, or runs only over part of the route, the Customer has the right to:

- give up the journey, and IS NICL customer service will refund the fare without deducting a penalty;
- not continue the onward journey at the transfer point, and IS NICL customer service will refund the difference between the fare paid and the fare for the section of the route travelled, without deducting a penalty (this does not apply to the PCL);
- return by the next service to the point of departure without interrupting the journey, where the carrier will transport them free of charge, if the carrier provides such an option in its conditions of carriage, and at their request IS NICL customer service will refund the fare without deducting a penalty.

If the Customer gives up the journey as a result of a missed or omitted service or a loss of connection, they shall exercise their right to free return transport by presenting the travel ticket immediately upon the arrival of the service at the transfer point at which they gave up the onward journey. The carrier will issue a „Confirmation for free return transport“, on the basis of which it will transport the Customer free of charge back to the point of departure by the next suitable service. If operating conditions so require, the carrier may transport the Customer even without confirmation. Confirmation of a service delay is available on the carrier's website.

The Customer may interrupt their journey and not continue it further. In this case, the Customer shall lodge a complaint with the IS NICL customer centre. The fare from partially untravelling ECLs is settled by deducting the fare for the section of the route travelled from the fare price. From the resulting difference, an amount reduced by the related fees associated with making the ECL purchase is deducted, and the complained part of its value is refunded, minus a handling fee of EUR 0.50 + 1% of the ticket price, but at least EUR 0.50.

The Customer shall immediately report the loss of or damage to a transported item to an authorised employee of the carrier, who will draw up a commercial report with them. The carrier handles the complaint on the basis of drawing up the commercial report. If the Customer claims compensation for damage, they shall state this in the commercial report.

B. Cancellation fees

In the event of an erroneous purchase of a travel document or other transport service, the Customer may cancel the document in the NICL free of charge within 15 minutes of purchasing the document; this period must not pass through midnight into the next calendar day. The Customer has the right to return an unused ECL (a document of a transport service provided in IS NICL, unless otherwise stated in the specific business conditions of the carrier) no later than before the start of the validity of the ECL.

An ECL in IS NICL can be returned (after the free cancellation period) if the return of the ECL was carried out, at the latest from the point of departure, as follows:

- 24 hours before the scheduled departure of the service, the refund is made as 100% of the price of the ECL minus a handling fee of EUR 0.50 + 1% of the ticket price, but at least EUR 0.50;
- 1 hour before the scheduled departure of the service, the refund is made as 50% of the price of the ECL minus a handling fee of EUR 0.50 + 1% of the ticket price, but at least EUR 0.50.

The above conditions for returning an ECL cannot be applied to time-based and zone-time-based tickets purchased in IS NICL for individual journeys in urban public transport.

C. Cancellation fees for travel documents purchased from the carrier Železničná spoločnosť Slovensko, a. s. (ZSSK)

A request for a refund of an unused ECL purchased in IS NICL from the carrier ZSSK before the start of the journey, for reasons on the part of the passenger, can be made within the time limits set out below, with a penalty for the return of the travel document:

Travel document	Deadline for return	Penalty for return (according to ZSSK Conditions of Carriage)
domestic single travel ticket	until the departure of the train from the passenger's boarding station	10% of the fare, whereby a remainder of less than EUR 1 is not refunded
domestic seat reservation	until the departure of the train from the passenger's boarding station	10% of the price of the seat reservation per person, min. EUR 1; the return of a seat reservation for luggage and a bicycle is without penalty

If the ECL contains a combination of offers (e.g. a travel ticket and seat reservation(s)), the ECL can be returned at the latest within the earlier time limit; the penalty is calculated separately for the travel ticket and separately for the seat reservation.

All the stated time limits refer to the regular time according to the applicable timetable. Later, the ECL cannot be returned.

Any refund will be credited to the passenger within 30 days of the date of making the online refund request, to the payment card from which the ECL (transport service) was paid. If the payment when purchasing the ECL was made with a payment card linked to a bank account held with a foreign bank, any refund will be credited to the bank account linked to that payment card, within 30 days of the date of making the online refund request.

Article VII. - Protection of personal data

The personal data of IS NICL Customers is processed in accordance with the GDPR principles of personal data protection and the applicable legal regulations of the Slovak Republic.

Important notice: If the Customer has made a journey within the last 12 months and wishes to exercise the right to erasure of data, they must first waive their right to object regarding that journey.

For details on how to exercise the rights of the data subject, see the personal data protection information in IS NICL.

Article VIII. - Final provisions

The GTC take effect on the date of validity stated in the relevant version of the document. When registering the NICL user account, the Customer „marks“ their consent to the GTC. Without this act, the full registration of the customer will not take place. The NICL GTC are published at <https://cyril.sk>.

If one or more provisions in this version of the GTC were or become legally invalid, this will not affect the validity of the remaining provisions. The invalid provision of the GTC will be replaced as quickly as possible by another provision that most closely approximates the legal or economic intention of the invalid provision of the GTC.

Legal relationships in the use of services in IS NICL are governed by the legal order of the Slovak Republic. MD SR - NADA is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration commission. Ensuring passengers' rights is the sole responsibility of the carrier providing the relevant transport service.

MD SR - NADA reserves the right to change the information stated in IS NICL at any time. Changes to the fare, transport and conditions of carriage are subject to the rules of the participating carriers or the ordering parties of transport services.

Any change to the GTC takes effect when the Customer accepts it as part of an update of IS NICL or in another form (notice of the validity of the change). If the Customer does not accept a change to the GTC, they lose the right to use IS NICL services. The right to use IS NICL services requires acceptance of the latest version of these GTC. Changes to the conditions of carriage and the tariff are valid even without the Customer's consent, provided they constitute proper provisions falling within the jurisdiction of the participating carriers or the ordering parties of transport services.

The application of international conventions, including the United Nations Convention on Contracts for the International Sale of Goods of 11 April 1980 (CISG), is excluded. Statutory provisions restricting the choice of law and the applicability of mandatory provisions, in particular those applicable in the country in which the customer as a consumer has their habitual residence, remain unaffected. The exclusive place of jurisdiction for all disputes between MD SR - NADA and the Customer is the Slovak Republic.

In the case of disputes concerning the contract of carriage, the place of jurisdiction is that stated in the contract of carriage within the relevant conditions of carriage of the participating carrier or IDS organiser. In the event of any differences between the Slovak version and the translation of these GTC, the Slovak version of the GTC shall prevail.