

CONTRACTUAL TERMS AND CONDITIONS FOR THE ARRIVA E-SHOP

Effective from 21 October 2025

Article 1: INTRODUCTORY PROVISIONS

1. These Contractual Terms and Conditions (hereinafter referred to as the “Terms”) of ARRIVA vlaky s.r.o., with its registered office at Křižíkova 148/34, Karlín, Prague 8, Company ID No.: 28955196, VAT ID No.: CZ699001947, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, Insert 155614, e-mail: info@arriva.cz, tel. +420 725 100 725 (hereinafter referred to as “ARRIVA”), govern the purchase of tickets for public passenger rail and bus transport provided by the following carriers:
 - ARRIVA CITY a.s., with its registered office at Železničářů 885, 272 80 Kladno - Kročehlavy,, Company ID No.: 27229131, VAT ID No.: CZ699001947, registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 9860, e-mail: info@arriva.cz, tel. +420 725 100 725,
 - ARRIVA autobusy a.s., with its registered office at Na Ostrově 177, Chrudim III, 537 01 Chrudim, Company ID No.: 25945408, VAT ID No.: CZ699001947, registered in the Commercial Register maintained by the Regional Court in Hradec Králové, Section B, Insert 2136, e-mail: info@arriva.cz, tel. +420 725 100 725,
 - ARRIVA vlaky s.r.o., with its registered office at Křižíkova 148/34, Karlín, Prague 8, Company ID No.: 28955196, VAT ID No.: CZ699001947, e-mail: info@arriva.cz, tel. +420 725 100 725, and tickets for a single journey not tied to a specific connection within the OneTicket Unified Tariff System (hereinafter referred to as the “SJT”), issued on behalf of the SJT administrator – Cendis s.p., nábřeží Ludvíka Svobody 1222/12, Nové Město, 110 00 Prague 1, Company ID No.: 00311391, VAT ID No.: CZ00311391, registered in the Commercial Register maintained by the Municipal Court in Prague, Section ALX, Insert 706, e-mail: info@oneticket.cz, tel. +420 222 266 755, recognized by carriers participating in the SJT, the list of which is available at otkt.cz/list (hereinafter referred to as “OneTicket”), through the online store available at shop.arriva.cz or through the mobile application (hereinafter referred to as the “ARRIVA e-shop”).
2. ARRIVA is the operator of the ARRIVA e-shop.
3. These Terms are drawn up in the Czech language.

Article 2: USE OF TICKETS PURCHASED IN THE ARRIVA E-SHOP

1. For the purposes of these Terms, a ticket means a document purchased through the ARRIVA e-shop by which the passenger proves the conclusion of a transport contract with the carrier specified on the ticket and, in the case of OneTicket tickets, the conclusion of an SJT transport contract with the first carrier whose vehicle the passenger boards during transport within the SJT pursuant to the OneTicket SJT Contractual Conditions of Carriage, for the entire duration of its performance, including the rights arising therefrom (hereinafter also referred to as the “ticket”).

2. A ticket purchased in the ARRIVA e-shop is valid only on services operated by the carrier specified on the ticket. In the case of OneTicket tickets, by purchasing the ticket, the buyer concludes a transport arrangement agreement with the SJT administrator, under which the buyer is entitled, within the spatial and temporal validity of the ticket, to transport within the SJT transport network through the transport services of participating carriers.
3. The use of tickets purchased through the ARRIVA e-shop is governed by the contractual conditions of carriage, transport regulations, and tariffs of the individual carriers whose tickets are purchased through ARRIVA, and in the case of OneTicket tickets, by the OneTicket SJT Contractual Conditions of Carriage, the SJT Tariff Conditions, and the contractual conditions of carriage and other rules governing the SJT transport services of participating carriers (hereinafter referred to as the “contractual conditions of carriage”).
4. For the purposes of validation by the carrier’s ticket inspection equipment, a ticket purchased through the ARRIVA e-shop may be issued in the following forms:

a) printed from a PDF file onto white A4 paper (in order to preserve the readability of the QR code); the passenger is responsible for ensuring sufficient print quality; or

b) displayed on the screen/monitor of the passenger’s portable electronic device as an open PDF file containing a QR code or directly as a QR code; the QR code must be electronically stored by the passenger so that it can be immediately displayed for inspection by an authorized employee of the carrier and is not dependent on internet signal reception. In the event of malfunction of the passenger’s device (e.g. due to a discharged battery), the passenger must pay the fare on the train or bus according to the tariff for which entitlement can be demonstrated.

A OneTicket ticket purchased in the ARRIVA e-shop is non-transferable and valid only together with the passenger’s identification document bearing the name stated on the ticket. The required identification document and possible methods of verification of the OneTicket ticket are stipulated by the OneTicket SJT Contractual Conditions of Carriage.

Discounted fare tickets are valid only together with a discount entitlement document specified in the tariff conditions pursuant to the relevant pricing regulation of the Ministry of Finance.

Article 3: PURCHASES IN THE ARRIVA E-SHOP

1. Only persons over 15 years of age are entitled to purchase through the ARRIVA e-shop.
2. The ARRIVA e-shop may be used via the following hardware and software equipment: a standard personal computer with Microsoft Windows operating system (version XP or later), Linux operating system, or Mac OS X, or other compatible devices, or a mobile phone with iOS or Android operating system.
3. ARRIVA does not provide technical or software equipment on the user’s side or internet connection, and all related costs are borne by the user.
4. ARRIVA does not guarantee uninterrupted availability of the ARRIVA e-shop services. The ARRIVA e-shop is accessible except during extraordinary outages or scheduled system maintenance.

5. The ARRIVA e-shop contains information about selected transport services provided by individual carriers, including the prices of individual tickets. Ticket prices are stated inclusive of value added tax. Ticket prices remain valid for as long as they are displayed in the ARRIVA e-shop. This provision does not limit the carrier's possibility to sell tickets under individually agreed conditions.
6. Search results for transport services are displayed based on objective criteria corresponding to the entered search parameters and filters. The main parameter determining the order of offers is the departure time.
7. In the case of OneTicket tickets offered in the ARRIVA e-shop, the tickets are not tied to a specific service and the displayed connection is only indicative.
8. A ticket may be purchased for one person or as a combined ticket for multiple persons (including different tariff categories) travelling together on the same service. Additional services such as transport of dogs, bicycles, or luggage may form part of the ticket. Additional services cannot be purchased together with a OneTicket ticket in the ARRIVA e-shop.
9. A seat reservation is a reservation document associated with a ticket for reserving a specific seat in a vehicle. If a seat reservation is mandatory under the carrier's conditions, it forms part of the ticket. Each seat reservation is identified by a code.
10. The user may create a personal user account for purchasing and potentially returning tickets in the ARRIVA e-shop. Within the passenger's user account, a credit account may be used. Credits may only be used for purchases in the ARRIVA e-shop. The conditions for use of the account are governed by the ARRIVA Contractual Terms and Conditions for the establishment and maintenance of a user account and credit account.
11. Purchases in the ARRIVA e-shop are possible:
 - a) without logging into a user account (i.e. without registration), only on the website shop.arriva.cz; or
 - b) with logging into a user account, on the website shop.arriva.cz or via the mobile application.
12. Procedure for purchases in the ARRIVA e-shop:
 - 12.1. To purchase a ticket, the passenger selects in the transport service, number of passengers (maximum of 5 in the case of purchases without logging in and 8 in the case of purchases with logging into a user account), tariff(s), and after selecting from the displayed offers may choose additional services. Subsequently, after clicking the "Complete purchase" button, in the "Contact details" section the passenger enters an e-mail address for sending the ticket in the case of purchases without logging in, or may log into a user account for purchases with login, or register by creating a passenger user account and, after activation, make purchases while logged into the user account.
 - 12.2. OneTicket tickets are sold only in non-transferable form in the name of the passenger.
 - 12.3. Before clicking the "Pay" button, the passenger may review and modify the entered information within the time limit set for completing the purchase. The passenger is responsible for the accuracy of the information in the submitted order.

12.4. After confirming agreement with the terms and conditions (these Terms and the contractual conditions of carriage) and acknowledging the information on personal data processing by clicking the “Pay” button, an order will be created and the passenger will be redirected to the payment gateway. After clicking the “Pay” button, the passenger chooses the payment method. By paying the ticket price, the order is submitted.

12.5. After payment, confirmation of successful payment and a “save ticket” button for downloading the generated ticket in PDF format to the passenger’s device will appear in the browser window. In the case of purchases with login, the ticket is also stored in the user account under the “My journeys” tab and sent to the contact e-mail address entered in the passenger’s user account. In the case of purchases without login, the ticket is sent to the e-mail address entered during the order.

12.6. ARRIVA is not liable for any damage arising from failure to receive the ticket.

12.7. ARRIVA is not liable for the functionality of data communication, transfer speed, or quality of data transfer and downloading.

12.8. ARRIVA is not liable for delivery to the entered e-mail address; its functionality is entirely under the passenger’s responsibility.

Article 4: PAYMENT TERMS

1. The ticket price is determined in Czech crowns. The passenger may choose payment in Czech crowns or in other offered currencies converted according to the exchange rate currently valid in the ARRIVA e-shop. The payment amount may be paid by payment card (credit card, debit card, Google Pay, Apple Pay) or by instant bank transfer.
2. The PayU payment gateway enabling payment by payment card (credit card, debit card, Google Pay, Apple Pay) and instant bank transfer is operated by PayU S.A. Payment card details are entered directly within the payment gateway environment. ARRIVA does not have access to the passenger’s payment card number or any other data entered by the passenger during payment. Payments are identified by ARRIVA solely by the order number.
3. In the case of purchases made while logged into a user account, the amount may also be paid using credits from the credit account. It is not possible to combine payment using credits and payment through the payment gateway within a single transaction.
4. A ticket purchased through the ARRIVA e-shop constitutes an electronic tax document pursuant to Section 26(3) of Act No. 235/2004 Coll., on Value Added Tax. By accepting these Terms and Conditions, the passenger consents to the issuance of the tax document in electronic form.

Article 5: REFUNDS OF TICKETS IN THE EVENT OF FAILURE TO COMMENCE THE JOURNEY FOR REASONS ON THE PASSENGER’S SIDE

1. An unused (untravelling) ticket purchased in the ARRIVA e-shop may be refunded for reasons attributable to the passenger only under the conditions and within the time limits stipulated by the contractual conditions of carriage of the relevant carrier and, in the case of a OneTicket ticket, under the conditions and within the time limits stipulated by the OneTicket SJT Contractual Conditions of Carriage, the SJT Tariff Conditions, and the ARRIVA vlaky s.r.o. Contractual Conditions of Carriage.

2. A ticket may only be refunded as a whole, including all additional services (transport of animals, bicycles, luggage, etc.) and for all passengers.
3. The specific procedure for refunding tickets purchased in the ARRIVA e-shop differs depending on whether the tickets were purchased with or without logging into a user account, with a special procedure applying to OneTicket tickets.

3.1. Refund of a ticket purchased without logging into a user account:

3.1.1.

OneTicket tickets purchased without logging into a user account may be refunded at ARRIVA sales points with personal service, the list of which is available at: <https://www.arriva.cz/cs/kontakt/prodejni-mista>, in accordance with the procedure specified in the OneTicket SJT Contractual Conditions of Carriage.

3.1.2.

Other tickets purchased without logging into a user account may be refunded through the ARRIVA Customer Centre by submitting a ticket cancellation request including the ticket code by e-mail to: info@arriva.cz, or by telephone at +420 725 100 725. A combined ticket for more than one passenger may only be refunded as a whole. When refunding a combined ticket, the order code and any one of the ticket codes stated on the ticket must be provided.

3.1.3.

The refund of the ticket price shall be paid by cashless transfer of funds back through the PayU payment gateway using the same method by which the ticket price was originally paid.

3.2. Refund of a ticket purchased while logged into a user account:

3.2.1.

OneTicket tickets purchased while logged into a user account may be refunded after logging into the account by clicking the "Cancel" button. When refunding a ticket paid from a credit account, the refund of the ticket price shall be returned in the form of credits credited back to the credit account from which the ticket was paid. When refunding a OneTicket ticket paid through the PayU payment gateway, the refund of the ticket price shall be paid by cashless transfer of funds back through the PayU payment gateway using the same method by which the ticket price was originally paid.

3.2.2.

Other tickets purchased while logged into a user account may be refunded after logging into the account by clicking the "Cancel" button. When refunding a ticket paid through the PayU payment gateway, the passenger may choose whether the refund of the ticket price shall be paid in the form of credits credited to the passenger's credit account or by cashless transfer of funds through the PayU payment gateway using the same method by which the ticket price was originally paid. When refunding a ticket paid from a credit account, the refund of the ticket price may only be returned in the form of credits credited back to the credit account from which the ticket was paid.

4. Refund of the ticket price:

4.1.

ARRIVA shall pay the passenger, on behalf of the relevant carrier or, in the case of OneTicket tickets, on behalf of the SJT administrator, the refund of the ticket price after deduction of the fee pursuant to point 4.2, rounded arithmetically up to whole Czech crowns.

4.2.

The deduction fee amounts to:

- 0% in the case of payment of the refund by crediting funds to the passenger's credit account,
- 10% of the ticket price (but at least CZK 10) in all other cases.

4.3.

In the case of payment through the PayU payment gateway, the payment is usually sent within 3 days from the date of ticket refund. In the case of refund payment to a credit account, the credits are usually credited immediately.

Article 6: COMPLAINTS AND CLAIMS

1. If payment is successfully completed but the ticket is not generated, or if any other issues related to the purchase occur, the user of the ARRIVA e-shop may contact ARRIVA through the ARRIVA Customer Centre by telephone at +420 725 100 725 or by e-mail at info@arriva.cz without undue delay, no later than 30 days after the purchase. The complaint must include contact details (name and surname, e-mail address, and telephone number), the reason for the complaint, the transaction date, and the numerical payment identifier – the order ID stated in the payment transaction. The complaint shall be resolved within 30 days.
2. In the event of other problems or suggestions related to the use of the ARRIVA e-shop, the passenger may contact the ARRIVA Customer Centre by telephone at +420 725 100 725 or by e-mail at info@arriva.cz.
3. In the case of OneTicket tickets purchased in the ARRIVA e-shop, liability for the course of transport and the exercise of rights arising from the transport contract, as well as the procedure for refunding unused OneTicket tickets for reasons attributable to the carrier, shall be governed by the OneTicket SJT Contractual Conditions of Carriage and other SJT rules available at <https://oneticket.cz> (hereinafter referred to as the "SJT Conditions"). Unless the SJT Conditions stipulate otherwise, ARRIVA vlaky s.r.o. shall be responsible for handling the passenger's claims arising from the transport contract.
4. For other tickets purchased in the ARRIVA e-shop, the rights and obligations arising from the transport contract concluded between the passenger and the carrier, and their exercise, shall be governed by the contractual conditions of carriage of the relevant carrier stated on the ticket. The carrier is responsible for the course of transport. The passenger may exercise rights arising from the transport contract for reasons attributable to the carrier as follows:

4.1. In the case of tickets issued by ARRIVA vlaky s.r.o.:

a) by e-mail to info@arriva.cz, or

b) by post to ARRIVA vlaky s.r.o., Křižíkova 148/34, 186 00 Prague 8 – Karlín. The shipment must be clearly marked “UPPS ARRIVA vlaky” or “Exercise of rights arising from the transport contract ARRIVA vlaky”.

4.2. In the case of tickets issued by ARRIVA CITY s.r.o. or ARRIVA autobusy a.s.:

through the ARRIVA Customer Centre by telephone at +420 725 100 725 or by e-mail at info@arriva.cz.

5. Other questions or suggestions regarding the performance of the transport contract may be directed to the ARRIVA Customer Centre by telephone at +420 725 100 725 or by e-mail at info@arriva.cz.

Article 7: CONSUMER DISPUTE RESOLUTION

1. If a consumer dispute arises in connection with the use of the ARRIVA e-shop between the passenger and ARRIVA which cannot be resolved by mutual agreement, the passenger may submit a proposal for out-of-court settlement of such dispute to the designated consumer dispute resolution body, namely the Czech Trade Inspection Authority, Central Inspectorate, ADR Department, Gorazdova 1969/24, 120 00 Prague 2, e-mail: adr@coi.gov.cz, website: adr.coi.gov.cz.

Article 8: FINAL PROVISIONS

1. ARRIVA may cancel, amend, or supplement the wording of these Terms and Conditions. Amendments to the Terms and Conditions become effective upon publication on the ARRIVA e-shop website. This provision does not affect rights and obligations arising during the validity of the previous version of the Terms and Conditions.
2. These Terms and Conditions shall become effective on 21 October 2025.