



CONTRACTUAL TERMS AND CONDITIONS OF TRANSPORT

FOR THE TRANSPORT
OF PASSENGERS AND LUGGAGE

www.arriva.cz



Article 1: Scope of Validity

1. The company ARRIVA vlaky s.r.o., with its registered office at Křižíkova 148/34, Karlín, Prague 8, Company ID No.: 28955196, VAT ID: 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" or the "carrier"), hereby issues these Contractual Terms and Conditions of Transport for public passenger railway transport (hereinafter referred to as the "ARRIVA Conditions") in accordance with Section 36(1)(a) of Act No. 266/1994 Coll., on Railways, as amended, in accordance with Decree No. 175/2000 Coll. of the Ministry of Transport and Communications on the Transport Rules for Public Rail and Road Passenger Transport, as amended, in accordance with Regulation (EU) 2021/782 of the European Parliament and of the Council on rail passengers' rights and obligations, and under the conditions set out in the applicable pricing decree of the Ministry of Finance.
2. These ARRIVA Conditions govern the rights and obligations of ARRIVA, as well as the rights and obligations of passengers during the transport of persons, their luggage, and live animals in domestic public passenger railway transport. The ARRIVA Conditions also define the conditions for the formation and termination of the contract of transport, including the enforcement of rights arising therefrom. For transport within the territory of the Slovak Republic, these ARRIVA Conditions comply with Act No. 513/2009 Coll. on Railways, Act No. 514/2009 Coll. on Transport on Railways, and Regulation (EU) 2021/782 of the European Parliament and of the Council on rail passengers' rights and obligations.

Article 2: Contract of Transport of Passengers

1. A contract of transport of passengers (hereinafter referred to as the "contract of transport") is concluded when the passenger exercises their right to transport under a ticket by boarding a train or bus in which ARRIVA tickets are valid. The contract of transport is also concluded if the passenger boards the train without a valid ticket and pays the fare to an authorized ARRIVA employee immediately after boarding the ARRIVA service.

By concluding the contract of transport, a legal relationship arises between ARRIVA and the passenger, under which ARRIVA undertakes to transport the passenger from the departure station to the destination station properly and on time on trains operated by ARRIVA under the conditions set out in these ARRIVA Conditions.

By concluding the contract of transport, the passenger agrees to the transport conditions declared in these ARRIVA Conditions, the tariff conditions declared in the valid ARRIVA tariff, or the conditions declared in ARRIVA's commercial offers.

The contract of transport is fulfilled by duly carrying out the transport within the agreed scope according to the concluded contract of transport. The contract shall also be deemed fulfilled if the transport is carried out in a scope different from that agreed, provided that the passenger was lawfully excluded from transport by an authorized person.

The contract is also properly fulfilled if the passenger interrupts the journey without meeting the conditions for interruption according to the applicable pricing decree of the Ministry of Finance.

2. An authorized person means the following ARRIVA employees who prove their identity with a valid ARRIVA employee card, are on duty, and perform the following job positions:
3. Conductor, train manager, locomotive driver, dispatcher, transport supervisor, ticket inspector.
4. The passenger acknowledges that the provision of advertised premium services, especially free refreshments, Wi-Fi connection, daily newspapers, and other marketing bonuses, is entirely at the carrier's discretion, and no entitlement to such services arises from the conclusion of the contract of transport.

In accordance with applicable legal regulations, the carrier reserves the right to make changes to timetables, use substitute types of railway transports, change seats, and use substitute transport in the event of extraordinary incidents on the route.

Article 3: Ticket

1. The passenger proves the conclusion of the contract of transport and the rights arising therefrom by means of a ticket throughout the duration of its performance.
2. A ticket (hereinafter referred to as the "ticket") means:
 - a) a one-way or return ticket for a single journey,
 - b) a route ticket,
 - c) a pass entitling the passenger to transport.
3. A ticket for a single journey may be purchased at an ARRIVA ticket office, through the online interface operated at shop.arriva.cz or in the mobile application ("ARRIVA e-shop"), or from the carrier's contractual reseller. Only contractually authorized partners of the carrier are entitled to trade in tickets.
4. In announced ARRIVA services, the passenger shall present proof of payment together with the ticket.
5. Proof of payment means documents for the transport of dogs or luggage.

6. Tickets and proofs of payment may take the following forms:
- a) paper form electronically printed or handwritten on ARRIVA forms,
 - b) paper form printed from a PDF file on white A4 paper (in the original non-reduced size in order to preserve the readability of the QR code); the passenger is responsible for sufficient print quality, or
 - c) displayed on the screen/display of the passenger's portable electronic device as an open PDF file with a QR code or as a QR code. The PDF file or QR code must be electronically stored by the passenger so that it can be displayed immediately and is not dependent on internet signal reception. The passenger is responsible for the functionality of their device. In the event of device malfunction (e.g., due to a discharged battery), the passenger is obliged to pay the fare according to the tariff to which they can prove entitlement.
 - d) displayed on an ARRIVA device by entering the transaction code communicated by the passenger.
7. The passenger is obliged to hand over tickets, passes, and proofs of payment to an authorized ARRIVA employee for inspection, enable electronic inspection on ARRIVA reading devices, allow inspection of clearly displayed tickets and proofs of payment on their own electronic device, or communicate the transaction code immediately upon each request at any time during the performance of the contract of transport, even repeatedly.
8. During the performance of the contract of transport, the passenger is obliged to present together with the ticket any discount card to an authorized ARRIVA employee for inspection.
9. A discount card means a card whose holder is entitled to a discount (e.g., student cards; disability cards ZTP and ZTP/P).
10. If the discount card must contain a photograph, the photograph must reflect the current appearance of the holder.
- A ticket or discount card is invalid if:
- a) the passenger has not complied with the announced conditions for its use,
 - b) it was used by an unauthorized person,
 - c) a valid proof of entitlement was not presented with the discounted ticket,
 - d) prescribed details are missing or damaged so that inspection is not possible,
 - e) the details do not correspond to reality or have been unlawfully altered,
 - f) any part of the document has been unlawfully separated,
 - g) it is presented without the required photograph or other required elements,
 - h) its validity period has not yet begun or has expired,
 - i) it is not an original.
11. In cases where the ticket or discount card is invalid, the passenger shall be considered a passenger without a valid ticket or pass. Such passenger is obliged to pay a new fare or the difference corresponding to the discount to which they prove entitlement.
12. Tickets issued on trains are printed on thermal paper. Passengers must store tickets according to the manufacturer's instructions so as not to reduce or lose the readability of the record. Record quality may be damaged by:
- temperatures above 40 °C,
 - relative humidity above 60%,
 - alcohol or other solvents,
 - storage with printed sides touching,
 - carbonless paper,
 - adhesives and plasticizers in PVC and leather (PVC folders, leather handbags, wallets, plastic wallet windows).
13. Duplicates are not issued for lost or damaged tickets or discount cards, and the passenger must pay the full amount for issuing a new document.
14. The passenger is obliged to inform the authorized ARRIVA employee in advance which discount they request for the ticket. The ticket entitles the passenger during its validity to transport within the scope stated on it and to access areas accessible only with a valid ticket. The ticket entitles the passenger to one journey from the departure station to the destination station along the route indicated on it and only on ARRIVA services.

In the case of ARRIVA route tickets, the ticket entitles the passenger to an unlimited number of journeys during the validity period of the route ticket and within the section for which the route ticket was issued.

15. Tickets are issued as transferable and non-transferable.
- A transferable ticket may be used by the passenger who presents it first during inspection.
 - A non-transferable ticket may only be used by the passenger whose identification details are stated on the ticket.
16. For the purposes of claiming discounts according to the applicable pricing decree of the Ministry of Finance, passengers must prove entitlement as follows:
- a) children aged 15–18 years by any valid personal identification document containing a photograph or digital image, first and last name, and date of birth. Entitlement may also be proven by a student card complying with previous legal regulations (children aged 6–15 do not need to prove entitlement to special fares),
 - b) pupils and students aged 18–26 years by a valid student card or ISIC card,
 - c) seniors aged over 65 years by an EU citizen card or any valid personal identification document containing a photograph or digital image, first and last name, and date of birth, or by a card issued by the carrier or within an integrated transport system, including electronic carriers,
 - d) persons with disabilities by a valid ZTP or ZTP/P card issued in the Czech Republic; an escort of a ZTP/P holder proves entitlement by the card of the accompanied person and is entitled to free transport according to the ARRIVA tariff,
 - e) passengers transported free of charge by a valid card containing a photograph and identification details, or identification details only, entitling them to free transport.
- A handling surcharge of CZK 25 is charged on the train in addition to the fare or surcharge after boarding at a staffed station.
17. A staffed station shall mean an announced station or stop where ARRIVA tickets can be purchased at a ticket counter or from a ticket vending machine, and where, at the time of the train's departure, such point of sale enables passengers to purchase a ticket.
18. A handling surcharge shall be charged once for the issuance of each document, regardless of the number of passengers listed on it.
19. A ticket or fare supplement may be purchased on the train without a handling surcharge:
- a) when boarding at an unstaffed station. An unstaffed station shall mean an announced station or stop where the sale of ARRIVA tickets is not available at a ticket counter or ticket vending machine and/or where, at the time of the train's departure, such point of sale does not enable passengers to purchase a ticket.
 - b) for holders of ZTP and ZTP/P cards. Payment of fares by payment card is possible on trains; however, this cannot be guaranteed due to the current quality of the mobile connection.
20. In the event of any payment made by a passenger on the train, the carrier is obliged to accept cash payments up to a maximum of five times the price of the goods/service.

Article 4: Rights and Obligations of the Passenger

1. By concluding the contract of transport, the passenger undertakes to comply with the Contractual Conditions of Transport and to pay the fare according to the applicable tariff. Upon receiving the ticket, the passenger is obliged to verify that it was issued according to their requirements. If the ticket does not correspond to the requested details, the passenger is entitled to refuse it. Any later claim by the passenger regarding discrepancies on the ticket shall be handled in accordance with the applicable conditions for claims arising from the contract of transport due to fault on the part of the passenger.
2. Reserved seats marked as a "quiet compartment" are intended for passengers who do not make phone calls during their stay in the compartment, keep their mobile phone ringtone switched off, do not listen to audiovisual devices aloud, and refrain from any loud conversation or other disturbing behavior.
3. The onboard staff on an ARRIVA service is entitled to reseat a passenger who violates the rules applicable to the quiet compartment and continues to fail to comply even after prior warning.
4. By purchasing a ticket for the quiet compartment, the passenger agrees to the conditions for the use of such designated seats. During transport, the passenger is obliged to ensure their own safety and refrain from anything that could endanger transport safety, their own safety or the safety of other passengers, public order and peace, or disturb the crew in the performance of their duties or other passengers.
5. The passenger is obliged to exercise increased caution appropriate to the nature of railway transport and to comply with instructions issued by authorized ARRIVA personnel, including instructions expressed by symbols or signs in the ARRIVA vehicle, so as to ensure the highest possible level of safety and smoothness of public passenger railway transport, the safety of other persons, and the highest possible level of travel culture. The passenger shall obey verbal or acoustic instructions to stop boarding or alighting and comply with all measures announced by authorized ARRIVA personnel regulating boarding/alighting from the train or access to the train.

6. In particular, passengers are prohibited from:
- a) opening exterior doors while the train is in motion,
 - b) throwing objects from the train while in motion or allowing objects to protrude outside,
 - c) boarding or alighting while the train is in motion or leaning out of the train,
 - d) obstructing the use of operational equipment, exits, passageways, or boarding areas,
 - e) smoking on the train,
 - f) using narcotic or psychotropic substances prohibited by law,
 - g) polluting or damaging the train,
 - h) entering areas reserved exclusively for train staff,
 - i) misusing emergency or evacuation equipment located on the train (emergency exits, fire extinguishers, emergency brakes, emergency door opening devices, etc.).
7. A passenger may board or alight from a train only at stations designated for regular boarding and alighting and listed in the timetable. If a train stops for operational reasons at a location where it is not scheduled to stop, the passenger may alight only with the consent of an authorized carrier representative.
- If a passenger occupies a seat without holding a valid reservation for that seat, they must vacate it for a passenger holding a valid reservation.
8. If a passenger occupies a seat reserved for specific groups of passengers (e.g., persons with reduced mobility and orientation), they must vacate the seat upon request.
9. If a passenger boards an ARRIVA service without a valid ticket, they are obliged to contact ARRIVA train staff immediately after boarding to request the purchase of a ticket.
- The passenger is responsible for:
- a) children accompanying them,
 - b) their timely and safe boarding of the ARRIVA vehicle at the departure station stated on the ticket,
 - c) their timely and safe alighting at the destination station stated on the ticket.

Article 5: Exclusion from Transport

1. A breach of transport conditions in terms of passenger safety, health and safety protection of others, safety and continuity of public railway transport, and ensuring proper, peaceful, and comfortable transport includes situations where the passenger:
- a) fails to contact onboard staff immediately after boarding without a valid ticket,
 - b) fails to present a valid ticket or proof of entitlement to a discount when requested by an authorized ARRIVA representative and refuses to pay the fare difference or a new fare,
 - c) refuses to pay the fare, fare difference, or surcharge on the spot,
 - d) boards or alights from a train stopped exceptionally without authorization,
 - e) unjustifiably activates the emergency brake or emergency communication device,
 - f) smokes or uses electronic cigarettes in prohibited areas,
 - g) damages ARRIVA vehicles or facilities,
 - h) brings prohibited items as luggage,
 - i) causes delay to the train unless acting to avert danger,
 - j) refuses to comply with instructions of authorized ARRIVA personnel,
 - k) soils the vehicle or other passengers or blocks automatic doors,
 - l) uses sports equipment such as roller skates or scooters in the vehicle,
 - m) refuses to vacate reserved seats,
 - n) obstructs operational equipment, passageways, exits, or boarding areas,

- o) behaves noisily or disturbs others,
 - p) attempts to enter staff-only areas,
 - q) refuses to place a small animal in a fully enclosed carrier,
 - r) disturbs the quiet compartment regime.
2. If the passenger fails to remedy conduct listed under letters k)–r) even after warning, they shall pay a surcharge of CZK 500.
 3. If the passenger acts as described under letters a)–j), they shall pay a surcharge of CZK 1,000.
 4. If the surcharge is not paid immediately in cash or within 15 days by bank transfer to ARRIVA's account, ARRIVA may proceed with collection.
 5. Repeated surcharges may be imposed even several times during one journey. Depending on the nature of the breach, additional compensation or fees may also be charged.
 6. ARRIVA shall issue a "Confirmation of Violation of ARRIVA Conditions" for each breach.
 7. For this purpose, the passenger must provide personal data necessary for debt recovery:
 - first name,
 - surname,
 - date of birth,
 - place of birth,
 - delivery address.
 8. If unable to present a valid ticket and unwilling to pay immediately, the passenger must also present proof of identity.
 9. A passenger may be excluded from transport if:
 - a) they continue violating the ARRIVA Conditions despite warnings and penalties,
 - b) they are under the influence of addictive or psychotropic substances and endanger safety or order,
 - c) they threaten public order or disturb other passengers,
 - d) they refuse or are unable to pay fares or penalties.
 10. If authorized ARRIVA personnel identify such conduct before boarding, transport may be refused.
 11. If the passenger refuses to provide identification, the Police of the Czech Republic may be called.
 12. A passenger excluded from transport who boards the train again is considered a passenger without a valid ticket even if they still physically possess one, since the contract of transport terminated upon exclusion.
 13. A passenger who causes train delay by direct or indirect conduct shall pay:
 - a) CZK 100 per commenced minute for local and semi-fast trains,
 - b) CZK 200 per commenced minute for express trains.
 14. The minimum surcharge in such cases is CZK 600.

Article 6: Refund of Fare

(Claims arising from the contract of transport for reasons on the passenger's side)

1. Fares for unused or partially used tickets are not refunded unless expressly provided otherwise in this Article. A passenger lawfully excluded from transport has no right to a refund.
2. A passenger who does not commence a journey for reasons on their side may claim a refund under the conditions specified herein.
3. Refund claims must be made:
 - a) no later than 15 minutes before departure of the service for which the ticket was purchased, or
 - b) by 24:00 on the first day of ticket validity if not tied to a specific service.

4. Refunds may be requested:
 - via the ARRIVA e-shop,
 - at ARRIVA ticket offices,
 - or through contractual sellers.
5. Refund deductions:
 - a) 0% for ARRIVA e-shop tickets refunded to a credit account,
 - b) 0% when simultaneously purchasing another ARRIVA ticket,
 - c) 20% (minimum CZK 20) for ticket-office refunds,
 - d) 20% (minimum CZK 20) for group tickets ordered individually,
 - e) 10% in other cases.
6. Refund entitlement does not arise:
 - a) if excluded by tariff conditions,
 - b) due to passenger input errors during purchase,
 - c) if the ticket has already been used.
7. Only the passenger presenting the original ticket or otherwise proving entitlement may claim a refund.
8. Refunds of SJT OneTicket tickets are governed by Article 15.

Article 7: Claims Arising from the Contract of Transport Due to Reasons on the Carrier's Side

1. Passengers are not entitled to compensation if delays or cancellations were caused by:
 - a) extraordinary circumstances outside railway operations,
 - b) fault of the passenger,
 - c) unavoidable conduct of third parties.
2. No compensation is payable if the passenger was informed of the delay before purchasing the ticket or if the final delay remains below 60 minutes.
3. If the delay is caused by the carrier, the passenger is entitled to compensation according to these ARRIVA Conditions.
4. If the delay from the departure station is 30 minutes or more and the passenger abandons the journey, the fare shall be refunded without deduction.
5. If the passenger misses a connection within one contract of transport, they are entitled to:
 - a) transport by the next suitable ARRIVA connection,
 - b) return transport to the departure station and fare refund, or
 - c) refund for the unused section.
6. If rerouting options are not communicated within 100 minutes, the passenger may arrange alternative transport and ARRIVA shall reimburse necessary and reasonable costs.
7. Delay compensation:
 - a) 25% of the fare for delays of 60–119 minutes,
 - b) 50% for delays of 120 minutes or more.
8. Compensation below CZK 25 is not paid.
9. Claims may be submitted:
 - 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.
10. Compensation shall be paid within one month from the submission of the claim.
11. Passengers are not entitled to damages solely because they were not transported on time.
12. Claims for injury, death, damage to mobility equipment, or assistance dogs may also be submitted in the same manner.

Article 8: Transport of Children and Persons with Disabilities or Reduced Mobility

1. Children under the age of 6 may only travel when accompanied by a person older than 10 years of age.
2. Passengers over 10 years of age holding a valid ticket, or companions of persons with severe disabilities holding a ZTP/P card, are entitled to transport children under 6 years of age free of charge (i.e. until the day preceding the child's 6th birthday). Passengers with reduced mobility and orientation, as well as passengers with children, have priority in occupying seats designated for such persons and marked with appropriate symbols. Other passengers may occupy such seats only if they are not required by passengers for whom they are primarily intended.

It is not necessary to book in advance the transport of persons with reduced mobility and orientation who do not require assistance from the carrier's staff when boarding, alighting, or transferring between trains. Requests for the transport of wheelchair users must be notified in advance by:

- a) by e-mail at info@arriva.cz,
 - b) by phone at +420 725 100 725,
 - c) via oneticket.cz/assistance.
3. The passenger is required to submit the transport request at least 24 hours before the train's departure from the boarding station.
 4. On the carrier's trains, passengers may travel only with a wheelchair equipped with a functional manual brake to ensure safe securing during transport. Passengers using wheelchairs wider than 60 cm that cannot be folded may only be transported in carriages designated for this purpose.

Article 9: Transport of Live Animals

1. Live animals may be transported free of charge as hand luggage only under the supervision of the passenger and provided that conditions are met to ensure that the animals do not damage or soil the vehicle or other passengers, do not endanger the safety and health of persons, and do not cause inconvenience to other passengers during transport. Of live animals, passengers may only take small domestic and other small animals into the vehicle if they are completely enclosed in easily portable cages, baskets, or other suitable containers with impermeable bottoms, provided that no special legal regulations prohibit this (e.g. for the Czech Republic, Act No. 166/1999 Coll., on Veterinary Care, as amended, and for Slovakia, Act No. 39/2007 Coll. on Veterinary Care, as amended).
2. For such transport, the provisions of these ARRIVA Special Transport Conditions concerning the transport of hand luggage shall apply accordingly, depending on the size of the container.
3. Outside a fully enclosed container, only a dog may be transported in an ARRIVA vehicle, provided that the transport fee has been paid for the dog, the dog is fitted with a secure muzzle, is kept on a short leash, and is not transported on a seat.
4. A guide dog, assistance dog, or police service dog performing duties pursuant to Act No. 273/2008 Coll., on the Police of the Czech Republic, as amended (for the Czech Republic), or Act No. 171/1993 Coll. on the Police Force, as amended (for Slovakia), may also be transported. No transport fee is charged for these dogs. A guide dog accompanying a visually impaired person, an assistance dog, or a police service dog performing duties under Act No. 273/2008 Coll., on the Police of the Czech Republic (for the Czech Republic), or Act No. 171/1993 Coll. on the Police Force within the territory of Slovakia (for Slovakia), may neither be excluded from transport nor may its transport be refused.

Article 10: Transport of Luggage

1. Luggage shall be transported together with the passenger on an ARRIVA service and under the passenger's supervision either as hand luggage or accompanying luggage. The passenger is responsible for supervising the luggage throughout the entire journey. As luggage, a passenger may take items that, with regard to their size, length, or weight, can be quickly and easily loaded and placed in the ARRIVA vehicle in the space designated for luggage.
2. The following are excluded from transport:
 - a) bulky items (items that cannot be placed in the vehicle in the area designated for luggage or items weighing more than 50 kg and exceeding dimensions of 1,100 × 800 × 500 mm),
 - b) loaded weapons (this restriction does not apply within the territory of the Czech Republic to police officers performing duties pursuant to Act No. 273/2008 Coll., on the Police of the Czech Republic, nor within the territory of Slovakia to members of the Police Force performing duties pursuant to Act No. 171/1993 Coll. on the Police Force),
 - c) explosive, toxic, radioactive, volatile, or corrosive substances (so-called dangerous goods), as well as items causing disgust,
 - d) items that may cause infection (pursuant to the relevant provisions of Act No. 258/2000 Coll., on the Protection of Public Health, as amended, and for Slovakia in cases determined by the public health authorities of the Slovak Republic pursuant to Act No. 355/2007 Coll. on the Protection, Support and Development of Public Health, as amended).

3. If a passenger brings into an ARRIVA vehicle any items listed in this paragraph, they shall be deemed to have violated the relevant provisions of these ARRIVA Special Transport Conditions, and ARRIVA shall be entitled to proceed in accordance with these Conditions.
4. If the passenger cannot place the luggage under or above their seat, the luggage may be placed in the luggage compartment or in the aisle. If luggage is placed in the aisle, it must not obstruct the free passage of other passengers or persons, endanger the safety or health protection of passengers or other persons, or cause damage to the ARRIVA vehicle.

If luggage cannot be placed in accordance with these ARRIVA Special Transport Conditions, its transport may be refused for operational reasons or due to the exhaustion of available luggage storage capacity in the ARRIVA vehicle. The decision regarding the placement of luggage in the ARRIVA vehicle, or the refusal of its transport, shall rest exclusively with an authorized ARRIVA staff member on the train.

Article 11: Detailed Conditions for Transport of Luggage

1. As hand luggage, a passenger may take into an ARRIVA vehicle, free of charge, easily portable items which:
 - a) can be placed on the passenger's lap or above or below the seat occupied by the passenger,
 - b) do not exceed any of the dimensions of 900 × 600 × 400 mm.
2. Of larger sports equipment, the transport of one pair of skis with poles, a snowboard, and sledges is permitted.
3. It is prohibited to place hand luggage on seats or in the sanitary facilities area of the ARRIVA vehicle. The passenger is responsible throughout the journey for supervising the hand luggage, ensuring its safe handling, and for any damage arising from the transport of the hand luggage.
4. In cases where a passenger brings onto the train an item that cannot be transported as hand luggage and refuses to transport it as accompanying luggage, the passenger shall be excluded from transport at the nearest railway station and the contract of carriage shall be terminated in accordance with these ARRIVA Special Transport Conditions. In such a case, the passenger shall not be entitled to a refund of the paid fare, in accordance with these ARRIVA Special Transport Conditions.
5. As accompanying luggage, a passenger may take into an ARRIVA vehicle easily portable items which cannot be transported as hand luggage and:
 - a) which, by their nature, require placement in a specially designated area within the passenger compartment of the ARRIVA vehicle,
 - b) which exceed one of the dimensions of 900 × 600 × 400 mm specified for hand luggage,
 - c) baby strollers,
 - d) bicycles.
6. The transport of bicycles is permitted on ARRIVA services after payment of the transport fee, only until the vehicle capacity is exhausted, and exclusively in areas designated for this purpose and marked with a bicycle pictogram.
7. The passenger is responsible throughout the journey for supervising accompanying luggage, ensuring its safe handling, and for any damage arising from its transport. Only a limited number of spaces for baby strollers are available in ARRIVA vehicles, and if this capacity is exhausted, an authorized ARRIVA staff member may refuse the transport of a baby stroller.
8. In the event that replacement bus service is used and bicycles are transported in an accompanying van without the passenger's supervision, the bicycle must be inspected immediately upon collection. Any damage or claim must be reported without delay to the driver of the van.

Article 12: Complaints and Suggestions

1. Passengers may submit all complaints, comments, and suggestions in Czech or Slovak through:
 - a) a message or post on the official Facebook profile available at www.facebook.com/ArrivaCZ
 - b) email: info@arriva.cz
 - c) the form available at: www.arriva.cz
 - d) in writing to: ARRIVA vlaky s.r.o., Křižíkova 148/34, 186 00 Prague 8 – Karlín
 - e) the ARRIVA customer service hotline at +420 725 100 725
2. Complaints must be submitted within three months of the event to which the complaint relates. The customer service department shall respond no later than one month after receipt of the complaint, or, in justified cases, shall inform the passenger that a response will be provided within a period shorter than three months from the receipt of the complaint.
3. The customer service department shall respond to comments and suggestions by sending a written statement to the proposer's specified email or postal address only in justified cases. No specific deadline for such notification is set.

4. The authority responsible for supervising compliance with obligations relating to passenger rights in rail transport pursuant to Regulation (EU) 2021/782 of the European Parliament and of the Council on rail passengers' rights and obligations is the Railway Authority, with its registered office at Bělehradská 222/128, Prague 2. Any passenger may submit complaints to this authority regarding alleged breaches of this Regulation.

Article 13: Lost and Found

1. If a passenger believes that they have lost personal belongings in an ARRIVA vehicle or in areas accessible only with a valid ticket, they may contact an authorized ARRIVA staff member on the train, send an email to info@arriva.cz, or contact the ARRIVA customer hotline and request that a search for the lost item be initiated. To facilitate and accelerate the search, it is recommended that the passenger provide:
 - a) an exact description of the missing item,
 - b) the circumstances under which the loss occurred,
 - c) identification of the ARRIVA service on which the loss occurred or the date of travel,
 - d) the boarding and destination railway stations,
 - e) contact details (name, surname, telephone number or email address, and possibly residential address) through which the passenger may be informed about the possible recovery of the lost item.

If the lost item is found, it shall only be returned upon verification of the passenger's personal details or presentation of authorization to collect the item, and upon describing the decisive characteristics of the item, the time and place of loss, and the circumstances under which it was lost.
2. If the lost item is not found within 14 days from the passenger's request, the item shall be considered lost and the search shall be terminated. If an item is found in an ARRIVA vehicle after the completion of a journey and no passenger has initiated a search for it, the item shall be stored for 30 days. After this period, the item shall be donated to charity, provided that it remains usable.

Article 14: Payments in Euros

1. On selected international trains, payments in euros may be made on board the train.
2. Prices shall be converted according to the exchange rate published by the carrier, effective from the first day of the current calendar month unless stated otherwise. After conversion, prices in EUR shall be rounded mathematically to the nearest 0.1 euro.

Article 15: Priority of Other Transport Conditions over ARRIVA Conditions

1. If a passenger believes that they have lost personal belongings in an ARRIVA vehicle or in areas accessible only with a valid ticket, they may contact an authorized ARRIVA staff member on the train, send an email to info@arriva.cz, or contact the ARRIVA customer hotline and request that a search for the lost item be initiated. To facilitate and accelerate the search, it is recommended that the passenger provide:
 - a) an exact description of the missing item,
 - b) the circumstances under which the loss occurred,
 - c) identification of the ARRIVA service on which the loss occurred or the date of travel,
 - d) the boarding and destination railway stations,
 - e) contact details (name, surname, telephone number or email address, and possibly residential address) through which the passenger may be informed about the possible recovery of the lost item.

If the lost item is found, it shall only be returned upon verification of the passenger's personal details or presentation of authorization to collect the item, and upon describing the decisive characteristics of the item, the time and place of loss, and the circumstances under which it was lost.
2. If the lost item is not found within 14 days from the passenger's request, the item shall be considered lost and the search shall be terminated. If an item is found in an ARRIVA vehicle after the completion of a journey and no passenger has initiated a search for it, the item shall be stored for 30 days. After this period, the item shall be donated to charity, provided that it remains usable.

Article 16: Out-of-Court Dispute Resolution

1. In the event of a consumer dispute arising between the carrier and the passenger from a contract for the carriage of persons which cannot be resolved by mutual agreement, the passenger may submit a proposal for out-of-court dispute resolution to the designated body for consumer dispute resolution, namely the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Gorazdova 1969/24, 120 00 Prague 2, email: adr@coi.gov.cz, website: adr.coi.gov.cz.

Article 17: Effectiveness of ARRIVA Conditions

1. These ARRIVA Special Transport Conditions shall become effective on 21 October 2025.
2. ARRIVA may revoke, amend, or supplement these ARRIVA Special Transport Conditions. Amendments shall become effective upon publication at www.arriva.cz.

www.arriva.cz



ArrivaCZ

