

HŽ PUTNIČKI PRIJEVOZ

TARIFF 101

TARIFF FOR DOMESTIC
PASSENGER TRANSPORT

TRANSPORT CONDITIONS AND PRIVILEGES

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HŽ PUTNIČKI PRIJEVOZ d.o.o.

Tariff 101 for the transport of passengers in domestic traffic - Transport conditions and privileges prepared by HŽ Putnički prijevoz d.o.o. (hereinafter referred to as HŽPP).

With the entry into force of this Tariff, Tariff 101 - Tariff for passenger and luggage transport in domestic traffic - Transport conditions and benefits from 1 May 2012, consolidated edition from 1 July 2024 is repealed.

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FOREWORD

Tariff 101 for the transport of passengers in domestic traffic - Transport conditions and privileges contains general provisions applicable to the transport of passengers via the network of lines in the Republic of Croatia where passenger transport is carried out according to a prescribed timetable.

The tariff has been prepared by HŽ Putnički prijevoz d.o.o.

Tariff 101 consists of:

- chapter I containing provisions relating to passenger transport, timetables and tickets
- chapter II containing provisions on the transport of hand luggage, pets and bicycles
- chapter III containing provisions on benefits

- chapter IV containing provisions on personal data processing and complaints.

In passenger transportation, the following regulations also apply:

- Regulation (EU) No 2021/782 of the European Parliament and the Council of 29 April 2021 on the rights and obligations of passengers in railway transport
- Railway Carriage Contracts Act (OG 87/96, 114/22)
- Traffic Privileges Act (OG 133/23)
- Regulations on the European and National ID Card for Persons with Disabilities (OG 157/23)
- Regulations on the Manner of Exercising the Right to Benefits in the Transport of Persons with Disabilities (OG 5/24)
- Tariff 102 Tariff distances
- Tariff 103 Prices

I. TRANSPORT CONDITIONS

1. GENERAL PROVISIONS

The general provisions include provisions relating to passenger transport, timetables and tickets.

1.1. PASSENGER TRANSPORT

Passengers are transported:

- in regular trains running according to the prescribed timetable
- in special trains that HŽPP puts into service as needed
- in special trains or carriages ordered by a natural/legal person.

1.2. TIMETABLE

The timetable with the data necessary for the running of trains shall be prepared by the infrastructure manager and published in the form of an excerpt from the timetable for passengers at all official places provided for passenger reception and dispatch. HŽPP shall publish the timetable in electronic form on its website.

Official place means a station or a stop where trains stop for the reception and dispatch of passengers.

1.3. CONTRACT OF CARRIAGE

The contract of carriage is a contract of railway carriage by which the carrier undertakes to transport the passenger from the starting point to the destination, and the passenger undertakes to pay the carrier the appropriate ticket price.

1.4. TICKETS

A ticket is a document by which a passenger proves the existence of a contract of carriage, regardless of its form. The ticket can be issued in paper or electronic form (e-ticket/record on smart card).

The existence of a contract of carriage can also be proven in another way (vouchers, certified HŽPP certificates).

1.4.1. Ticket Types

The basic ticket types are:

- a) one-way ticket** - ticket for one-way travel from the starting point to the official destination place
- b) return ticket** - ticket for travel from the departure to the official destination place and back:
 - for a transport route that is the same on departure and return;
 - for a transport route where the transport route is different on departure and return;
 - for a transport route where the departure destination is not the return destination.
- c) subscription ticket** - a ticket for an unlimited number of trips on a certain route during a certain period (15-day, 30-day, monthly or annual)

In addition to basic types of tickets, you can also buy:

- an additional ticket for a higher tariff/carriage class train;
- a reservation ticket;
- a berth ticket;
- a bed ticket;
- a bicycle ticket.

2.4.2. Joint Subscription Tickets

Joint subscription tickets are used for railway transport and tram/bus transport.

a) ZET-HŽPP

The joint ZET-HŽPP subscription ticket is sold at ZET points of sale. In addition to the subscription ZET-HŽPP ticket, HŽPP sells a monthly or annual connection ticket.

b) Promet Split-HŽPP

The joint subscription ticket Promet Split-HŽPP is sold at Promet Split points of sale.

c) GPP OSIJEK-HŽPP

The joint subscription monthly ticket GPP Osijek-HŽPP and the associated zone ticket are sold at the Osijek station ticket office.

1.5. TICKET SALES

Tickets are sold:

- at ticket offices at official places and at authorized ticket sellers;
- *online*;
- at stable vending machines (card machines);
- on the train.

For the purposes of travel of employees of legal entities, tickets are sold on the basis of a contract concluded with HŽPP.

Tickets can be purchased in pre-sale no earlier than two months before the intended trip.

A ticket purchased in pre-sale, the price of which is changed by the first day of the validity period, is used by the passenger without any additional charge or refund of the price difference.

Tickets for travel on any route are sold at the ticket offices.

Regular ticket prices per sales channels are determined by Tariff 103.

In the event that the train attendant needs to determine the identity of the passenger for the purpose of exercising the benefit, collecting damages, charging the tariff allowance and other, in accordance with the Act on Safety and Interoperability of the Railway System (OG 63/20), they may request an identification document for inspection from the passenger.

1.6. TICKET PRICES

Ticket prices are expressed in euros. In the case of tickets purchased on the basis of a benefit, the benefits do not add up. The most favourable benefit applies to the passenger.

Ticket prices are determined on the basis of the tariff distance from Tariff 102 and the corresponding table of regular or reduced transport prices from Tariff 103.

Ticket prices may vary depending on sales channels (ticket office, *online*, ticket machines and train) in accordance with Tariff 103.

1.7. TICKET VALIDITY PERIODS

1.7.1. Validity Period

The validity period starts at 00:01 on the day indicated on the ticket as the first day of the validity period. The passenger can start the journey on any day within the validity period of the ticket, but as a rule, it must be completed no later than midnight on the last day of the validity period.

If the passenger starts the journey on the last day of the ticket validity period by a train that will arrive at the destination the next day according to the timetable, then the validity period of the ticket is extended until the arrival of the train at the destination without special confirmation.

1.7.2. One-Way Tickets

One-way tickets are valid:

- a) for distance up to 100 km - 1 day;
- b) from 101 to 400 km - 2 days;
- c) from 401 km and more - 4 days.

1.7.3. Return Tickets

Return tickets are valid:

- a) for distance up to 50 km - 1 day;
- b) from 51 to 100 km - 2 days;
- c) from 101 km and more - 6 days;
- d) for travel on weekends and holidays/non-working days at distances of up to 100 km - return tickets under any special discount (except subscription tickets) for travel on weekends and holidays/non-working days are valid from Friday, i.e. the day preceding the holiday/non-working day at 00:01

until Monday, i.e. the day after the holiday/non-working day at 24:00. If holidays/non-working days and weekends add up or overlap, then the validity period runs from the beginning of the holiday/non-working day to the end of the weekend or vice versa or from the beginning of one weekend to the end of the other.

The validity period of tickets for which the starting point of return is different, thus making one direction longer than 100 km, is 6 days.

1.7.4. Validity Period of the Basis for the Use of the Benefit

Validity period of the basis for the use of the benefit is specified in Chapter III. Benefits. The ticket purchased on the basis of the use of a benefit is valid until the last day of the validity period of that basis at the latest.

1.7.5. Subscription Ticket Validity Periods

Validity periods of subscription tickets depend on the period for which the ticket was purchased: a) 15-day tickets - 15 days from the date of issuance; b) 30-day tickets - 30 days from the date of issuance; c) monthly - the calendar month; d) annual - one year from the date of issuance.

The validity period of the supplementary ticket for a higher-class train purchased for one day with a monthly ticket is valid for that day.

1.7.6. Extension of the Ticket Validity Period

Ticket validity periods may be extended:

- a) for tickets valid for one day - the journey that started that day can be completed without special confirmation the next day by the same or first connecting train;
- b) for other tickets - in justified cases (illness, accident, etc.), the validity period of the ticket may be extended by one day at ticket offices of the official starting or connecting point;
- c) travel is exceptionally allowed to start before the first day of the validity period only if the ticket office is not working and the passenger cannot replace the ticket purchased before with a new one.

1.8. COMMON PROVISIONS FOR SUBSCRIPTION TICKETS

a) Lost subscription ticket

The buyer is not entitled to compensation for the loss of the subscription ticket, nor is a replacement ticket issued for it. A lost smart card with a written subscription card is invalidated. In place of the lost smart card, a new card is issued with a new profile charge, and the subscription card must be purchased again.

b) Passenger without a valid subscription ticket

A passenger with a subscription ticket is considered not to have a valid ticket if:

- another person travels with the subscription card, and not the person in whose name the ticket is;
- if the subscription card is damaged so that the necessary data on it cannot be discerned.

In these cases, the subscription ticket shall be withdrawn at the time of review, and the provision of item 3 and item 3.4 of this Tariff shall be acted upon. of Tariff 103.

c) Reimbursement

The reimbursement for the subscription ticket shall be refunded for the time during which the passenger cannot or does not want to use the ticket.

Calculation of reimbursement per 30-day and 15-day subscription tickets is done by dividing the price of the subscription ticket by the number of days for which the ticket is valid. The resulting amount is multiplied by the number of unused days.

15-day tickets cannot be returned as unused from the 11th day of validity, and 30-day tickets from the 21st day of validity.

The calculation of the reimbursement per monthly and semi-monthly subscription tickets is done by dividing the price of the subscription ticket by the number of days for which the ticket is valid. The resulting amount is multiplied by the number of unused days.

Half-monthly subscription tickets cannot be returned as unused from the 11th to the 15th day or from the 26th day to the last day of the month, and monthly subscription tickets cannot be returned as unused from the 21st day to the last day of the month.

The calculation of the reimbursement per annual subscription tickets is done by dividing the price of the annual subscription ticket by the number of months, and the resulting amount is multiplied by the number of unused months. The amount of the price for a partially used month is obtained when the amount for that month is divided into 30 days, and the resulting amount is multiplied by the number of unused days. The sum of the amount of unused months and days gives the amount of the reimbursement.

The request for exercising the rights of passengers shall be submitted in accordance with the User Instructions available at www.hzpp.hr no later than 14 days from the date when the inability to continue using the ticket occurred. Reimbursement may only be claimed by the passenger who paid for the ticket and, in the event of their death, by their legal successors. For tickets paid with a payment order or on the basis of a billing receipt/purchase order, only the natural/legal person who settled the debt may claim reimbursement. Other persons may submit an application if they attach a power of attorney or an assignment.

Item 4.3 of this Tariff shall apply to the amount of the reimbursement.

A passenger who has purchased a subscription ticket, but does not have it with them when traveling, is entitled to a refund of the price of the purchased ticket for that trip if they subsequently prove that they had a purchased subscription ticket in their name at the time of travel. The request is submitted in accordance with the User Instructions available at www.hzpp.hr.

1.9. TICKETS ZET-HŽPP

Monthly/annual ZET-HŽPP subscription tickets

ZET-HŽPP subscription tickets and connection tickets are valid in the 2nd class of regular trains running in the area of the City of Zagreb and the prescribed connection zones, without additional charge for a higher train class. If the passenger is riding without a valid ticket without contacting the conductor or intentionally avoiding the charge, it is necessary to act in accordance with item 3.4 of Tariff 103.

Monthly/annual ZET-HŽPP subscription tickets consist of:

- a card printed by Zagreb Electric Tram (ZET) on an electronic card with a serial number on which the type of card, name and surname are written, and a scanned photo of the passenger
- a monthly/annual subscription coupon bearing the code ZG-ZET HŽPP 2.r. and the validity period specified, which is printed and sold by ZET.

Monthly/annual ZET-HŽPP subscription tickets can also be purchased via the mojZET mobile ticket purchase app.

Tickets can be used for an unlimited number of trips by train, tram, bus and funicular.

1.9.1. Monthly/annual connection tickets

a) general provisions

In addition to monthly and annual ZET-HŽPP tickets, passengers can purchase monthly/annual connection tickets for zones 1, 2, 3, 4, 5 and 6 at the ticket offices, which allow an unlimited number of train journeys in the area of connection zones.

Monthly/annual connection tickets are sold for:

1. zone, which includes the following routes:

- a) Sesvetski Kraljevec - Dugo Selo, Ostrna
- b) Odra - Velika Gorica, Mraclin, Turopolje
- c) Podsused - Zaprešić, Novi Dvori, Pojatno, Kupljenovo
- d) Podsused - Zaprešić Savska, Brdovec, Savski Marof, Laduč, Sutla, Harmica
- e) Mavračići - Zdenčina, Desinec
- f) Sesvetski Kraljevec - Božjakovina

2. zone, which includes the following routes:

- a) Podsused - Luka
- b) Odra - Pešćenica
- c) Sesvetski Kraljevec - Prečec station
- d) Mavračići - Jastrebarsko, Domagović

3. zone, which includes the following routes:

- a) Sesvetski Kraljevec - Ivanić Grad
- b) Sesvetski Kraljevec - Vrbovec
- c) Podsused - Žeinci, Veliko Trgovišće, Zabok, Hum Lug
- d) Odra - Lekenik
- e) Mavračići - Lazina

4. zone, which includes the following routes:

- a) Sesvetski Kraljevec - Deanovec, Širinec, Novoselec
- b) Podsused - Dubrava Zabočka, Špičkovina, Bedekovčina, Poznanovec, Zlatar Bistrica
- c) Podsused - Oroslavje, Stubičke Toplice, Donja Stubica, Gornja Stubica
- d) Podsused - Štrucanje, Sveti Križ Začretje, Dukovec, Velika Ves, Pristava

Krapinska

- e) Odra - Greda, Stupno, Sisak, Sisak Caprag
- f) Mavračići - Draganići, Karlovac, Karlovac Centar
- g) Sesvetski Kraljevec - Gradec, Repinec

5. zone, which includes the following routes:

- a) Sesvetski Kraljevec - Ludina
- b) Podsused - Krapina
- c) Sesvetski Kraljevec - Križevci - Sv. Ivan Žabno
- d) Sesvetski Kraljevec - Gradec - Sv. Ivan Žabno

6. zone, which includes the following routes:

- a) Sesvetski Kraljevec - Križevci - Bjelovar b) Sesvetski Kraljevec - Gradec - Bjelovar.

b) Connection Tickets Reimbursement

For lost monthly or annual connection ZET-HŽPP tickets, HŽPP does not refund the money.

For a damaged connection ticket, a new one can be issued only at the ticket office that issued it in such a way that the damaged ticket is attached to the account of the returned ticket, and in the "Returned" section, enter the number of the new issued replacement ticket, without returning the money to the passenger.

1.10. TICKETS PROMET SPLIT-HŽPP

The joint monthly ticket is valid in railway transport on the route Split - Split Predgrađe - Solin - Kaštel Sućurac - Kaštel Gomilica - Kaštel Kambelovac - Kaštel Stari - Sadine - Labin Dalmatinski - Prgomet - Preslo - Bakovići - Primorski Dolac and vice versa and in bus transport in the 1st, 2nd and 3rd tariff zones of the city of Split.

The joint monthly ticket can be used for an unlimited number of train and bus journeys.

1.11. TICKETS GPP OSIJEK-HŽPP

The joint monthly ticket is valid within the two HŽPP zones (train transport at a distance of about 40 km from Osijek) and in the 1st and 2nd zone of GPP Osijek (tram and bus transport).

The HŽPP zones include the following official places:

1. zone: Osijek, Vodovod, Petrove Gore, Frigis, Višnjevac, Višnjevac IPK, Josipovac, Osijek Dravski most, Darda, Brijest, Antunovac, Čepin, Osijek OLT, Osijek Donji Grad, Standard, Osijek Luka, Samatovci, Bizovac, Čeminac, Ernestinovo, Laslovo-Korođ, Vladislavci, Dopsin, Hrastovac Vučki, Sarvaš and Bijelo Brdo

2. zone: Cret, Normanci, Beli Manastir, Markušica-Antin, Gasboš, Ostrovo, Lipovac-Koritna, Dalj, Erdut, Koška, Niza, Vinkovci, Vinkovci bolnica, Vrapčana, Viškovci and Đakovo.

The joint monthly ticket can be used for an unlimited number of trips by train, bus and tram.

2. PASSENGER RIGHTS AND OBLIGATIONS

2.1. Boarding the Train

Boarding the train is allowed for persons who have a valid ticket or intend to buy a ticket from the train crew. Entry to and exit from the train are allowed at the official places where the stay is scheduled according to the timetable. The passenger is responsible to enter the appropriate train at the connecting official place and to exit on the side of the train where the platform is located or where the train crew determines it.

2.2. Taking a Seat

A passenger with a valid ticket may only take one seat for themselves and one seat for persons for whom they can show a ticket. In a direct carriage, passengers with direct tickets have the right of priority to the seat.

2.3. Transfer to 1st Class

A passenger who has a valid 2nd class ticket and wants to travel in 1st class must pay the appropriate difference between the 2nd and 1st class prices in accordance with Tariff 103 for the route on which they use the 1st class.

2.4. Traveling on a Higher-Class Train

If a passenger wishes to travel on a higher train class, they must pay an additional ticket for that class in the amount prescribed by Tariff 103. An additional ticket for a higher-ranking train is valid only with the ticket with which it was issued.

2.5. Trip Interruption

Trip interruption is possible within the validity period of the ticket.

Unverified trips can be interrupted an unlimited number of times.

Trip interruption does not give the right to extend the validity period of the ticket.

Trip interruption can only be continued from the official place where it was interrupted or from the official place located on the part of the route that the passenger has not travelled.

2.6. Reimbursement and Rerouting

If, at departure or in case of missed connection or cancellation of the trip, it can be reasonably expected that the arrival at the final destination envisaged by the transport contract will be delayed by 60 minutes or more, HŽPP must immediately offer the passenger the choice of one of the following options and must take the necessary measures in this regard:

1. refund of the full price of the ticket, under the conditions under which it was paid, for the section or sections of the trip that have not been realized and for the section or sections of the trip that have already been realized if the trip, in view of the passenger's original itinerary, no longer serves any purpose as well as, if necessary, a return trip to the starting point at the earliest opportunity;
2. continuing the trip or re-routing, under comparable transport conditions, to the final destination, at the earliest opportunity;
3. continuing the journey or re-routing, under comparable transport conditions, to the final destination, at a later date of the passenger's choice.

2.7. Assistance

Pursuant to Regulation 2021/782 of the European Parliament and of the Council of 29 April 2021 on the rights and obligations of rail passengers in the event of delay in arrival or departure or cancellation of a service, HŽPP or station manager informs passengers of the situation and the estimated time of departure and the estimated time of arrival of the train or substitute transport as soon as such information is available to them.

If the delay referred to in the previous paragraph is 60 minutes or more or the service is cancelled, HŽPP shall offer passengers free of charge the following:

1. meals and refreshments, in quantities appropriate to the waiting time, if they are available on the train or in official places or can be reasonably procured taking into account criteria such as the distance of the supplier, the time required for delivery and the cost
2. hotel or other accommodation (up to a maximum of three nights) and transportation from the official place to the place of accommodation if and when physically possible
3. if the train is blocked on the tracks, transport from the train to the official

place, to the alternative departure point or to the final destination of the service, if and when physically possible.

During extraordinary or announced railway closures, i.e. the introduction of substitute bus transport, passengers shall be issued tickets for the 2nd class of passenger train without the reservation of seats/beds. If the ticket is not issued in accordance with the above, the passenger shall further act in accordance with point 4.2. of this Tariff.

The passenger is not entitled to a delay compensation if they were notified of a delay of more than 60 minutes before the purchase of the ticket or if the delay due to rerouting or continuation of the journey by another transport service or changed route was less than 60 minutes.

If there is no longer an opportunity to continue traveling by train, HŽPP will arrange an alternative transport service for passengers as quickly as possible. If the passenger arranges the continuation of the trip by taxi or personal car, they are entitled to a refund of up to 50 euros.

In official places where a disturbance has occurred, the passenger shall request that their ticket be verified in an appropriate manner, i.e. by certification by the train attendant on a paper ticket or by sending the passenger to submit a request for exercising the rights of passengers. If the official place is unoccupied or there are no train attendants on the train, passengers should act in accordance with the User Instructions at www.hzpp.hr.

2.8. Compensation for Illicit Actions and Damage Done

Special fees for illicit actions or damage done on the train or at the official place shall be charged in accordance with Tariff 103 immediately and in full amount.

An inadmissible procedure is considered to be:

- use of the auxiliary brake contrary to the case below;
- damage to inventory and things in the train and official place;
- deliberate contamination of seats and objects in the train and the official place;
- smoking and consumption of narcotics on the train.

The auxiliary train brake may only be used by passengers or officials in the event of an emergency. Misuse of the auxiliary brake is punishable.

3. TICKET CONTROL AND MISUSE

3.1. Ticket Control

The passenger must keep the ticket during the journey and show it for control at the request of the train attendant or other authorized employee of the HŽPP.

If the passenger cannot show a valid ticket, and reports to the conductor that they do not have a ticket and want to buy and pay for it, the passenger must pay the price of the one-way ticket for the travelled route. For deliberately avoiding ticket control, not having a ticket without reporting to the conductor and disrupting the conductor's work, in the event that the passenger declares that they have no money to pay the ticket or tariff allowance or refuses to pay, the passenger shall be charged a tariff allowance provided for by Tariff 103 on the train.

If this route cannot be established, then the ticket price is calculated from the initial official place of travel of the train.

3.2. Supplementary Tickets

Depending on the type of benefit used by the passenger, additional tickets are charged at a regular or reduced price, and are purchased at the cash register and on the train for a higher class train ride/in a higher carriage class.

3.3. Tariff Allowance

For refusal to purchase a ticket or other unauthorized procedures on the train, a tariff allowance is charged in accordance with Tariff 103.

3.4. Exclusion from Transport

During the journey, the train attendant has the right to exclude from transport passengers who harass other passengers with their behaviour, without the right to a refund of the paid ticket price.

A passenger who cannot or does not want to pay the ticket price or the supplement on the train shall be excluded from further transport at the first official place where the train is scheduled to stop, their personal data will be taken and they will be issued a tariff allowance. The deadline for payment of the tariff allowance is prescribed by Tariff 103.

3.5. Persons Who Are Not Excluded from Transport

Although they do not have a ticket or can buy it on the train, they are not excluded from transport:

- people with disabilities and reduced mobility, as well as their accompanying

persons;

- person accompanying the child up to the age of seven;
- children up to 16 years of age unaccompanied.

Based on the record of unfinished collection on the train, the aforementioned passengers must pay the tariff allowance in accordance with Tariff 103.

3.6. Misuse

If the ticket or the basis for the benefit is misused, then HŽPP reserves the right to:

- charge the price of the ticket in the full amount or the required difference from the actually paid to the full amount of the price of the one-way ticket on the route or the tariff allowance from Tariff 103 item 3.4 for a passenger without a ticket;
- take away the basis for the use of the benefit and determine the time when the passenger will no longer be able to use the benefit;
- withdraw the basis for the use of the benefit established by law and send it with the necessary information to the competent authority;
- confiscate the misused ticket;
- report it to the competent state authority.

4. REFUND OF THE TICKET PRICE

4.1. Requesting a Refund of the Unused Ticket Price

At the ticket office at the official place, the request for refund of the ticket price is submitted in the following cases and within the following deadlines:

- for entirely unused tickets, no later than the first day of the validity period of the ticket, the request shall be submitted at the starting official place or official place where the ticket was purchased.

If the ticket was purchased *online*, the request is submitted electronically to the e-mail reklamacije@hzpp.hr.

- in the case of return trips for unused outbound travel no later than the first day of the validity period of the return ticket, with confirmation that the ticket will not be used in the outbound, the request shall be submitted at the starting official place or official place where the ticket was purchased
- in the case of return trips for unused return travel no later than the last day of the validity period of the return ticket, with confirmation that the ticket will not be used in the return, the request shall be submitted at the starting official place of the return travel
- for partially unused tickets, if the passenger withdraws from the outbound journey, the request shall be submitted after leaving the train, with

confirmation and cancellation of the ticket for the outbound journey, at the official place where the journey was interrupted

If the ticket is purchased *online* or written on a smart card, the train attendant gives the passenger a certified request for exercising the passenger's rights, by which the train master confirms that the passenger has withdrawn from further travel, and the passenger further acts in accordance with the User Instructions and sends the request to the e-mail reklamacije@hzpp.hr.

If there is no train attendant on the train, the passenger shall act in accordance with the User Instructions available at www.hzpp.hr and shall send the request via reklamacije@hzpp.hr.

e) at the official place of destination in the following cases:

- to use a lower class train
- to use 2nd instead of 1st class
- for partially unused group travel tickets if fewer than the specified number of passengers travelled.

f) for subscription tickets in accordance with point 1.8 of this Tariff refunds shall be performed at the official place.

For official places where ticket sales are performed by the contractual seller or if the official place is not working at the time of submitting the refund request, the request is sent in accordance with the User Instructions available at www.hzpp.hr.

The passenger shall not be refunded the price of the profile on the HŽPP's smart cards, which allows for travel with a benefit.

4.2. Written request for a refund of the ticket price

A written request for refund of the ticket price, accompanied by duly confirmed original tickets or e-tickets, shall be submitted in accordance with the User Instructions available at www.hzpp.hr in the following cases:

- if the request has not been submitted to the ticket office within the prescribed deadline
- if the tariff has not been applied correctly
- for subscription and connection tickets
- for group trips
- for trips in special trains and carriages
- for tickets for which the receipts for the credited transport or purchase orders have been received as a means of calculation from the transport user with whom HŽPP has concluded a contract.

4.3. Determining the Refund Amount

The passenger is refunded the difference between the paid and used service. If the discounted price has been paid and if the conditions are met, the same

benefit is granted when determining the amount to be refunded.

A fee of 10% per ticket is retained from the amount returned to the passenger, unless HŽPP is responsible or the unused ticket is returned on the same day it was purchased.

In the event that the passenger has a return ticket to which a 20% return ticket is granted, and the ticket is used only in one direction, the price for the used part of the route is calculated according to the regular price for a one-way trip.

The passenger is refunded the seat reservation fee only if the passenger returns the re-booking ticket up to three hours before the train leaves or if there is a liability of the HŽPP due to which the passenger could not use the paid reservation.

4.4. Fee for Tickets Purchased for Trips of Up to 30 km

Booked

4.5. Individual Ticket Fee Due to Delay

This provision does not exclude other passenger rights prescribed by the Regulation (EU) No 2021/782 of the European Parliament and the Council of 29 April 2021 on the rights and obligations of passengers in railway transport, and in particular the rights referred to in Article 18 of the same Regulation.

Passengers are entitled to a delay compensation in the following cases:

- for a delay of 60 to 119 minutes, the compensation is paid in the amount of 25% of the ticket price
- for delays longer than 120 minutes, the compensation is paid in the amount of 50% of the ticket price.

The completed request is submitted in accordance with the User Instructions available at www.hzpp.hr.

In addition to the completed request for exercising the rights of passengers, it is necessary to enclose an original paper ticket certified by the train attendant on the train or the cashier, and in the case of e-tickets, the validation of the tickets is relevant. If there are no attendants on the train, the passenger sends a request electronically to reklamacije@hzpp.hr.

The delay compensation is granted for delays greater than 60 minutes for the direction in which the delay occurred and the day of the trip. If it is less than 4 euros, the compensation will not be paid.

4.6. Subscription Fee Due to Frequent Delays

In the event of frequent delays, passengers that have been buying the subscription ticket continuously for 6 months are entitled to a refund of a part of the amount of the subscription ticket.

The right to return is exercised by the passenger on the basis of the request for exercising the rights of passengers in accordance with the User Instructions available at www.hzpp.hr. The passenger should send the request no later than 30 days from the expiration of 6 months during which they have continuously used the subscription ticket. In the event of continued use of the service after an uninterrupted period of 6 months, the passenger may send a refund request after the expiration of each subsequent subscription ticket.

The request should include:

- name and surname of the passenger
- subscription ticket number
- travel dates and times
- IBAN for refund.

The passenger is entitled to a refund in the following cases:

- for at least 20 delays longer than 15 minutes, the compensation is paid in the amount of 5% of the ticket price for the day and direction in which the delay occurred
- for 10 or more delays longer than 30 minutes, the compensation is paid in the amount of 10% of the ticket price for the day and direction in which the delay occurred

5. BOOKING SEATS, BERTHS AND BEDS

5.1. Booking a Seat

Seats can be booked no earlier than two months before the date of the intended trip, with the payment of a reservation ticket in accordance with Tariff 103. The reservation ticket is purchased with the basic ticket.

The reservation ticket is paid in full regardless of the benefit used by the passenger.

5.2. Booking a Berth in a Berth Carriage

Berths can be booked no earlier than two months before the date of the intended trip, with a payment of a berth ticket in accordance with Tariff 103. The berth ticket is purchased with the basic ticket.

The berth ticket is paid in full regardless of the benefit used by the passenger.

One bed can be used by up to two people if one of them is not a child older than 7 years:

- if the child shares a bed with a person who has a berth ticket, they are transported free of charge - if the child uses the bed alone, then they pay for the full berth ticket.

5.3. Booking a Bed in a Sleeping Carriage

Beds can be booked no earlier than two months before the date of the intended trip, with a payment of a bed ticket in accordance with Tariff 103. The bed ticket is purchased with the basic ticket for one of the following sections:

- in the single (single bed) section with the 1st class ticket
- in the double section (two beds) with a 2nd class ticket
- in the tourist section (three beds) with a 2nd class ticket.

5.4. Common Provisions for Sleeping Carriages and Berth Carriages

Beds and berths are adjusted to the sleeping position after 9 p.m., if any of the passengers so wishes, and at 10 p.m. without special request. At 10:00 a.m., the berths are placed in the seating position.

The passenger must take care of their own luggage.

The same rules apply to the transport of children in sleeping carriages as in berth carriages.

5.5. Unused Bed and Berth Fee

The price for an unused bed or berth shall be refunded if the request is accompanied by an unused bed or berth ticket, under the following conditions:

- a) with the retention of 10% of the amount for each bed or berth and each night if the bed or berth is reserved and cancelled on the same day no later than three hours before the train departs from the official place of departure. The request is submitted at the ticket office where the ticket was issued.
- b) with the retention of 50% of the amount for each bed or berth and each night if the bed or berth is reserved and cancelled on the same day no later than three hours before the train departs from the official place of departure.
- c) in full if the bed or berth was not used due to the omission of the HŽPP (absence of carriages, loss of connection, interruption of traffic, double reservations, lack of bedding, etc.).

The refund request is submitted in accordance with the User Instructions available at www.hzpp.hr.

II TRANSPORT OF HAND LUGGAGE, PETS AND BICYCLES

6. HAND LUGGAGE

Passengers can bring their hand luggage on board the train and place it above or below their seat or in another place designated for luggage storage. Folding bicycles and scooters, as well as folding wheelchairs and strollers are also considered hand luggage.

In the case of the introduction of substitute bus transport, bicycles and scooters may be transported only if they can be folded.

Luggage must not weigh more than 30 kg. No fee shall be charged for the carriage of such luggage.

For luggage weighing more than 30 kg or luggage that the passenger cannot place above or below their seat, the fee prescribed in Tariff 103 shall be charged.

HŽPP is not responsible for damaged or stolen hand luggage.

A passenger must not bring on the train items that may endanger the safety of other passengers (e.g. weapons, explosive items, substances hazardous to human health, etc.).

7. TRANSPORTATION OF PETS, OFFICIAL SERVICE DOGS, PERSONAL SERVICE DOGS AND THERAPY DOGS

The transport of pets, official service dogs, personal service dogs and therapy dogs is allowed with the presentation of appropriate documentation if this is not prohibited by veterinary, sanitary or other regulations.

The following animals can be transported on trains:

- a) small domestic animals, cats and dogs of height up to 30 cm transported in transport bags and containers or on the passenger's lap;
- b) official service dogs accompanied by employees of the Ministry of the Interior, members of the Croatian Armed Forces and the Mountain Rescue Service, and other official service dogs;
- c) personal service and therapy dogs accompanied by persons with disabilities or chronic illness and children with disabilities, or professionals accompanying or training the service or therapy dog. the passenger should present a valid official identification card for the service or therapy dog.

Animals in transport bags and containers, small dogs up to 30 cm high and dogs listed under points b) and c) shall be transported free of charge.

d) dogs taller than 30 cm.

Dogs taller than 30 cm must have a pet passport that shows the dog's ownership, microchip number and data on regular vaccinations. The dog must be on a tight leash and wear a muzzle.

A ticket for such a dog is purchased with a 50% discount on the ticket price for the 2nd class of the passenger train. The ticket is purchased at the ticket office or on the train, with the presentation of a pet passport Dogs without passports cannot be transported on the train. It is not allowed to put the dog on the seat.

Dogs which are listed as "dangerous dogs" in the "Other" section on the back of the passport are not allowed to travel by train.

The passenger who introduced the dog to the train is responsible for its behaviour and any damage caused by the dog. Damages shall be charged in accordance with the provisions of Tariff 103.

A passenger traveling with a dog in a sleeping carriage must have a section for exclusive use, i.e. pay the price for all beds. The dog should not be placed on the bed.

A passenger can bring one dog into the train or bring one transport bag or container.

Animals referred to in points (a), (b) and (c) may be transported in buses operated in place of trains.

8. LUGGAGE STORAGE AT OFFICIAL PLACES

Luggage can be disposed of at official places where wardrobe lockers are installed. A list of official places can be found at www.hzpp.hr.

Locker users themselves dispose of and retrieve luggage from the locker. Luggage is disposed of at your own risk. HŽPP is not responsible for damaged or stolen disposed luggage.

If the user does not collect the luggage from the locker for 3 days, a HŽPP employee shall check the contents of the locker.

After 7 or more days, a HŽPP employee shall empty the cabinet. The luggage from the locker is stored for 30 days from the first day of use of the locker, followed by a sale at a public auction or destruction of the luggage after 30 days.

The fee for the use of lockers is prescribed by Tariff 103.

If the user disposes of the luggage for more than 24 hours, they must pay extra for the use of the locker for each subsequent start day when picking up the luggage. The number of days to be charged is displayed on the locker display. After the surcharge, the user can open the locker.

If the user loses the key to the wardrobe locker, they must pay a fee in accordance with Tariff 103.

9. TRANSPORT OF BICYCLES

Bicycles are transported in accordance with Art. 6. of the Regulation (EU) No 2021/782 of the European Parliament and the Council of 29 April 2021 on the rights and obligations of passengers in railway transport

On trains with mandatory reservation, it must be possible to book the transport of a bicycle.

HŽPP may restrict the right of passengers to bring a bicycle on board the train for safety or operational reasons, e.g. capacity restrictions during peak hours.

The conditions for the transport of bicycles are published on www.hzpp.hr, including updated information on the availability of bicycle transport capacities.

10. BENEFITS

In railway transport the following types of benefits can be achieved:

- in accordance with the conclusions of the Government of the Republic of Croatia, HŽPP implements free transport projects for children, pupils, full-time students, pensioners and those over 65 years of age;
- legal privileges prescribed by the Sales and Distribution Benefits Act (OG 133/23);
- legal-commercial privileges consisting of a legal privilege and a commercial privilege granted by HŽPP;
- commercial privileges granted by HŽPP.

10.1. PROJECTS BASED ON THE CONCLUSIONS OF THE GOVERNMENT OF THE REPUBLIC OF CROATIA

10.1.1. Free Railway Transport for Children and Primary and Secondary School Pupils

- a) **beneficiaries:** children up to school age, primary and secondary school pupils, children up to 18 years of age who do not attend secondary school
- b) **scope of the benefit:** unlimited number of trips during the year on all routes

in the 2nd class of regular trains on the territory of the Republic of Croatia

c) **basis of the privilege:** HŽPP smart card

To create a smart card, you'll need:

- d) a smart card request;
- e) a certificate from an educational institution (paper or e-certificate);
- f) a 3x3.5cm colour photo;
- g) a payment for the creation of a profile/annual subscription card in accordance with Tariff 103.

Children do not need to have a smart card before they start school, but they are entitled to free travel on the basis of an identification document stating the date of birth (ID card, health card, etc.).

Children under the age of 18 who do not attend high school should have a smart card (with an ID and photo attached).

Documents for a smart card creation are submitted at the ticket office or sent electronically or by mail.

The profile/annual ticket is valid for one calendar year.

10.1.2. Free Railway Transport for Full-Time Students

a) **beneficiaries:** full-time students

b) **scope of the benefit:** unlimited number of trips during the year on all routes in the 2nd class of regular trains on the territory of the Republic of Croatia

c) **basis of the privilege:** HŽPP smart card

To create a smart card, you'll need:

- a smart card request;
- a certificate from an educational institution of enrollment to a full-time study programme (paper or e-certificate);
- a 3x3.5cm colour photo;
- a payment for the creation of a profile/annual subscription card in accordance with Tariff 103.

Documents for a smart card creation are submitted at the ticket office either sent electronically or by post.

The profile is valid for one calendar year.

10.1.3. Free Railway Transport for Pensioners and Persons Over 65

Years of Age

- a) **beneficiaries:** pensioners and persons over 65 years of age
- b) **scope of the benefit:** unlimited number of trips during the year on all routes in the 2nd class of regular trains on the territory of the Republic of Croatia
- c) **basis of the privilege:** HŽPP smart card

To create a smart card, you'll need:

- a smart card request;
- a certificate of receipt of pension from the Croatian Pension Insurance Institute and/or an identification document;
- a payment for the creation of a profile/annual subscription card in accordance with Tariff 103.

Documents for a smart card creation are submitted at the ticket office ili šalju elektroničkim putem ili poštom.

The profile is valid for one calendar year.

10.2. LEGAL BENEFITS

10.2.1. Pupils and Full-Time Students

In accordance with the Traffic Privileges Act (OG 133/23), primary and secondary school pupils and full-time students of higher education institutions have the right to:

- a 40% discount on one organized group trip per year (the group travel organizer can appoint one accompanying person for every 10 participants, and the accompanying person of the group is entitled to the privilege of the group);
- a 20% discount on daily trips from the place of residence to the place of education (high school pupils and full-time students);
- a 40% discount on two single return trips during the school year from the place of residence to the place of education (high school pupils and full-time students).

10.2.2. People with Disabilities and Their Accompanying Persons

- a) **beneficiaries:** persons with disabilities in accordance with the Traffic Privileges Act
- b) **scope of the benefit:** four return journeys per year at a benefit of 75% of the regular ticket price in 1st and 2nd class of regular trains
- c) **benefit scope:** National Disability Card/European Disability Card
- d) **special conditions:** an accompanying person of a person with a disability who is entitled to the benefit is entitled to travel free of charge.

10.2.3. Family Members of the Killed, Deceased or Missing Croatian Homeland War Veteran, Civilian Victims of the Homeland War, Disabled War Veterans and Disabled War Civilians

- a) beneficiaries:** family members of the killed, deceased or missing Croatian Homeland War veteran, civilian victims of the Homeland War, disabled war veterans and disabled war civilians
- b) scope of the benefit:** one free return journey to visit the grave of a deceased person who is not buried in the place of residence of the beneficiary of the family disability allowance and four return journeys per year at a benefit of 75% of the regular ticket price in the 1st and 2nd class of regular trains
- c) basis of the benefit:** a decision of the competent authority recognising the right to family disability benefit, i.e. financial compensation in the amount of family disability benefit, following the death of a Croatian war veteran, a missing Croatian war veteran and a deceased, deceased or missing person in the Homeland War.

10.3. LEGAL AND COMMERCIAL BENEFITS

In addition to the legal privilege, HŽPP may grant a commercial privilege.

10.4. COMMERCIAL BENEFITS

10.4.1. Return Trips with Benefits on No Special Basis

- a) beneficiaries:** passengers who buy a return ticket and do not have a basis for a more favourable benefit
- b) benefit scope:** 20% discount on the regular return ticket price in the 2nd class of regular trains for distances greater than 25 km
- c) benefit scope:** return trip
- d) special conditions:** in the case of travel on weekends and holidays/non-working days, the extended validity periods prescribed in item 1.7.3 of this Tariff shall apply. At distances of more than 100 km in one direction, the validity period of the return ticket may be extended to 30 days from the date of issuance, with an increase in the price of the ticket by 0.66 euros.

10.4.2. Group trips

Group trips upon HŽPP approval

- a) users:** group passengers
- b) opseg benefits:**
 - a group of 5 to 25 people - 40% discount on the regular ticket price in the

2nd class of regular trains

- a group of 26 people - 50% discount on the regular ticket price in the 2nd class of regular trains
- Groups of elementary school pupils traveling as part of the "Getting to Know the Roads" curriculum - it can also be applied for distances of less than 25 km, and one free trip of an accompanying person is granted for every 15 participants.

For more than 30 participants who pay for the ticket, as well as for every additional 50 participants, one free trip is granted according to the following table:

Number of passengers in the	Number of free trips
31 to 52	1
53 to 103	2
104 to 154	3
155 and more	4

10.4.3. Press Trips

- a) **beneficiaries:** members of the Croatian Journalists' Association (HND) and members of the Croatian Society of Catholic Journalists (HDKN)
- b) **benefit scope:** a 30% discount on an unlimited number of one-way or return trips in 1st or 2nd class of regular trains for distances greater than 25 km
- c) **basis of the benefit:** card of the Croatian Journalists' Association or the Croatian Society of Catholic Journalists

10.4.4. Trips for 60-65 Year Olds - Years Are Worth More

- a) **beneficiaries:** persons over the age of 60 to the age of 65.
- b) **opseg benefits:** a 50% discount on unlimited one-way or round-trip trips in 1st and 2nd class of regular trains
- c) **basis of the privilege:** smart card with the profile "Pensioner or elderly person K-33S"

To create a smart card, you'll need:

- d) a smart card request;
- e) an identification document;
- f) a 3x3.5cm colour photo;
- g) a payment for the creation of a profile in accordance with Tariff 103.

The profile is valid for one year from the date of issue. Documents for a smart card creation are submitted at the ticket office.

10.4.5. Youth Trips Based on K-33J Cards

- a) **beneficiaries:** young people over the age of 18 to the age of 26.
- b) **opseg benefits:** a 30% discount on an unlimited number of one-way or return trips in 1st or 2nd class of regular trains for distances greater than 25 km on the territory of the Republic of Croatia
- c) **basis of the privilege:** smart card with the profile "Youth up to 26 years old K-33J"

To create a smart card, you will need:

- a smart card request;
- an identification document;
- a 3x3.5cm colour photo;
- a payment for the creation of a profile in accordance with Tariff 103.

The profile is valid for one year from the date of issue. Documents for a smart card creation are submitted at the ticket office.

10.4.6. Youth Trips Based on Other Youth Cards

- a) **beneficiaries:** high school pupils, full-time students, young people.
- b) **opseg benefits:** a 25% discount on an unlimited number of one-way and return trips in 1st and 2nd class of regular trains for distances greater than 25 km on the territory of the Republic of Croatia
- c) **osnova benefits:** the European Youth Card (EYCA) and the HI.euro card, valid for young people up to the age of 30

EYCA and HI.euro cards are issued by the Croatian Youth Hostel Association.

10.4.7. 15-day, 30-day and annual subscription tickets

- a) **beneficiaries:** workers and other passengers who do not exercise the privilege on another basis and wish to purchase a 15-day, 30-day or annual subscription ticket for a route on the railway network in the Republic of Croatia
- b) **scope of the benefit:** an unlimited number of journeys within 15 or 30 days, or during a calendar year, in 1st or 2nd class on all types of regular trains
- c) **basis of the privilege:** smart card with the profile "General K-19 profile"

To create a smart card, you'll need:

- a smart card request;

- a 3x3.5cm colour photo;
- a payment for the creation of a profile in accordance with Tariff 103.

The profile is valid for one year from the date of issue. Documents for a smart card creation are submitted at the ticket office.

d) special conditions: A subscription ticket is purchased at the ticket office for passenger trains and is valid on all regular trains without any surcharge for a higher train fare class. A prepaid ticket can also be issued for one direction of travel, but only as a 30-day ticket.

e) prices: An additional 20% discount is granted for one-time annual tickets.

10.4.8. Student Trips - Student Transcripts Are Worth More

a) beneficiaries: full-time students

b) opseg benefits: a 50% discount on unlimited one-way and round-trip trips in 1st and 2nd class of regular trains

c) basis of the privilege: smart card with the profile “Student K-33X”

To create a smart card, you'll need:

- a smart card request;
- a certificate from an educational institution of enrollment in the academic year (paper or e-certificate);
- a 3x3.5cm colour photo;
- a payment for the creation of a profile in accordance with Tariff 103.

The profile is valid for one year from the date of issue. Documents for a smart card creation are submitted at the ticket office.

10.4.9. Fair, Sports and Cultural Events

a) beneficiaries: passengers who travel to fair, sports and cultural events for which HŽPP offers a benefit

b) opseg benefits: a 40% discount on round-trip trips in 1st and 2nd class of regular trains

c) special conditions: On return, it is necessary to stamp the ticket with the stamp of the event organizer or save the ticket. Return of tickets shall be made in accordance with item 4 of this Tariff.

The discount does not apply to distances shorter than 25 km.

10.4.10. Special Offers and Special Prices

a) beneficiaries: passengers traveling with a special offer and special price

b) scope of the benefit: depending on the offer (percentage discount or

- unique price)
- c) **special conditions:** special offers and special prices are issued on the basis of the decision of HŽPP.

VI PERSONAL DATA PROCESSING AND COMPLAINTS

11. PERSONAL DATA

All personal data of passengers processed by HŽPP within the meaning of this Tariff shall be handled in accordance with Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

12. COMPLAINTS

Complaints are submitted in accordance with the User Instructions available at www.hzpp.hr.

SAMPLES OF FORMS AND CARDS

Form no. 1

Educational institution

C E R T I F I C A T E

to take advantage of the 40 percent benefit of the regular transport price
for group trips of pupils or students* in regular traffic
by train

A group consisting of pupils or students, whose names can be found on
(no. of pupils, students)

the back of this certificate, traveling

...
on departure:
from to via

on return:
from to via

This certificate is valid for one month from the date of issue.

Scope of journey† _____

Participants in the trip are pupils or students* school year 20 _____/20

Road leader.
(name and surname)

In addition to the road leader, the group has an accompanying person for pupils or students
(in letters)

(name and surname of the accompanying person)

STAMP

(signature of the authorized issuer-
educational institution)

* Strike out what does not apply.
† The scope of the journey may be to accomplish educational goals or tasks.

LIST OF PUPILS OR STUDENTS TRAVELLING IN A GROUP

No.	Name and surname	No.	Name and surname
1.		9	
2		10	
3		11	
4		12	
5		13	
6		14	
7		15	
8		16	

Ending with ordinal number: _____
(in letters)

To be completed by the undertaking _____

(name and headquarters of the undertaking)

Type of train (passenger or express) _____

Number of issued transport ticket _____

Regular transport price euros

Of which collected from users euros

For the reimbursement of euros

STAMP

(signature of the authorized issuer-
educational institution)

* If the group has a larger number of pupils or students than the section has, then for the remaining pupils or students, this form must be accompanied by a supplementary list, which the authorized issuer confirms with a stamp and signature.

Educational institution

C E R T I F I C A T E
to take advantage of the privileged transport of pupils or students‡
by train

Name and surname of the pupil or student

is a full-time student of this educational institution - a full-time student* of this educational institution in the school year 20 /20 .

Residence _____
(town, municipality and city)

The certificate is issued for the purpose of claiming the benefit: for daily trips - individual* school years 20 /20 _ trip from to

STAMP

(signature of the authorized person-
educational institution)

Popunjava Undertaking

Train type (putnički ili fast) _____

Number of transport tickets issued _____

Regular transport price _____

Collected from user euros For compensation euros.

STAMP

(signature of the authorized person-
undertaking)

‡ Strike out what does not apply

Smart Card





EUROPEAN YOUTH CARD (EYCA)
HI.euro CARD



GENERAL ZET-HŽPP SUBSCRIPTION TICKET with monthly/annual stamp

Mjesečna markica Godišnja markica



ZET-HŽPP SUBSCRIPTION TICKET -
mobile app mojZET



 Profil: Opća
Br. markice: e_hzpp_23000001
Period: 01.12.2023 - 30.11.2024

Datum isteka: 30.11.2024. 23:59:59

