

PAYMET CARDS

Dear passengers,

In March 2006, our company purchased new USV C machines which contribute to the faster and more comfortable dispatching of passengers, and enable cashless payments with the use of payment cards.

New machines and payment cards were put into operation on 1st April 2006.

Basic information about the use of payment cards

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PURCHASING PAYMENT CARDS

Transferable payment cards can be obtained at the ČSAD Hodonín a.s. offices in Hodonín and Veselí nad Moravou. The working hours of the information offices are 6:00 – 15:30. After filling in an application form and paying the required sum, a payment card will be issued within a period of 24 hours, and you can use this immediately for paying in buses run by our company.

One proof of identity is needed when filling in the application form. For children under 15, the application form needs to be submitted by their statutory representative who also needs to provide the child's birth certificate. The price of the payment card is only 100 CZK. The card needs to be charged on purchase with a financial sum from which the fare will be paid, according to current valid tariffs. The minimum height of the first deposit is 100 CZK. More payment cards may be issued for one owner. The validity of a payment card is 5 years.

USE OF PAYMENT CARDS

Payment cards can only be used on regular bus services operated by ČSAD Hodonín a.s. The use of a payment card is convenient and easy. The passenger boards the bus at the bus stop and informs the driver about the destination and the type of tariff desired. After being prompted by the driver or after reading the announcement, the passenger places the card on the reading equipment (a blue symbol on the machine) and takes his or her ticket. By looking at the ticket, passengers can also check how much credit remains on the card. The payment card doesn't need to be taken out of the plastic case, and it can be used for paying the fares of additional passengers.

CHARGING PAYMENT CARDS

Payment cards can only be charged in the information offices of ČSAD Hodonín a.s. in Hodonín, Veselí nad Moravou and also on board all bus services operated by our company, at the driver. Passengers charging their cards are advised to keep the receipt so that any discrepancies can be dealt with. The minimum charging amount is 100 CZK, and the maximum is 950 CZK. The driver is entitled to refuse to charge the payment card for operational reasons.

LOSS OF CARDS, COMPLAINTS, BLOCKING OF CARDS, TRANSFER OF CASH BALANCE

A passenger who has lost his/her card or whose card has been stolen should announce this fact at the information office in person or by telephone using the following numbers: Hodonín: 518 321 028, 518 321 836, Veselí nad Moravou: 518 322 690. When announcing the loss of a card, the card number and the safety code need to be provided. In this case, the card will be blocked within 48 hours of the announcement of the loss. When a new card is purchased, it is possible to transfer the balance from the lost or stolen card to the new one, after the end of the current month when the card was blocked and after a manipulation fee has been paid.

Should a problem appear with the electronic payment card during payment, the passenger should give the card to the driver and fill in the necessary information in a form entitled "Payment card claims". The driver shall confirm the claim with his/her signature and return the copy to the passenger – this copy will serve as a document to be presented on collection of the new card.

Immediately after a fault has been ascertained, the passenger will be granted one free ride; further fares will need to be paid in cash. The claim report and the issued ticket serve as travel documents. If the passenger refuses to fill in the payment card claim or doesn't submit his card to the driver, he/she will have to pay the fare in cash.

In the case of a claim when the card is still within warranty (within 24 months of card issue), the faulty card will be exchanged free of charge at the information office, including the balance transfer. The warranty doesn't apply to mechanical damage to the card, or its loss.

An application for the issue of a new card needs to be submitted in the case of an in-warranty claim. The balance from the non-functional card will be transferred to the new one.

HANDLING OF PAYMENT CARDS

A miniature aerial is built in the payment card which enables contact between the reading mechanism of the machine in the bus and your payment card. Don't remove the card from the plastic case, break it or apply heat to it, bend it or expose it to higher temperatures or a magnetic field. The card will be exchanged free of charge should it lose its functionality due to reasons other than heat, electromagnetic and mechanical damage.

PRICES OF OTHER SERVICES

- transfer of the balance on a payment card in the case of a justified claim – free of charge
- transfer of a card to another owner – 40 CZK
- transfer of the money balance on a payment card (after loss, theft, damage) – 40 CZK
- blocking and unblocking of a payment card – 40 CZK
- extension of validity – free of charge

Buying and using a payment card can speed up boarding and make your journeys with our company's buses more pleasant.

You can get more information on the following phone numbers:

Hodonín +420 518 321 028, +420 518 321 836,
Veselí nad Moravou +420 518 322 690