

## PASS 13\* - FAQ

Answers to the most frequently asked questions are set out below.

### Introduction to PASS 13\*

#### What is PASS 13\*?

PASS 13\* is a credit [discount for advance payment] for public transport in the Valais. It is used with the FAIRTIQ app ([How it works - FAIRTIQ](#)).

Using the promotional code received when the PASS 13\* is purchased and then uploaded to the FAIRTIQ app, PASS 13\* passengers benefit from a sum credited to their FAIRTIQ account (in Swiss francs) which can be used to buy tickets for public transport in Valais.

#### How did the idea of testing the market for PASS 13\* come about?

This market test arises from a wish to offer the Valais travelling public an attractive and flexible travel pass which meets their needs and encourages them to try out and use public transport. The PASS 13\* credit can be used for public transport for both business and leisure purposes, locally or throughout the region.

#### What are the benefits of PASS 13\*?

PASS 13\* offers a discount of 20 % to 25 % on public transport tickets bought with the FAIRTIQ app, for journeys within Valais. It is valid for 12 months.

The value of a PASS 13\* registered on FAIRTIQ is equal to 20 % or 25 % more than the cost of the PASS 13\* (a PASS 13\* bought for CHF 160.- entitles the user to tickets worth CHF 200.- and a PASS 13\* bought for CHF 375.- entitles the user to tickets worth CHF 500.- , valid for 12 months with the FAIRTIQ app).

Thanks to FAIRTIQ, users do not need to worry about choosing the best public transport ticket for their journey. The app finds the best priced ticket for every journey registered.

FAIRTIQ is a simple and innovative solution. It has been tried and tested and guarantees that journeys will be accurately recorded and the user will be charged the best price. It is recognised as a success throughout Switzerland and elsewhere (in Germany, Austria and France).

#### Are there reductions for young people and senior citizens?

No, there is no reduction related to age. PASS 13\* already provides an overall discount of 20 % or 25 %.

Those who hold a Half Fare Card should enter its details in FAIRTIQ when they create their user account. This will allow them to obtain half-price tickets for all journeys for which the Half Fare Card is accepted.

### How PASS 13\* works

### **How does PASS 13\* work?**

Users activate the FAIRTIQ app before they travel. They deactivate it at the end of their journey. FAIRTIQ then automatically calculates the best fare for the journey. The fare is then deducted from the registered credit, until all the registered credit has been used.

### **Do I need to use PASS 13\* with a smartphone?**

Yes. PASS 13\* requires the use of the FAIRTIQ app on a smartphone. FAIRTIQ can be downloaded from App Store or Google Play Store ([How it works - FAIRTIQ](#)).

### **Do I have to register a method of payment on FAIRTIQ?**

Yes. The payment method will be necessary for any journey on public transport outside Valais (wholly or partly) and when all the credit on your PASS 13\* has been used.

### **What happens when all the PASS 13 public transport credit has been used?**

If you do not have enough credit left on your PASS 13\* to cover the whole cost of a journey or if the all the credit has been used, the cost will automatically be billed using the method of payment registered on FAIRTIQ.

### **Where can PASS 13\* be used?**

#### **What are the limits of validity of PASS 13\*?**

PASS 13\* is valid for journeys with scope of the GA network (independent of class) only in Valais and must be used with the FAIRTIQ app, using the "START / STOP" function.

#### **What happens if I go out of Valais?**

If the start or end of the journey is outside the Valais public transport network, the normal FAIRTIQ tariff will apply.

The price of the ticket is not deducted from the PASS 13\* public transport credit but is charged via the method of payment registered on FAIRTIQ.

#### **For how long will PASS 13\* be valid?**

A PASS 13\* will be valid for 12 months from the date the corresponding promotional code is activated on the FAIRTIQ app (activation date).

#### **What happens if I have not used all the credit on my PASS 13 by the end of its period of validity?**

Credit will be reimbursed only if the amount of credit used is less than the purchase price of the PASS 13\* (CHF 160.-, CHF 375.-). If this is the case, reimbursement will be delivered in the form of a credit to be used with the FAIRTIQ app, valid for 24 months throughout Switzerland.

The value of the reimbursement will be equal to the difference between the purchase price of the PASS 13\* and the amount of credit used over the 12 months.

If the amount of credit spent is greater than the purchase price of the PASS 13\*, there will be no reimbursement.

## **Purchase procedure**

### **Where can I buy the PASS 13\* public transport credit?**

Online, from the online store on the [www.valais.ch](http://www.valais.ch) website.

### **Can I also buy the PASS 13\* public transport credit at a ticket office?**

No. The PASS 13\* public transport credit is only available online from the online store on the [www.valais.ch](http://www.valais.ch) website.

### **Can I pay for the PASS 13\* public transport credit in cash or with a Reka cheque?**

No. Payment is accepted only by credit card, Swissbilling or TWINT.

### **Can I pay for the PASS 13\* public transport credit in instalments?**

No. A single payment should be made when the PASS 13\* public transport credit is purchased online.

### **What categories of PASS 13\* will be on sale ?**

Two categories are available:

- PASS 13\* public transport credit worth CHF 200.-, at a price of CHF 160.-.
- PASS 13\* public transport credit worth CHF 500.-, at a price of CHF 375.-.

### **I would like to change the amount of credit, e.g to opt for the CHF 375 credit instead of the CHF 160 credit. What should I do?**

Once you have bought a PASS 13\* public transport credit, you cannot change its value.

### **Can I buy more than one credit?**

Yes, one individual can buy several credits. We advise you to activate a new credit only after the previous credit has been used up in the FAIRTIQ app (only one user account and one promotional code at a time).

### **What is the activation procedure for the PASS 13\* public transport credit?**

The PASS 13\* public transport credit is purchased online in the [www.valais.ch](http://www.valais.ch) online store. Once you have bought the credit, you will be sent an email with the promotional code. The promotional code must be registered on the FAIRTIQ app to activate the PASS 13\* public transport credit.

### **Whom can I contact if I have a problem when paying for the PASS 13\* public transport credit or if I do not receive the promotional code?**

You can contact Valais Wallis Promotion at the following e-mail address: [reservation@valais.ch](mailto:reservation@valais.ch).

### **Whom can I contact if I have a problem when using the PASS 13\* public transport credit?**

You can contact FAIRTIQ directly via “contact” menu in the app or the “help center” on <http://www.fairtiq.com>.

## **PASS 13\* and other tickets**

### **Can I buy season tickets with the PASS 13\* public transport credit?**

No. The PASS 13\* public transport credit can only be used for journeys made using the FAIRTIQ "START / STOP" function.

### **Can the Half Fare Card be combined with the PASS 13\* public transport credit?**

Yes. The Half Fare Card can be used in combination with the PASS 13\* public transport credit, allowing you to travel half price on journeys for which the Half Fare card is accepted.

### **I have bought a ticket separately. Can I deduct the cost from the PASS 13\* public transport credit after the event?**

No. Only journeys made using FAIRTIQ can be deducted from the PASS 13\* public transport credit. No ticket which has already been paid for can be deducted from the PASS 13\* public transport credit after the event.

### **Why is it not possible to use supersaver tickets with the PASS 13\* public transport credit?**

The product is working with the "START / STOP" function, which calculates the costs once the journey is over. Supersaver tickets must be bought at least 60 minutes before the start of a journey and so cannot be offered with the PASS 13\* public transport credit.

### **Can I buy a ticket for someone else with the PASS 13\* public transport credit?**

No. The PASS 13\* public transport credit cannot be used to buy tickets for other people (third parties).

### **What is the difference between PASS 13\* and the national product "Halbtax PLUS" [public transport credit]?**

Both products are public transport credits offering credit with a value higher than their purchase price. However, they are valid over different areas, have a different value and are not at the same stage of development.

PASS 13\* is valid only in Valais and is used with the FAIRTIQ app.

The new "Halbtax PLUS" is valid throughout Switzerland, via the SBB [Swiss Federal Railways] app, and will be a new way of paying for public transport.

## **Data protection**

### **What personal data will be used? What will happen to the data?**

No sensitive personal data such as last or first names, email addresses or telephone numbers will be sent out. All data will be analysed exclusively by FAIRTIQ in accordance with their privacy policy and will be anonymised to exclude any possibility of individual identification.

Usage data relating to purchase of tickets with the "START / STOP" function and journeys undertaken (place of departure, destination, prices etc.) will be analysed for statistical purposes as part of the pilot project. They will provide information on how the PASS 13\* public transport credit is used.

Data will not be sent out or sold to third parties.