



Valid 11.12.2022 to 9.12.2023

Tickets

and

prices



Swiss
Pass⁺

GET ON BOARD. GET AHEAD.



Find your bearings

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Networked and interconnected

Get in, get around, get there

Thank you for your interest in public transport within the greater Zurich area.

In the Zurich Transport Network, tickets and travelcards are purchased according to zones. The zone-based fare system is explained on page 5.

Would you like to travel on public transport without studying zone maps or calculating fares? Then we recommend the check-in feature of our ZVV app, which automatically gives you the right ticket. More information can be found on page 31.

Need a personal consultation? We would be glad to assist you in our customer centre or advise you over the phone.

Wishing you a pleasant journey!





The green light in space and time

ZVV fares from zone to zone

The Zurich Transport Network (ZVV) is divided into zones. Journeys that begin and end in the ZVV network area are purchased based on the number of required zones. Please note the following information:

- A journey always takes you through one or more travel zones.
- Buy or validate your ticket prior to your journey. The only exception is for regional and local buses, where you can also buy a ticket from the driver (page 33).
- When you buy a ZVV ticket by entering the starting point and destination station or stop (e.g. in the ZVV app or on the ticket machine), the ticket will automatically cover the corresponding zones.
- Zones and validity period are printed on the tickets or displayed in the app.
- You can make as many journeys as you want within the zones shown on your ticket, using any means of public transport, until such time as the ticket's validity period expires.
- You must reach the last journey destination no later than the time of expiry shown on the ticket.

Note

Municipal fare zones 110 (Zurich) and 120 (Winterthur) count double in calculating the fare, on account of their higher density of public transport services compared to elsewhere.

For occasional travellers

Single tickets

Occasional users of public transport are best off buying a single ticket with the ZVV app or from an automatic ticket machine. Enter the point of departure and destination and you will receive a ticket with the corresponding zones.

Single ticket					
	Validity (hrs)	Adults		Children 6–15.99 or Half Fare Travelcard	
		2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Short distance	1/2	2.70	4.50	2.30	3.80
Local fare	1/2	2.70	4.50	2.30	3.80
1–2 zones	1	4.40	7.30	3.10	5.10
3 zones	1	6.80	11.20	3.40	5.60
4 zones	2	8.80	14.60	4.40	7.30
5 zones	2	10.80	17.80	5.40	8.90
6 zones	2	13.00	21.40	6.50	10.70
7 zones	2	15.00	24.80	7.50	12.40
All zones	2	17.20	28.40	8.60	14.20

A **24h ticket** costs the same as two single tickets, but is valid for a full 24 hours.

24h ticket				
	Adults		Children 6–15.99 or Half Fare Travelcard	
	2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Local fare	5.40	9.00	4.60	7.60
1–2 zones	8.80	14.60	6.20	10.20
3 zones	13.60	22.40	6.80	11.20
4 zones	17.60	29.20	8.80	14.60
5 zones	21.60	35.60	10.80	17.80
6 zones	26.00	42.80	13.00	21.40
7 zones	30.00	49.60	15.00	24.80
All zones	34.40	56.80	17.20	28.40

A **short-distance ticket** is the best value for short single journeys in the cities of Zurich (zone 110) and Winterthur (zone 120), and across city limits. Short-distance tickets are available as single tickets or multiple-journey tickets. The area of validity for short-distance tickets can be checked in the ZVV app, on the ZVV website and at ticket machines. Short-distance tickets are not valid on scheduled ZSG boats.

A **local network ticket** is the best value for journeys within the same commune (excluding the Zurich and Winterthur municipal zones).

Maximum mobility at minimum cost

9 O'Clock Day Pass

The **9 O'Clock Day Pass** is just the ticket for a day excursion. The pass is valid everywhere in the ZVV network area, Monday to Friday from 9 a.m. until 5 a.m. the following day. On Saturdays, Sundays and public holidays, it is valid all day long.

9 O'Clock Day Pass				
	Adults		Children 6–15.99 or Half Fare Travelcard	
	2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
All zones	26.00	42.80	13.00	21.40

6 single tickets for a reduced price

Multiple tickets

Depending on the number of zones, a **multiple ticket** gives you up to 10 percent discount compared to buying individual tickets. Multiple tickets can also be purchased and validated digitally in the ZVV app.

Multiple-journey ticket: 6 single tickets					
	Validity (hrs)	Adults		Children 6–15.99 or Half Fare Travelcard	
		2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Short distance	1/2	16.20	26.80	13.80	22.80
Local fare	1/2	13.20	21.80	11.80	19.40
1–2 zones	1	23.80	39.20	17.60	29.00
3 zones	1	36.60	60.40	19.40	32.00
4 zones	2	47.60	78.40	25.00	41.20
5 zones	2	58.40	96.40	30.80	50.80
6 zones	2	70.20	115.80	37.00	61.00
7 zones	2	81.00	133.60	42.80	70.60
All zones	2	92.80	153.20	49.00	80.80

Multiple 24h tickets: 6 tickets for 24 hours of unlimited travel				
	Adults		Children 6–15.99 or Half Fare Travelcard	
	2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Local fare	26.40	43.60	23.60	38.80
1–2 zones	47.60	78.40	35.20	58.00
3 zones	73.20	120.80	38.80	64.00
4 zones	95.20	156.80	50.00	82.40
5 zones	116.80	192.80	61.60	101.60
6 zones	140.40	231.60	74.00	122.00
7 zones	162.00	267.20	85.60	141.20
All zones	185.60	306.40	98.00	161.60

Multiple 9 O'Clock Day Passes (6 validations)				
	Adults		Children 6–15.99 or Half Fare Travelcard	
	2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
All zones	140.00	231.00	74.00	122.00

By the way: You can also use **multiple tickets** to save money when travelling as a group. The tickets are non-personal and can be used together. In this case, please validate one section for each person.

Ideal for regular travellers

NetworkPass

The classic annual and monthly travelcard for the ZVV network. The NetworkPass is the sensible choice even if you travel just three or four times a week and is valid for all public transport services within the selected zones.

NetworkPass annual travelcard

A one-time purchase brings a whole year of travel at a savings of over 20 percent, compared to buying twelve individual monthly travelcards.

NetworkPass monthly travelcard

With the monthly travelcard, you can travel for one month in the selected zones – as often as you want, using any means of public transport.

NetworkPass for children and young people

The discounted travelcard for children, youth and young adults under 25. A NetworkPass for young people can be purchased up to the day before their 25th birthday.

The NetworkPass is available as a [personal](#) or as a [transferable travelcard](#). The personal travelcard is issued in your name and loaded on the SwissPass (see page 25). A transferable travelcard can also be used by others. Transferable NetworkPasses are only available at the adult fare.

Tip: the annual travelcard covering all zones

With an annual “all zones” travelcard, you can travel wherever, whenever, by whatever means, throughout the entire ZVV network area. Best of all, you only pay for 6 zones; the other 39 come compliments of ZVV.

Adult ZVV NetworkPass, personal

	Monthly travelcard		Annual travelcard	
	2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Local fare	50.00	83.00	460.00	764.00
1–2 zones	85.00	140.00	782.00	1,288.00
3 zones	125.00	206.00	1,150.00	1,895.00
4 zones	165.00	272.00	1,518.00	2,502.00
5 zones	202.00	333.00	1,858.00	3,064.00
All zones	242.00	399.00	2,226.00	3,671.00

Adult ZVV NetworkPass, transferable

	Monthly travelcard		Annual travelcard	
	2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Local fare	56.00	92.00	515.00	846.00
1–2 zones	95.00	157.00	874.00	1,444.00
3 zones	139.00	229.00	1,279.00	2,107.00
4 zones	185.00	305.00	1,702.00	2,806.00
5 zones	226.00	373.00	2,079.00	3,432.00
All zones	271.00	447.00	2,493.00	4,112.00

Junior ZVV NetworkPass for young people under 25, personal

	Monthly travelcard	Annual travelcard
	2nd class CHF	2nd class CHF
Local fare	37.00	340.00
1–2 zones	62.00	570.00
3 zones	91.00	837.00
4 zones	120.00	1,104.00
5 zones	146.00	1,343.00
All zones	175.00	1,610.00

Tip: 1st class NetworkPass

Treat yourself to more comfort and spacious seating with a 1st class NetworkPass.

The price cutter

9 O'Clock Pass

People who regularly travel after peak hours or at weekends benefit from good-value fares.

A **9 O'Clock Pass** is valid Monday to Friday from 9 a.m. until 5 a.m. the following day. Validity is based on the actual time of departure. On Saturdays, Sundays and public holidays, the pass is valid all day long.

9 O'Clock Passes are available as

- A day pass or multiple day pass (see pages 7 and 9)
- Monthly or annual travelcard for all ZVV zones
- Monthly or annual travelcard for Zurich municipal zone plus neighbouring zones
- Monthly or annual travelcard for Winterthur plus neighbouring zones

9 O'Clock Pass for Zurich municipal zone plus neighbouring zones

For unlimited travel in Zurich municipal zone and neighbouring zones. Valid in fare zones 110, 111, 121, 140, 150, 154 and 155.

9 O'Clock Pass for Winterthur plus neighbouring zones

Unlimited travel in Winterthur and neighbouring zones. Valid in fare zones 120, 122, 123, 160, 163, 164 and 170.

The 9 O'Clock Pass is available as a **personal** or as a **transferable travelcard**. A personal travelcard is issued in your name and loaded on the SwissPass (see page 25). A transferable travelcard can also be used by others. Transferable 9 O'Clock Passes are only available at the adult fare.

Monthly ZVV 9 O'Clock Pass, personal

	Adults	
	2nd class CHF	1st class CHF
All zones	134.00	221.00
Zurich municipal and neighbouring zones	87.00	144.00
Winterthur and neighbouring zones	69.00	114.00

Monthly ZVV 9 O'Clock Pass, transferable

	Adults	
	2nd class CHF	1st class CHF
All zones	150.00	248.00
Zurich municipal and neighbouring zones	97.00	160.00
Winterthur and neighbouring zones	77.00	127.00

Annual ZVV 9 O'Clock Pass, personal

	Adults	
	2nd class CHF	1st class CHF
All zones	1,233.00	2,033.00
Zurich municipal and neighbouring zones	800.00	1,325.00
Winterthur and neighbouring zones	635.00	1,049.00

Annual ZVV 9 O'Clock Pass, transferable

	Adults	
	2nd class CHF	1st class CHF
All zones	1,380.00	2,282.00
Zurich municipal and neighbouring zones	892.00	1,472.00
Winterthur and neighbouring zones	708.00	1,168.00

The travelcard with advantages for companies and employees

BonusPass

The BonusPass is an attractive option for companies and their employees, and is available for the ZVV network as well as the Z-Pass area.

Thanks to a financial contribution from your employer, the BonusPass provides you with a personal annual travelcard at a reduced rate – with expanded coverage to include all zones of the ZVV network and the corresponding Z-Pass corridor. The BonusPass is not limited to your daily commute, but covers all journeys within the ZVV network or the chosen Z-Pass corridor. You can enjoy unlimited travel by train, bus, tram and boat – including in your free time.

The BonusPass is available on the SwissPass (page 25). After ordering a BonusPass, you can claim a pro rata reimbursement on an existing ZVV or Z-Pass annual travelcard at any sales office.

The BonusPass has become an established feature of personnel and environmental policies at many well-known companies. Ask the human resources department at your company if the BonusPass is offered to employees.

A contract can be signed when five or more travelcards are ordered.

More information at www.zvv.ch/bonuspass

Connections between networks

Z-Pass

The Zurich Transport Network (ZVV), neighbouring regional transport networks A-Welle, Ostwind, Schwyz and Zug as well as SBB have joined together in the Z-Pass system, a single fare network for the residential and economic region of Zurich.

The Z-Pass offers tickets for journeys between the ZVV network area and one of the neighbouring regional transport networks (so-called corridors). For this zone-based fare option, tickets for a journey from A to B must be obtained for the corresponding zones.

Within the selected zones and period of validity, passengers can enjoy unlimited travel by train, bus, tram and, in Zurich, even by boat.

The ticket price is based on the number of selected zones. The two municipal zones of Zurich (110) and Winterthur (120) each count as two zones.

More information at www.z-pass.ch or your nearest point of sale.

Combining ZVV and Z-Pass tickets

A valid ZVV ticket whose area of validity adjoins the zones covered under a Z-Pass ticket can be used together with the Z-Pass ticket for a continuous journey as long as the utilised means of transport makes a scheduled stop within one of the ZVV zones (1xx) listed on the Z-Pass ticket.



For travel beyond the area of validity

Zone upgrades

If you want to travel outside the zones indicated on your ticket or travelcard, simply buy a zone upgrade for the extra zones. Depending on the number of zones, zone upgrades are available with a validity period of either one, two or 24 hours.

Tip

If you have a regular ZVV ticket plus a zone upgrade for a total of 8 zones, you can use them to travel anywhere within the ZVV network area.

You have unrestricted travel in all zones when you combine a Zürich Card, a 9 O'Clock Pass for Zurich municipal zone and neighbouring zones, or a 9 O'Clock Pass for Winterthur and neighbouring zones with a zone upgrade for 4 zones.

Zone upgrades

	Validity (hrs)	Adults		Children 6–15.99 or Half Fare Travelcard	
		2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
1–2 zones	1	4.40	7.30	3.10	5.10
3 zones	1	6.80	11.20	3.40	5.60
4 zones	2	8.80	14.60	4.40	7.30
5 zones	2	10.80	17.80	5.40	8.90
6 zones	2	13.00	21.40	6.50	10.70
7 zones	2	15.00	24.80	7.50	12.40

Note: 24-hour zone upgrades cost double the amounts stated above.

More comfort

First-class upgrades

Treat yourself from time to time to the comfort and spaciousness of 1st class. All you need is a valid 2nd class ticket, plus a [first-class upgrade](#).

Upgrades are available for single journeys, for 24 hours and as a combination of multiple first-class upgrades (6 validations).

Short-duration first-class upgrades			
	Validity (hrs)	Adults	Children 6–15.99 or Half Fare Travelcard
		CHF	CHF
1–2 zones	1	2.90	2.00
3 zones	1	4.40	2.20
4 zones	2	5.80	2.90
5 zones	2	7.00	3.50
6 zones	2	8.40	4.20
7 zones	2	9.80	4.90
All zones	2	11.20	5.60

Multiple short-duration first-class upgrades			
	Validity (hrs)	Adults	Children 6–15.99 or Half Fare Travelcard
		CHF	CHF
1–2 zones	1	17.40	12.00
3 zones	1	26.40	13.20
4 zones	2	34.80	17.40
5 zones	2	42.00	21.00
6 zones	2	50.40	25.20
7 zones	2	58.80	29.40
All zones	2	67.20	33.60

Note: 24-hour first-class upgrades cost double the amounts stated above.

On the go together

Groups

With a group ticket, groups of 10 or more people can travel for around 30% less! Young people up to the day before their 25th birthday get an even better deal on group tickets.

Please register at your nearest point of sale 48 hours before departure.

Short-duration group tickets					
	Validity (hrs)	Adults		Young people under 25 or Half Fare Travelcard	
		2nd class CHF	1st class CHF	2nd class CHF	1st class CHF
Short distance	1/2	2.00	3.20	1.70	2.70
Local fare	1/2	2.00	3.20	1.70	2.70
1–2 zones	1	3.20	5.20	2.20	3.60
3 zones	1	4.80	8.00	2.40	4.00
4 zones	2	6.20	10.40	3.10	5.20
5 zones	2	7.60	12.60	3.80	6.30
6 zones	2	9.20	15.00	4.60	7.50
7 zones	2	10.60	17.40	5.30	8.70
All zones	2	12.20	20.00	6.10	10.00

Note: 24-hour group tickets cost double.

Safe and reliable mobility until the early morning hours

Nighttime network

The nighttime network provides safe and reliable connections from Friday night into the small hours of Saturday morning and again from Saturday night into the following Sunday, as well as prior to public holidays and when special events are taking place. Users of the nighttime network will only need to have a valid ticket.

ZKB Nachtschwärmer

Holders of a ZKB young or ZKB student package travel free of charge throughout the ZVV network area on Friday and Saturday nights from 7 p.m. onwards. The same applies on all other nights when the ZVV nighttime network is offered. The “ZKB Nachtschwärmer” can only be obtained via Zürcher Kantonalbank’s “eBanking Mobile” app.

The ZKB Nachtschwärmer will be instantly displayed as an e-ticket in the app. Present the ZKB Nachtschwärmer and an official identity document to the ticket inspector upon request.

Further details are available at www.zkb.ch/nachtschwaermer.

Go anywhere in the Uetliberg–Felsenegg–Albis region

Albis 24h tickets

The **Albis 24h ticket** is an especially keen-priced ticket for excursions and hikes through the Uetliberg–Felsenegg–Albis region, plus Sihltal and Reppischtal.

The **Albis 24h ticket** covers the zones 110, 150, 151, 154 and 155, which is the equivalent of 6 zones (zone 110 = double zone). You enjoy unlimited travel in this region for the price of just 4 zones, plus any approach zones. If you have purchased a total of 8 zones with your ticket, you are entitled to unlimited travel throughout the entire ZVV network area.

When you buy an **Albis 24h ticket** from any starting point within the ZVV network area, you have total freedom of movement across the approach zones and the zones listed above. You can also obtain a 24-hour group **Albis 24h ticket**.

The smart way to discover Zurich

Zürich Card

The ideal ticket for anyone who’s in Zurich for one to three days and who wants to save time and money while exploring the city.

The **Zürich Card** allows unlimited travel in the zones 110, 111, 121, 140, 150, 154 and 155 for either 24 or 72 hours after validation. In addition, it includes free or discounted access to most of Zurich’s museums, a 50 percent discount on the “Zurich Old Town on Foot” guided tour offered by Zurich Tourism, short round-trip lake cruises and many more activities.

Further details at www.zuerich.com/zuerichcard

For journeys outside the area of validity or in first class, you will need to purchase the appropriate zone upgrades or first-class upgrades. In conjunction with a zone upgrade for 4 zones, the **Zürich Card** entitles holders to unlimited travel in all ZVV zones for the duration of the upgrade.

Sale of Zürich Card

ZVV ticket offices; train stations in the city and region of Zurich; the ZSG shipping line office at Bürkliplatz; the tourist service at the main train station; selected hotels; SBB.ch; ticket machines in the city of Zurich and surrounding region; the service and information counter at Zurich Airport; Zürich City Guide App; Zürich Card Webshop; ZVV app.

The **Zürich Card** is available for persons paying the full price and for children from age 6 until the day before their 16th birthday.

Zürich Card		
	Adults	Children 6–15.99
	2nd class CHF	2nd class CHF
24 hours	27.00	19.00
72 hours	53.00	37.00

Take your bike along

Bicycles on board

You are welcome to bring your bike along for the ride; just buy an extra, regular 2nd class ZVV ticket at the reduced price or a Day Pass Bike. A 2nd class ZVV ticket offers the best value for getting your bike around locally, while on longer journeys it is worth buying a Day Pass Bike.

The Junior Travelcard and Children's Co-Travelcard family discounts apply to bicycles as well.

Please take bicycles on and off vehicles yourself. And do take note that for space reasons, certain transport operators do not carry bicycles at all, or not during peak travel hours (6–8 a.m. and 4–7 p.m.).

More information and prices for the transport of special bicycles at www.zvv.ch/bikes

Self-service bicycle transport		
Ticket	Validity	Standard bicycles* CHF
ZVV tickets (e.g. single ticket, 24h ticket)	30 min to 24 hrs, depending on ticket	Reduced prices 2nd class
SBB Day Pass Bike	Day of issue or validation	14.00
SBB Multiple Day Bike Pass (6x)	Day of validation	84.00
SBB annual bike pass	1 year	240.00

*Two tickets are required for tandems, recumbent bicycles and three-wheeled bikes.

Price reductions for families

Children and young people

Children under 6 years of age always travel for free.

Children from age 6 until the day before their 16th birthday travel at reduced rates.

With the Junior Travelcard or the Children's Co-Travelcard, children from age 6 travel free for a year when accompanied by a parent or other designated person. The parents and travel companions must have valid tickets. The Junior Travelcard and the Children's Co-Travelcard are valid for all ZVV tickets.

More information at www.sbb.ch

Children can purchase a NetworkPass for children up to the day before their 16th birthday.

Young people can purchase a NetworkPass for young people up to the day before their 25th birthday.

Note: Inspectors may demand proof of age.

All on one card SwissPass

The personal annual and monthly travelcards for the ZVV network are available on the SwissPass. The rest of the ZVV range will continue to be issued on paper or as an e-ticket.

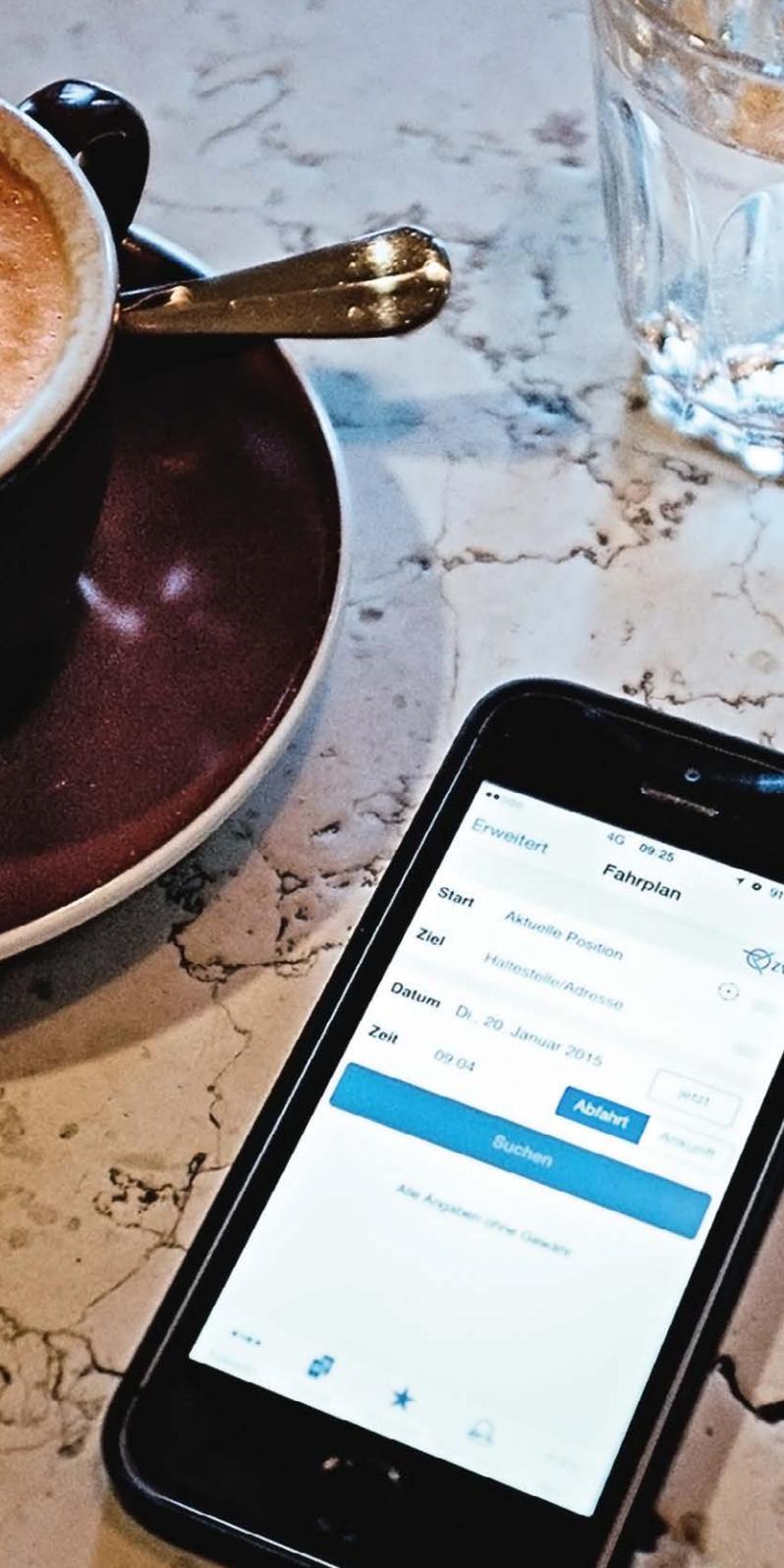
Your SwissPass is the carrier medium for your public transport travelcards and also provides access to attractive leisure services of diverse partners. The SwissPass can also be linked with the ZVV app.



The SwissPass card does not display any information about your travelcards. You can view and manage your personal details conveniently at www.swisspass.ch whenever you wish and will be regularly informed of new offers.

How it works

If you do not have a SwissPass, you can obtain one at any staffed point of sale or via www.swisspass.ch. For first-time orders, please note that you need a current high-quality photograph. If you already hold a SwissPass (for example, for your Half Fare Travelcard) and would like to purchase a ZVV travelcard in addition, you may do so via ZVV's online ticket shop, in the ZVV app, at any staffed point of sale or by calling ZVV-Contact.



Special fares

Travellers with disabilities and guide or working dogs

Provided disabled travellers have proper certification (available from the Statthalteramt), either they or a companion travel free of charge. One ticket is always required. Guide or working dogs with an identity card travel for free.

Animals on board

Animals

Small dogs and cats (up to 30 cm high at the top of their shoulder blades) travel for free, provided they are transported in bags, baskets, etc. The reduced 2nd class fare is payable in all other cases.

Animals may be brought on board provided they do not cause a safety risk or nuisance to persons or other animals. In case of complaints by fellow passengers, the staff will decide on another suitable location where such animals can be transported.

Journeys beyond network boundaries

For destinations elsewhere in Switzerland

For travel beyond the network boundary, ZVV zone tickets are valid up to the last timetable-scheduled stop within the applicable zones.

City-Tickets

City-Tickets are available to many Swiss city destinations. Single and return City-Tickets all contain a day pass for public transport in the departure and/or destination city. Ask for details at any staffed point of sale, via ZVV-Contact or by visiting www.sbb.ch.

Useful information on the validity of GA Travelcards and co.

National tickets, passes and discount cards

GA Travelcard (GA)

A GA Travelcard gives you unrestricted access to routes throughout Switzerland including the entire ZVV network.

Half Fare Travelcard

A Half Fare Travelcard brings you reduced rates on all ZVV tickets, excepting ZVV network travelcards and the Zürich Card.

Day Pass Children

The Day Pass Children is available at a special low price for children up to the day before their 16th birthday (for travel within the GA area of validity). For more information on children, see page 23.

Complementing public transport

Mobility Carsharing

In the ZVV network area alone, there are 400 sites and around 800 cars offering seamless connections to public transport services. The sites are optimally coordinated with public transport stops and stations.

The cars can be hired from one hour up to several days – round the clock, on a self-service basis. Nine vehicle categories are available with rates including fuel, service and insurance.

For information and advice over the phone, please contact the 24h service centre of Mobility at 0848 824 812.

More information on offers and prices can be found at www.mobility.ch.

Travelling without a valid ticket or with a partially valid ticket

Ticket inspections

You need a valid ticket in order to travel on public transport. Allow sufficient time to purchase a ticket prior to boarding. Anyone boarding a vehicle without a valid ticket or with only a partially valid ticket will pay a surcharge along with the flat fare amount. In all instances, your personal information will be collected and kept on record.

Ticket inspection fees

The current fees can be found at www.zvv.ch/kontrolle. Passengers travelling on public transport without a ticket pay a surcharge of CHF 100. Repeat offences will result in increased charges and possible criminal prosecution. The third and all subsequent offences within two years will be automatically reported.

Should you forget your personal travelcard, you can present it at a ticket counter within 10 days together with the ticket inspection slip and only have to pay CHF 5. This does not apply to transferable travelcards.

Engaging in the fraudulent use of tickets, aiding and abetting such misuse, and giving incorrect personal information are punishable by heavy fines and may lead to criminal prosecution. Presenting a forged ticket will not only entail higher charges but will also result in criminal proceedings in all instances.



The smart companion when travelling by public transport **ZVV app**

The ZVV app provides all the latest timetable information for connections throughout Switzerland and allows you to buy tickets and travelcards in a matter of seconds.

Timetable functions

The Switzerland-wide timetable search allows you to find the connection you need. Real-time information on delays and incidents is also indicated in the practical map view. The smart connection display shows you the next departure options or delay notifications based on the saved locations, travel habits and your current whereabouts – automatically, without a specific query.

Tickets for all of Switzerland

In addition to all ZVV and Z-Pass tickets, the ZVV app also integrates all other regional transport networks as well as single tickets, day passes and supersaver tickets for the rest of Switzerland's public transport system. With just a few clicks, you can also select tickets for fellow travellers as well as for dogs and bicycles. Multiple-journey tickets with up to 10 percent discount are likewise available in the app.

ZVV and Z-Pass travelcards

Personal ZVV or Z-Pass travelcards can be purchased, extended or refunded directly in the app. To do this, you need an existing SwissPass that is linked in the app. Various payment options are available for secure purchasing.

Check-in feature

No more need to study zone maps. With the check-in feature, you always have the right ticket. All you have to do is check in on the app before boarding and then check out after your journey. Your travel route will be recorded via GPS. At the end of the day, you will be charged the correct price for all your journeys.

More information and download at www.zvv.ch/app

How to obtain your ZVV ticket

Sales channels

In addition to the ZVV app, ZVV tickets can also be purchased from other channels. However, please note that certain travelcards and tickets are only available from specific channels.

ZVV online ticket shop

At www.zvv.ch/ticketshop load your ZVV travelcard or Z-Pass onto your SwissPass from the convenience of your home. Single ZVV and Z-Pass tickets, point-to-point tickets and City-Tickets for national long-distance services are also available in the ticket shop and can be directly printed at home. Purchases can be made conveniently and securely with all standard means of payment. GA and Half Fare Travelcards, RailAway offers and other special tickets are available at www.sbb.ch/ticketshop.

Ticket machines

The blue machines are real all-rounders and offer the entire range of ZVV tickets on a self-service basis. Payment can be made with credit and debit cards and coins. People with impaired vision and those in wheelchairs can also easily operate the machines.

Our customer service agents are available by phone to assist you with ticket purchases and can also operate automatic ticket machines remotely. All you need to do is call the freephone number listed on the ticket machine. This service is accessible daily from 6 a.m. to 10 p.m.

Ticket counters

Our staffed points of sale offer the full range of tickets – advice included. Information on points of sale and customer centres can be found on page 34 as well as at www.zvv.ch/sales-outlets.

Purchase of tickets from driver

In areas outside the major cities and neighbouring zones, tickets may be purchased directly from the bus driver. As this can cause delays, we ask you to only make use of this option in exceptional cases. Please board at the front of the bus and have your money ready.

Find the fastest connection

ZVV timetable

For journeys within the ZVV network area, you can find the timetable in the ZVV app or at www.zvv.ch. Here you can also download and print out the timetables for specific stops and routes.

www.zvv.ch/timetable

When is the next S-Bahn train to Mettmenstetten or my tram to Triemli? Where do I have to transfer? Get answers to these and many other questions within seconds via the ZVV online timetable. When on the go, it is easiest to use the ZVV app.

Timetables for specific stops and routes

For any given stop or route within the ZVV network, you can download the relevant timetables and print them out.

More information at www.zvv.ch/stop-specific-timetable

Your personal customer service

ZVV-Contact

The staff of the ZVV customer centres will gladly help you with your questions about our timetable and fares as well as service disruptions, events, excursions and much more. In addition, you can purchase the full range of ZVV and Z-Pass tickets as well as national tickets. Our staff can also assist you in searching for any items lost on public transport.

Zurich main station

Löwenstrasse hall (at the entrance to platforms 31–34)

Monday to Friday 7 a.m. to 9 p.m.

Saturday/Sunday 8 a.m. to 8 p.m.

Bahnhofplatz in Winterthur

Monday to Friday 7 a.m. to 7 p.m.

Saturday 8.30 a.m. to 5 p.m.

Prior to public holidays 7 a.m. to 5 p.m.

Adliswil, SZU station

Monday to Friday 7 a.m. to 7 p.m.

Saturday/Sunday 8 a.m. to 6 p.m.

Forch station

Monday to Friday 5 a.m. to 11.30 p.m.

Saturday/Sunday 5 a.m. to 11.30 p.m.

Further staffed points of sale and customer centres of our public transport operators can be found at www.zvv.ch/sales-outlets.

Contact options

Daily from 6 a.m. to 10 p.m. via

Telephone 0800 988 988

E-mail contact@zvv.ch

Twitter [@zvv_contact](https://twitter.com/zvv_contact)

Post ZVV-Contact, P.O. Box, 8040 Zurich



