How do I use a bonus or visitor parking card?

1

Once your vehicle's location is confirmed, tap "Continue". Fill in the required details, then under "Payment methods" select the desired parking card. To assign visitor hours, enter your guest's license-plate number (ECV) in the "Select vehicle" field.
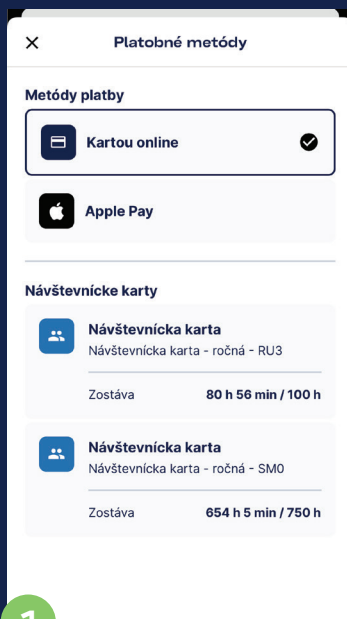
2

Then tap "Pay", and the app will confirm that your parking card has been applied.

Q&A

Who should I contact if I run into problems?
PAAS customer support handles all app-user inquiries via the hotline, the contact form on the website, or in person at our client centres. You can find every contact detail at www.paas.sk/kontakt/.

Why don't I see any parking cards after adding my email?
Only cards that were valid at the moment your email was verified will be imported into the app. If a card wasn't active yet (or if you renewed it afterward), you'll need to remove it and then re-add it under Parking Cards. Also, make sure the email you entered in the app exactly matches the one you used to request your PAAS parking cards. After adding your email, don't forget to enter the 6-digit verification code sent to that address.

I entered the wrong zone code or license-plate number (ECV). What do I do?
If you've activated a ticket with incorrect details, you can terminate that ticket early and then start a new one with the correct information. Termination is only possible after 15 minutes from the ticket's start; if you try to end it sooner, it will automatically run for the full 15 minutes. The minimum charge is €0.05 (this doesn't apply if the ticket was purchased solely via a Visitor or Bonus Card). For tickets activated with a Visitor/Bonus Card, the absolute minimum duration is 1 minute.

Do I need to verify family members' parking cards every time I use them?
No. You only need to add each parking card once. However, if a card expires and you renew it for a new period, you'll have to add it again.

Will the app alert me when my parking cards are about to expire?
No. The app doesn't manage issuance or renewal of cards—that happens in the web information system at www.paas.sk/prihlasenie. You can, however, view each card's expiry date in the app under Parking Cards.

What if I need to park for an hour, but the zone only becomes chargeable in 30 minutes?
How do I buy a ticket? You can activate your ticket in advance. The fee calculation will only start when the zone's paid period officially begins.

What's the minimum parking time after which I can end my ticket early?
You may end a ticket once at least 15 minutes have elapsed since its activation. If you end it sooner, it will still run for 15 minutes. The minimum payable amount is €0.05 (unless it was bought solely with a Visitor or Bonus Card). For Visitor/Bonus Card tickets, the minimum duration is 1 minute.

When will I get refunded for an early-terminated ticket or a double payment?
All payments are initially only reserved with your bank. Once you end parking, you're billed for the actual used amount. Processing times vary by bank and can take several days. If you don't see the adjustment within 3–4 business days, please contact PAAS customer support.

Contact

For general inquiries and to find the latest client-service locations, visit the PAAS website's contact page: www.paas.sk/kontakt

Customer Hotline (Mon–Fri, 08:00–18:00):
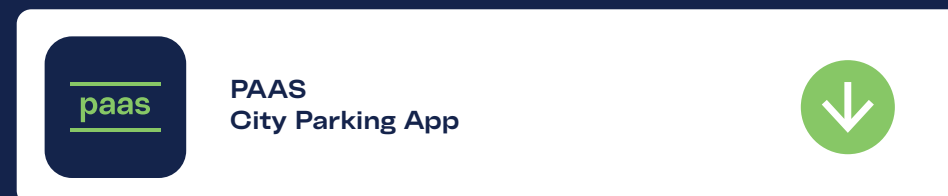0800 222 888

Client Centre
Ondrej Nepela Winter Stadium,
Odbojárov 9
Mon: 8:00 – 17:00
Tue-Thu: 8:00 – 16:00
Fri: 8:00 – 15:00

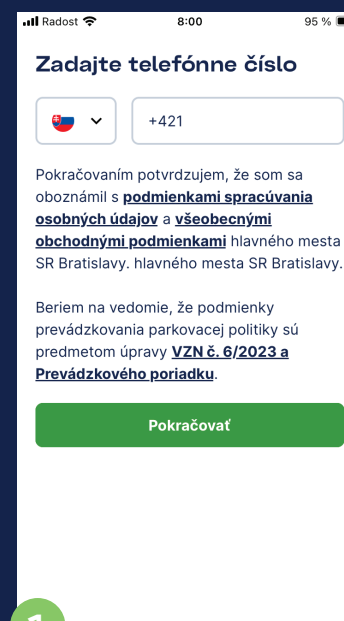For the most up-to-date opening hours of all client centres, please check www.paas.sk/kontakt.

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BRATISLAVA

Use the PAAS city app
to park in PAAS zones.

paas PAAS City Parking App
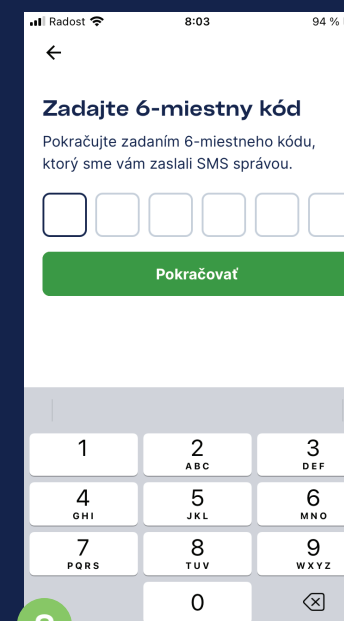
App Store   Google Play

User Guide for the PAAS City Parking App

### How do I sign up for the PAAS City Parking App?

1

Download the app to your mobile device from the App Store (iPhone) or Google Play (Android). When you open it, tap "Get Started". Enter your phone number and then tap "Continue".

2

You'll receive an SMS with a 6-digit verification code at the number you provided. Enter that code in the app and tap "Continue". The PAAS app will then prompt you to allow or deny notifications and location services—you can adjust these anytime via Menu > "Settings".

How do I find the location where I'm parked?
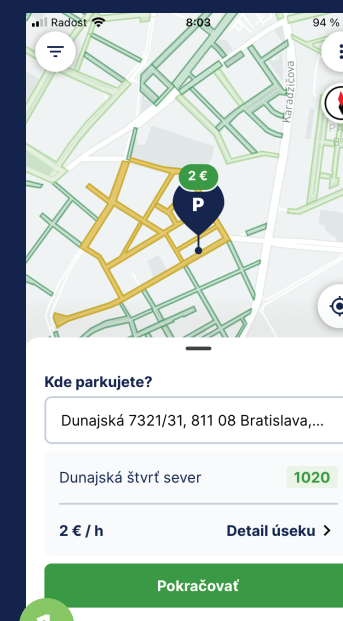

1

On the PAAS app's main screen you'll find a clear, easy-to-read map of the city. If you've enabled location services, the app will automatically display your current position. You'll see the address, the zone code, and the parking fee for that location.t
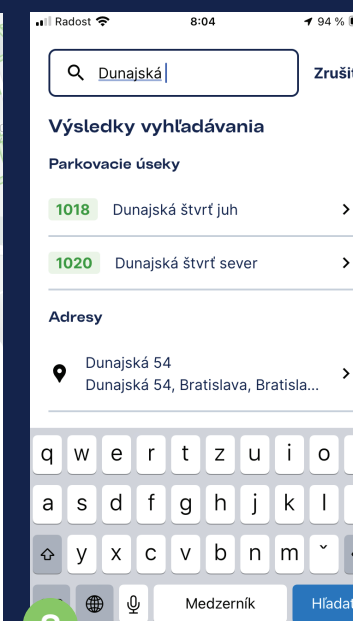
2

You can also search for your location manually by entering the address or zone code into the "Where are you parking?" field. You'll find the zone code on the green signs in each PAAS parking area.

How do I purchase a parking ticket?
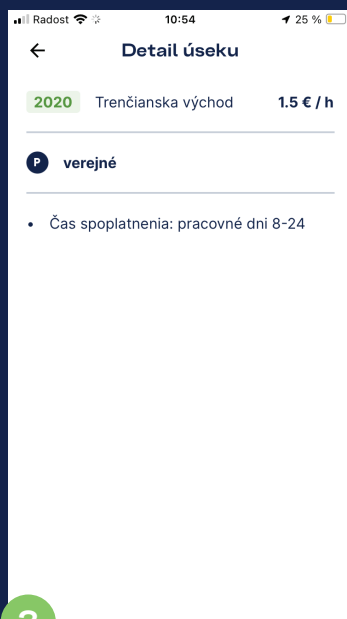
3 — When you tap "Zone Details", you'll see not only the address where you're parked, the zone code, and the parking rate, but also the hours when fees apply and the type of parking.
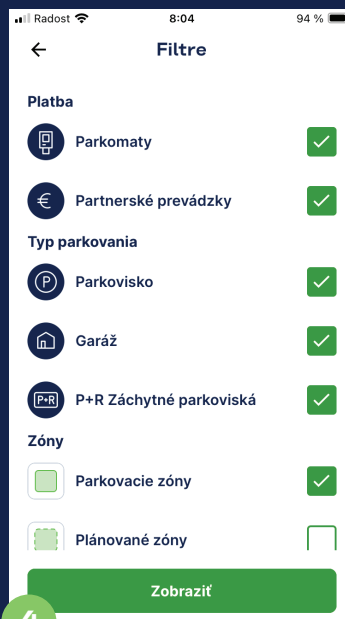
4 — You can also use the map to locate parking meters or partner locations—complete with their opening hours. Plus, you can filter by parking type, whether it's an open lot, a garage, or a P + R park-and-ride facility.
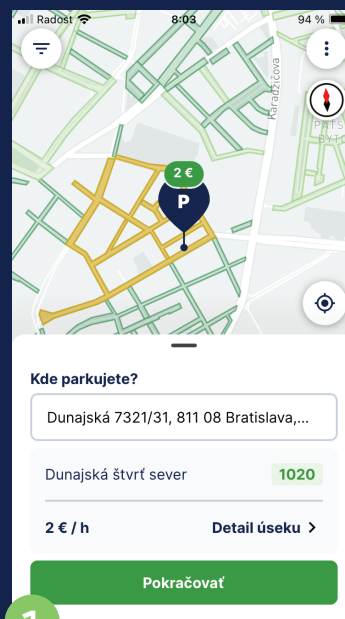
1 — Once your parked vehicle's location is set, tap "Continue". Enter the vehicle's license-plate number (ECV) for which you want to buy a parking ticket, or select it from "Vehicle List" (see "How do I create a vehicle list?" for details).
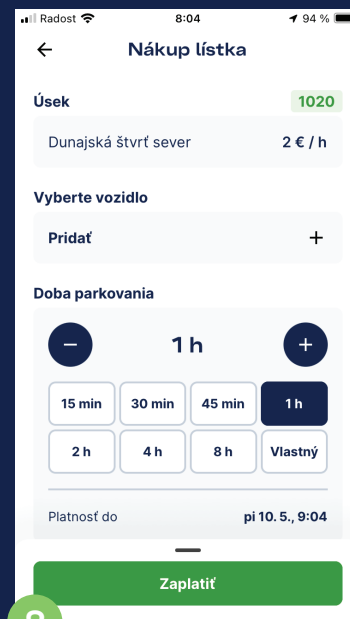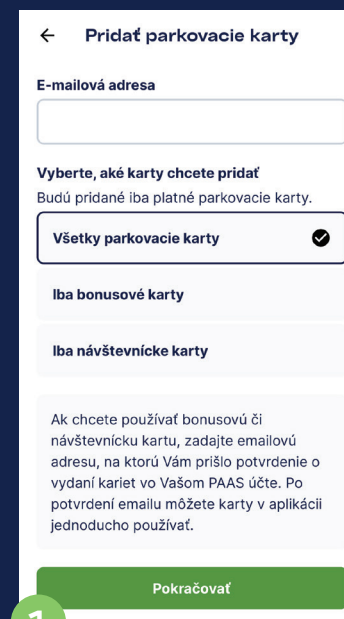
2 — Select your desired parking duration. The app will instantly display your ticket's expiry time. Then choose your preferred payment method and tap "Pay".
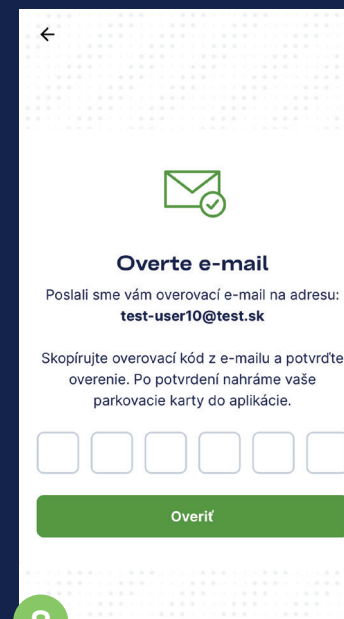
How do I create a vehicle list?
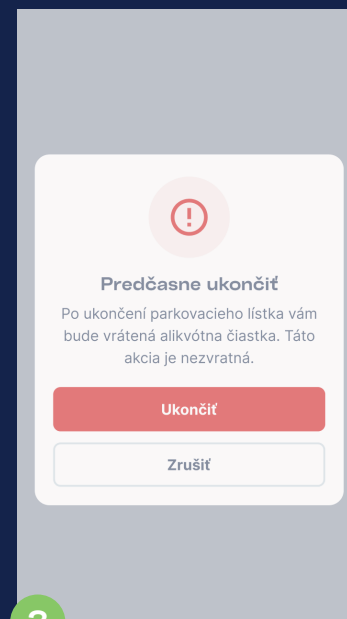
3 — If you want to end your ticket early, tap "End Early". On the next screen, you can cancel the early termination. If you're sure you want to end the ticket, tap "End".
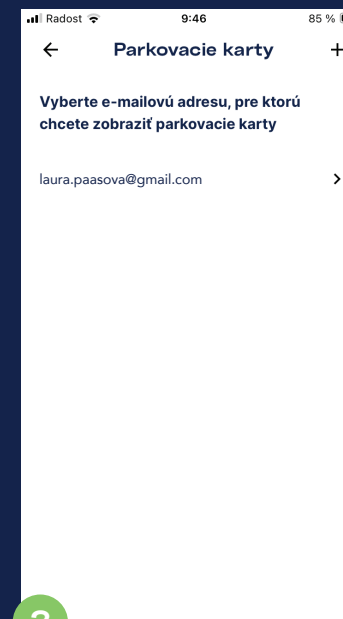
1 — In the top-right menu, go to "Parking Cards", tap "Add", and enter the email address you used when applying for your PAAS parking cards.

2 — Then select the cards you want to add and tap "Continue". A 6-digit verification code will be sent to the email address you provided—enter it into the app and tap "Verify".

3 — In the Menu > "Parking Cards" section, you'll see a list of email addresses linked to purchased parking cards. Tap an email to view all associated cards, including each card's expiry date - or, for Bonus and Visitor cards, the remaining credit.

## How can I extend or end my parking ticket early?
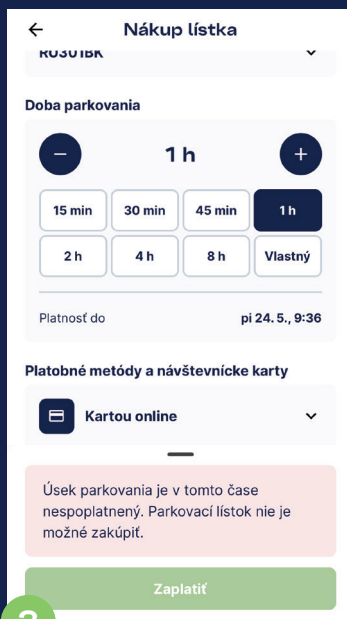
3 — If the zone you've selected isn't chargeable at the time you try to purchase a ticket, the app won't let you complete the purchase. If the paid period starts during your parking session - for example, the zone begins charging at 12:00 but you park at 11:40 for one hour - you'll only be charged for the time that falls within the paid period.

4 — If you haven't added any parking cards yet, the app will prompt you to do so. Tap "Later" to skip this for now. To add your cards, follow the steps in "How do I add my parking cards?"
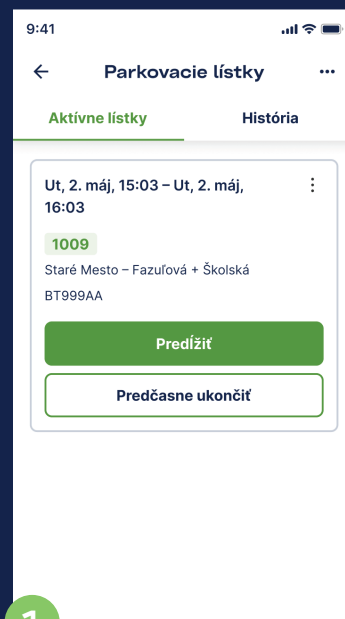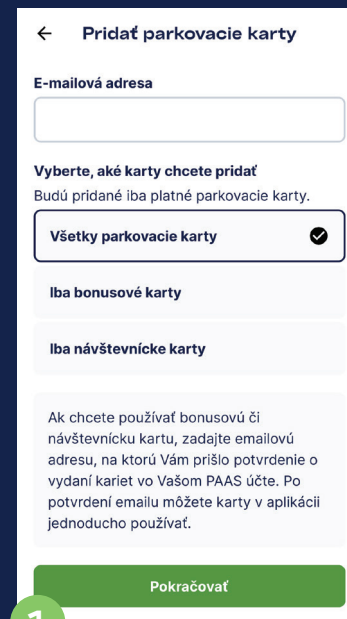
1 — In the app's Menu > "Parking Tickets", tap "Active Tickets", then select the ticket you'd like to extend or end early.
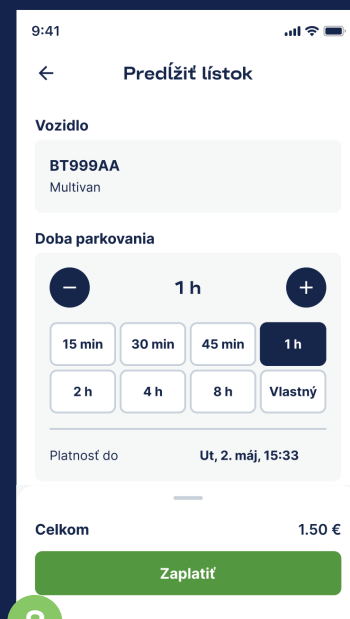
**2** — If you wish to extend your ticket, simply tap "Extend", select your additional parking duration, and then tap "Pay" to confirm. You'll receive another purchase confirmation for the extended ticket.

## How do I add family members' parking cards?

1 — You can also add family members' parking cards in the PAAS app. Just follow the same steps as for your own cards, but enter the email address your family member used to request their parking cards.
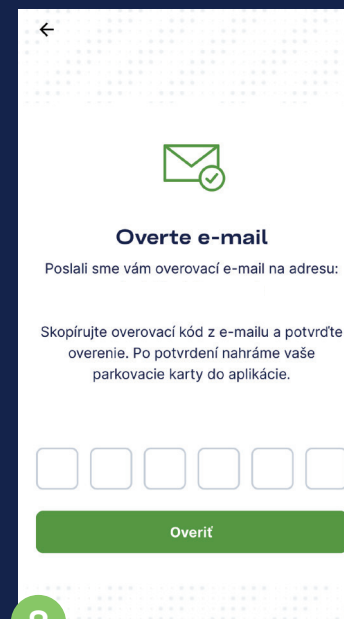
2 — Choose the cards you want to add and tap "Continue". A 6-digit verification code will be sent to the email address you entered. The cardholder should give you this code - enter it into the app, then tap "Verify".
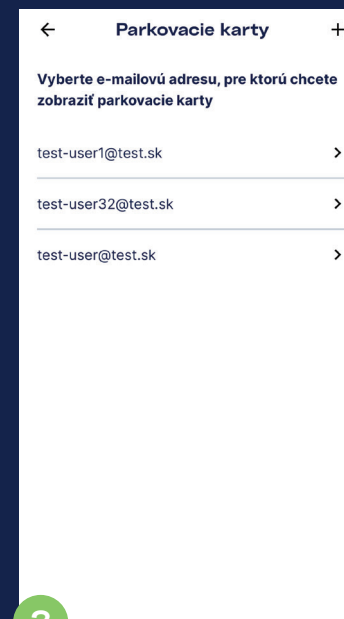
3 — In Menu > "Parking Cards", you'll see a list of linked email addresses. Tap any email to view its parking cards, including each card's expiration date - or, for Bonus and Visitor cards, the remaining credit.

How do I create a vehicle list?
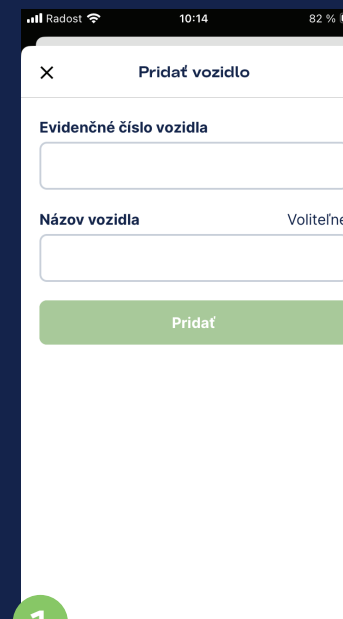
1 — To create your vehicle list, open the Menu, select "Continue", and tap "Add". Enter the vehicle's license-plate number (ECV) along with a name for the vehicle, then tap "Add" once more to save it.