

Use the PAAS city app to park in PAAS zones.



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?

Zadajte telefónne číslo

+421

Pokračovaním potvrdzujem, že som sa oboznámil s [podmienkami spracúvania osobných údajov](#) a [všeobecnými obchodnými podmienkami](#) hlavného mesta SR Bratislavy, hlavného mesta SR Bratislavy.

Beriem na vedomie, že podmienky prevádzkovania parkovacej politiky sú predmetom úpravy [VZN č. 6/2023 a Prevádzkového poriadku](#).

Pokračovať

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”.

Zadajte 6-miestny kód

Pokračujte zadáním 6-miestneho kódu, ktorý sme vám zaslali SMS správou.

Pokračovať

1 2 3
4 5 6
7 8 9
0

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?

Kde parkujete?

Dunajská 7321/31, 811 08 Bratislava,...

Dunajská štvrť sever 1020

2 € / h Detail úseku >

Pokračovať

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.

Výsledky vyhľadávania

Parkovacie úseky

1018 Dunajská štvrť juh >

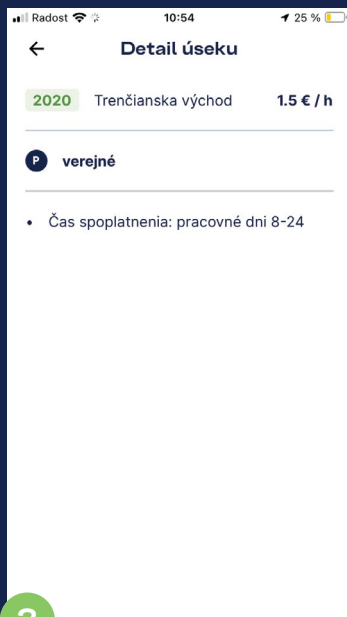
1020 Dunajská štvrť sever >

Adresy

Dunajská 54
Dunajská 54, Bratislava, Bratisla... >

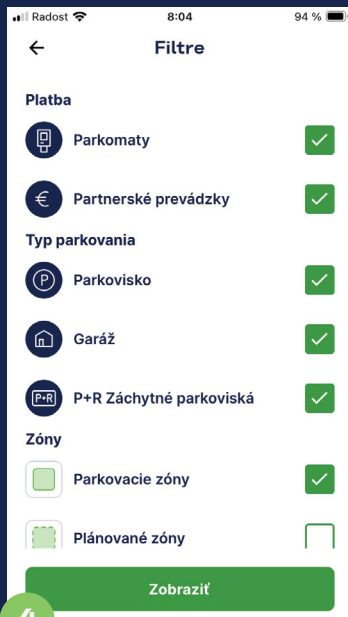
2 You can also search for your location manually by entering the address or zone code into the “Where are you parking?” field. You'll find the zone code on the green signs in each PAAS parking area.

How do I purchase a parking ticket?



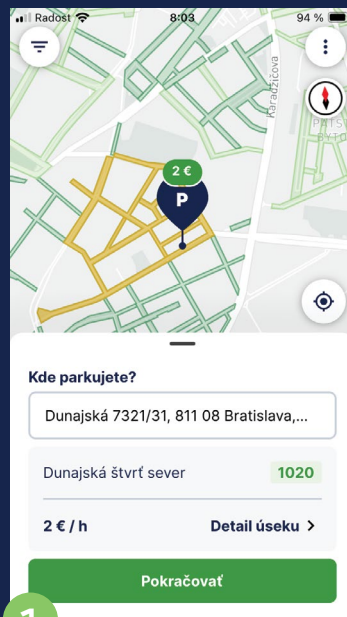
3

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.



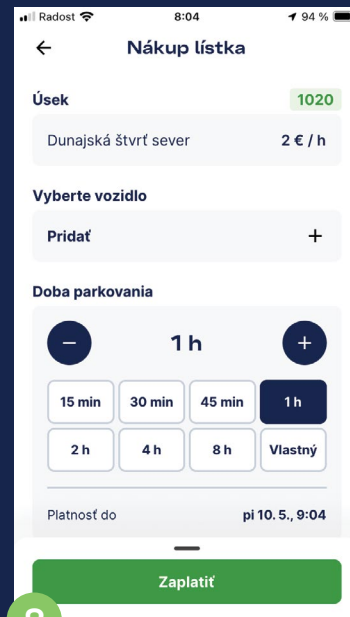
4

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

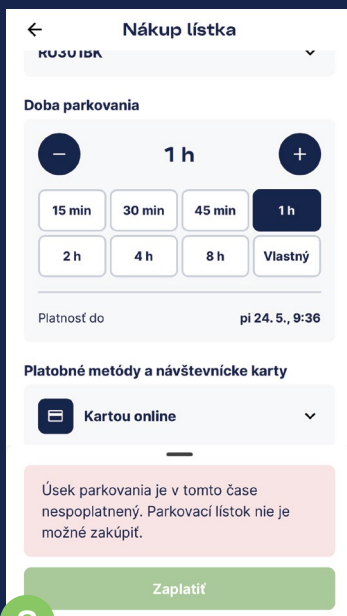
Once your parked vehicle's location is set, tap “**Continue**”. Enter the vehicle's license-plate number (ECV) for which you want to buy a parking ticket, or select it from “**Vehicle List**” (see “How do I create a vehicle list?” for details).



2

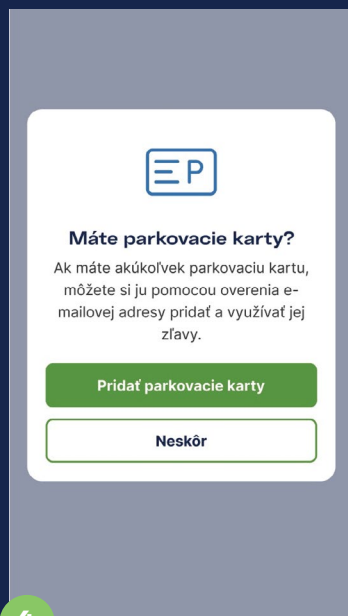
Select your desired parking duration. The app will instantly display your ticket's expiry time. Then choose your preferred payment method and tap “**Pay**”.

How can I extend or end my parking ticket early?



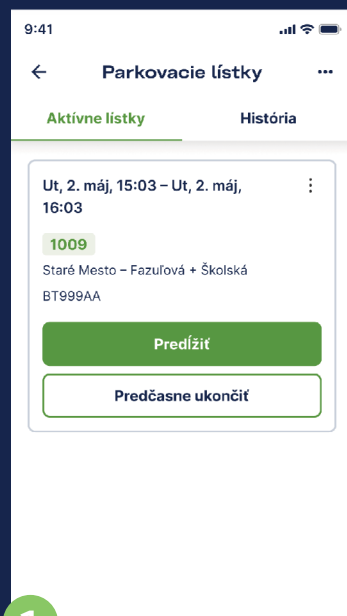
3

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.



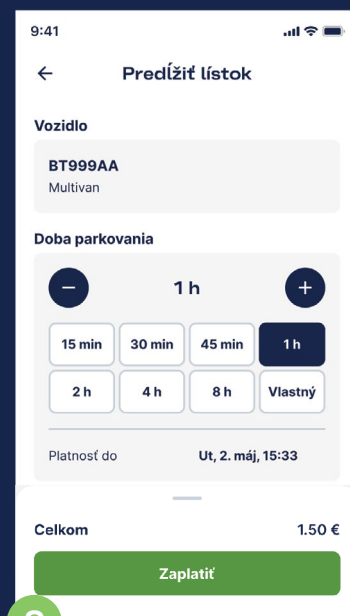
4

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

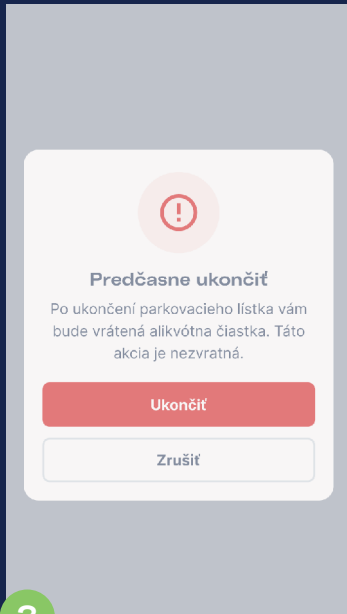
In the app’s Menu > “**Parking Tickets**”, tap “**Active Tickets**”, then select the ticket you’d like to extend or end early.



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 create a vehicle list?



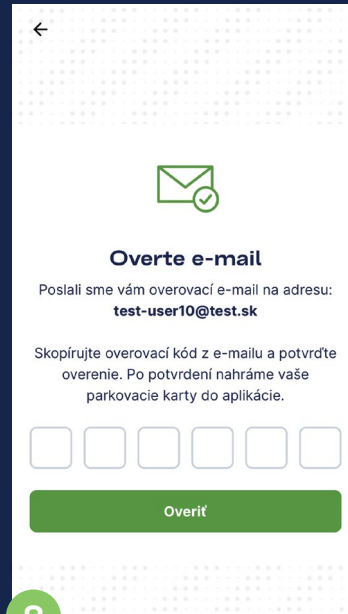
3

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"**.



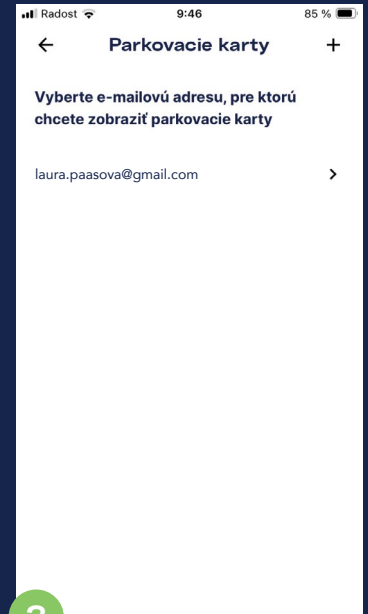
1

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

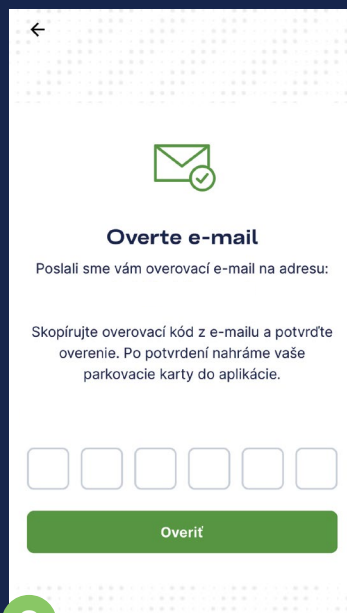
In the Menu > **"Parking Cards"** section, you'll see a list of email addresses linked to purchased parking cards. Tap an email to view all associated cards, including each card's expiry date - or, for Bonus and Visitor cards, the remaining credit.

How do I add family members' parking cards?



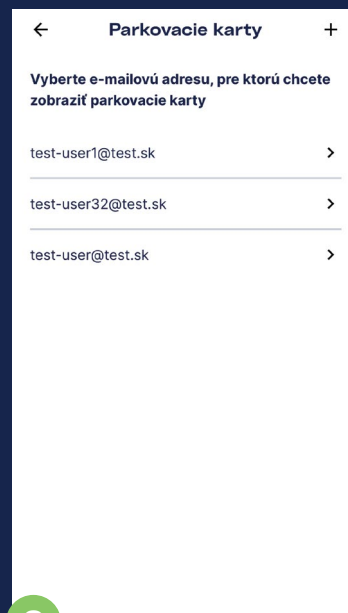
1

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

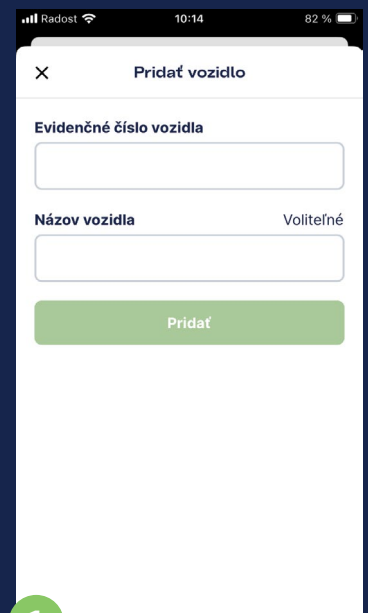
Choose the cards you want to add and tap **"Continue"**. A 6-digit verification code will be sent to the email address you entered. The cardholder should give you this code - enter it into the app, then tap **"Verify"**.



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.

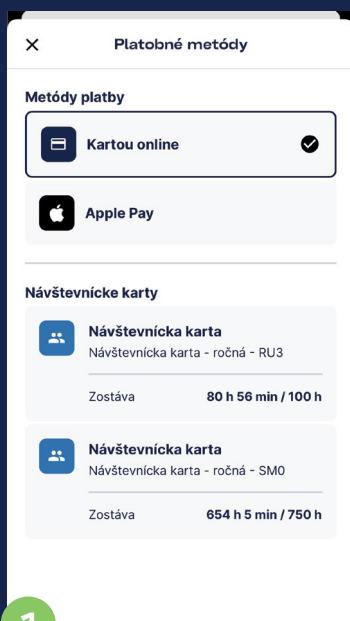
How do I create a vehicle list?



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.

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.

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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parkovací
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BRATISLAVA

Q&A

Who should I contact in case of problems?

Application user support is provided directly by PAAS customer support via the infoline, contact form, or in person at client centers. You can find all necessary contacts at www.paas.sk/kontakt/.

Why don't I see any parking card after adding my email?

Only cards that are valid at the time of email address verification are added to the application. If the card was not yet valid at the time of adding the email to the application (or you have renewed it in the meantime), you need to add the cards again by re-adding the email address in the Parking cards section. Also, make sure that the email you entered into the application is the same as the email through which you requested the issuance of PAAS parking cards. After entering the email, you need to enter the local verification code that was delivered to this email address into the application.

Why was I not offered a bonus (BPK)/visitor (NPK) card when activating the ticket?

Verify that you have the parking card added in the application (Parking cards section). For BPK, it is necessary to check if you entered the correct ECV (license plate) and if you are not parking in a section where BPK is not valid (parking fee 2€/hour). NPK is only valid for your resident zone; it cannot be used for parking in another zone.

I entered the wrong section code or ECV. What now?

In this case, you have the option to prematurely terminate the incorrectly activated ticket and activate a new ticket with the correct details. Termination of the ticket can be done after 15 minutes from the start of the ticket's validity. The minimum payment amount is €0.05 (does not apply if the ticket was purchased exclusively via a Visitor or Bonus card). When shortening a ticket activated via a visitor/bonus card, the minimum ticket duration is 1 minute.

Is it necessary to verify family members' cards every time I want to use them?

It is sufficient to add parking cards to the application only once. However, if the parking cards were extended for another period after their expiry, they must be added again.

Will the application notify me of the expiry of parking cards?

No, the application does not serve to manage parking cards. Issuance and extension of parking cards are only possible in the information system via www.paas.sk/prihlasenie.

What to do if I need to park for, say, an hour, but the charging time in that section only starts in 30 minutes? How do I buy a parking ticket?

You can activate your ticket even before the zone you are parking in starts charging. The ticket price will only start to be calculated from the start of the charging period.

What is the minimum parking duration after which I can prematurely terminate the parking ticket?

The ticket can be terminated after 15 minutes from the start of the ticket's validity. If you shorten the ticket earlier, it will be terminated only after 15 minutes. The minimum payment amount is €0.05 (does not apply if the ticket was purchased exclusively via a Visitor or Bonus Card). When shortening a ticket activated via a Visitor/Bonus Card, the minimum duration of the ticket is 1 minute.

When will I get a refund for a prematurely terminated ticket or if I accidentally paid for the ticket twice?

Each payment in the application is first reserved by the bank. After parking is completed, the actual amount used for the successfully issued parking ticket will be charged. The speed of transaction processing depends on your bank. Sometimes it can take several days. If the payment is not adjusted within 3-4 business days, please contact our customer support.