

CCS Navigator Mobile Application Terms of Use

Effective from: 23.10.2026

1. Introductory provisions

1.1 These CCS Navigator Mobile Application Terms of Use ("Terms") govern the use of the CCS Navigator mobile application ("App"), operated by CCS Česká společnost pro platební karty s.r.o., with its registered office at Voctářova 2500/20a, 180 00 Prague 8, Czech Republic, Company ID No. 27916693, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File No.126337 ("CCS").

1.2 The App enables, in particular, the search for fuel stations, car washes and other services in the CCS network, displays indicative fuel prices and enables payment for parking in selected paid parking zones in Prague using a CCS card ("Parking Function").

1.3 By clicking the "Start" button, the User confirms that they have read and agree to these Terms.

1.4 For the purposes of these Terms:

a) "User" means any natural person using the App;

b) "Customer" means a person to whom a CCS card has been issued under an agreement concluded with CCS;

c) "Card" means a CCS Limit, CCS Limit+, CCS Limit Exclusive card or another CCS card made available by CCS for the Parking Function;

d) "Card Terms" means the current business terms applicable to the relevant Card and the contractual relationship between CCS and the Customer.

1.5 A User may use the Parking Function only where authorised to do so by the Customer and where use of the Card is permitted by the Card Terms and the Card parameters, including its validity, applicable limits and enabled parking and online purchase functions.

1.6 Use of the Parking Function does not create or amend the contractual relationship between CCS and the Customer. All rights and obligations connected with the Card, including limits, Card blocking, billing, complaints and liability for its use, are governed exclusively by the agreement between CCS and the Customer and the Card Terms.

1.7 App functions other than the Parking Function may also be used by persons who are not CCS Customers. This does not create a right to use a Card or the Parking Function.

2. Informational functions of the App

2.1 Information about fuel stations, car washes, other services and fuel prices is provided for information purposes only. CCS does not guarantee that the information is complete, current or that a particular service will be available at the time of a visit.

2.2 A fuel price shown in the App is not a binding offer or confirmation of the price applicable at the fuel station. The User must verify the price directly at the location. The time of the last price update only indicates the age of the information displayed.

2.3 Displaying a location in the App does not mean that a particular Card will be accepted there. Card acceptance depends, among other things, on the Card settings, permitted product and service categories, limits, operational conditions and the current status of the acceptance point.

3. Parking Function

3.1 The Parking Function enables payment for parking only at the locations and on the terms displayed in the App.

3.2 Before starting parking, the User must check that the vehicle registration number, parking zone, date, time and parking duration are correct. The App does not verify the accuracy of this information.

3.3 A parking entitlement arises once the parking session has been successfully started and confirmed in the App. Entering information, submitting a request or carrying out a pre-authorisation without confirmation in the App does not constitute the start of a parking session.

3.4 If confirmation that the parking session has started is not displayed in the App, the User must not assume that a parking entitlement has arisen.

3.5 A parking session ends when ended by the User or automatically when the selected parking period expires. Where a parking session is ended early, the final amount is determined according to the actual parking period and the applicable tariff.

3.6 The parking service, including the applicable tariff and issue of the parking entitlement, is provided by the relevant parking operator or acceptance point. The legal and payment relationship connected with the use of a Card is governed by the agreement between CCS and the Customer and the Card Terms. CCS provides the technical interface of the App and performs financial settlement of the transaction to the extent set out in the agreement between CCS and the Customer and the Card Terms.

3.7 CCS is not the parking operator and does not issue a tax invoice for the parking service. This does not limit CCS's responsibility for its own obligations in operating the App.

4. Adding and saving a Card

4.1 A User may use a Card for one individual parking session only or save it in the App for future payments. Only one Card may be saved in the App at any one time.

4.2 When adding a Card, the User enters the Card details and CVV code. A saved Card is processed in tokenized form for future payments through CCS's internal payment gateway.

4.3 When a Card is added, CCS may verify its validity and eligibility for use of the Parking Function. In connection with this verification, a temporary verification amount may be reserved on the Card. This does not constitute payment for a service and will subsequently be released.

4.4 When paying with a saved Card, the User confirms payment using the security feature of their device, including the device PIN or biometric authentication, where enabled on the device.

4.5 CCS may reject use of the Parking Function or decline a payment, in particular if the Card is inactive, blocked, expired, not enabled for parking or online purchases, a limit has been exceeded, or security checks have not been met.

5. Price, pre-authorisation and documents

5.1 The parking price is set by the relevant parking operator. The price and the maximum amount corresponding to the selected parking period are displayed in the App before parking begins.

5.2 When parking begins, an amount corresponding to the maximum price for the selected parking period may be temporarily pre-authorised. Once the parking session ends, the final amount corresponding

to the actual parking period and applicable tariff will be recorded. Any unused part of the pre-authorised amount will be released; this is not a refund of an amount already paid.

5.3 Parking prices, their billing method and any applicable fees are governed by the information displayed in the App, the terms of the relevant parking operator, the contractual relationship between CCS and the Customer, the Card Terms and the CCS price list.

5.4 Once the parking session has started, CCS will send an email to the email address entered by the User confirming receipt of the request to process the payment. Once the parking session has successfully ended and payment has been made, CCS will send a further email containing the parking details, confirmation of payment and proof of payment. Proof of payment is not an invoice. The confirmations may also be available in the App.

5.5 A parking or payment confirmation is not a tax invoice. Where a tax document is issued for the relevant parking service, it is issued by the relevant parking operator under its own terms.

6. User obligations

6.1 The User is responsible for the accuracy of all information entered into the App, in particular the vehicle registration number, parking zone, parking period and email address.

6.2 The User may use only a Card which the Customer has authorised them to use.

6.3 The ability to enter a vehicle registration number in the App does not authorise use of a Card for that vehicle. The User must verify that use of the Card complies with the Card Terms and the Card parameters.

6.4 The User must protect their device, access code and saved Card against use by a third party. In the event of loss of a phone or Card, or suspected misuse, the User must promptly inform the Customer or CCS so that the Card can be blocked in accordance with the Card Terms.

6.5 The User must not use the App in breach of applicable law or these Terms; interfere with its operation; circumvent its security features; or use it for unauthorised payments.

6.6 The User is responsible for the accuracy of information entered by them and for compliance with parking rules. Any fines, penalties or other consequences are assessed under applicable law, the parking operator's terms and any relationship between the User and the Customer.

6.7 The Customer's obligations connected with the Card are governed by the agreement between CCS and the Customer and the Card Terms and are not affected by these Terms.

7. Availability of the App and notifications

7.1 CCS does not guarantee uninterrupted or error-free availability of the App or Parking Function. Their availability may be limited by maintenance, updates, technical failures, unavailability of an internet connection, device status or outages affecting third-party services.

7.2 The User is responsible for having a functioning device, internet connection, current version of the App and for verifying that the parking entitlement has been duly confirmed.

7.3 Alerts, notifications, live activities and other information displayed in the App are supplementary functions only. CCS does not guarantee their delivery, timeliness or display on the User's device. The User remains responsible for compliance with parking rules and for verifying the status of the parking session.

7.4 CCS may change, update, restrict or discontinue the App or any of its functions, in particular for technical, security, operational or legal reasons.

8. Support, complaints and refunds

8.1 Questions concerning the App, payments or the Parking Function may be directed at CCS Customer Support:

Telephone: +420 266 108 108

Email: zakaznicka.podpora@ccs.cz

8.2 A User may contact CCS Customer Support with a question or report concerning the App, a payment or the Parking Function. A formal complaint concerning a transaction made with a Card must be submitted by the Customer under the agreement between CCS and the Customer and the Card Terms; a report sent by a User to Customer Support does not replace it.

8.3 CCS may refer to or coordinate a report concerning the tariff, scope of the parking service or issue of a parking entitlement with the relevant parking operator. CCS is not responsible for the tariff or parking service provided by the parking operator. This does not limit CCS's responsibility for its own obligations in operating the App.

8.4 If a complaint is accepted, a correction or refund will be made in accordance with the contractual relationship between CCS and the Customer, the Card Terms and the outcome of the review of the disputed transaction.

9. Personal data protection

9.1 CCS processes personal data in accordance with its Privacy Policy available at <https://www.ccs.cz/zasady-ochrany-osobnich-udaju>.

9.2 For the purpose of the Parking Function, CCS provides the relevant parking operator with data necessary to provide the parking service, in particular the vehicle registration number, parking location, parking start and end time, and the paid amount.

9.3 The email address entered by the User is required to send the parking and payment confirmation.

9.4 Device location is used only where permitted by the User and only while the App is actively used to display services on a map. CCS does not use it to track the User in the background.

10. Final provisions

10.1 All rights to the App, its content, branding, software and graphic elements belong to CCS or its partners. The User receives a non-exclusive, non-transferable and revocable right to use the App solely for its intended purpose.

10.2 CCS may amend these Terms insofar as they concern use of the App, in particular due to changes to its functions, technical or security developments, or changes in law. CCS will notify the User in the App of an amendment and its effective date. Before using the App after an amendment takes effect, the User will be asked to review and accept the new version of the Terms. The current version will be available in the App and on the CCS website.

10.3 An amendment to these Terms does not amend the agreement between CCS and the Customer, the Card Terms, the CCS price list, or the Customer's rights and obligations arising from them.

10.4 These Terms are governed by the laws of the Czech Republic. Nothing in these Terms limits consumer rights that cannot be contractually excluded or restricted.

10.5 If an English version of these Terms is provided, the Czech version prevails in the event of any inconsistency.