

# Guide to customer type Disabled Child under 18 years

**As a parent or legal guardian, you can register a child under 18 years old with the customer type Disabled in the Rejsekort app.**

**You must upload the child's documentation through an application form before approval.**

**You get the application form through Rejsekort Customer Service. Note that the form is only available in Danish.**

- 1 Get the application form from Rejsekort Customer Service
- 2 Create your own profile in the Rejsekort app. Go to Settings and select Children.
- 3 Next, create a separate profile for your child in the app.
- 4 Upload the required documentation for your child and wait for the approval of the customer type.

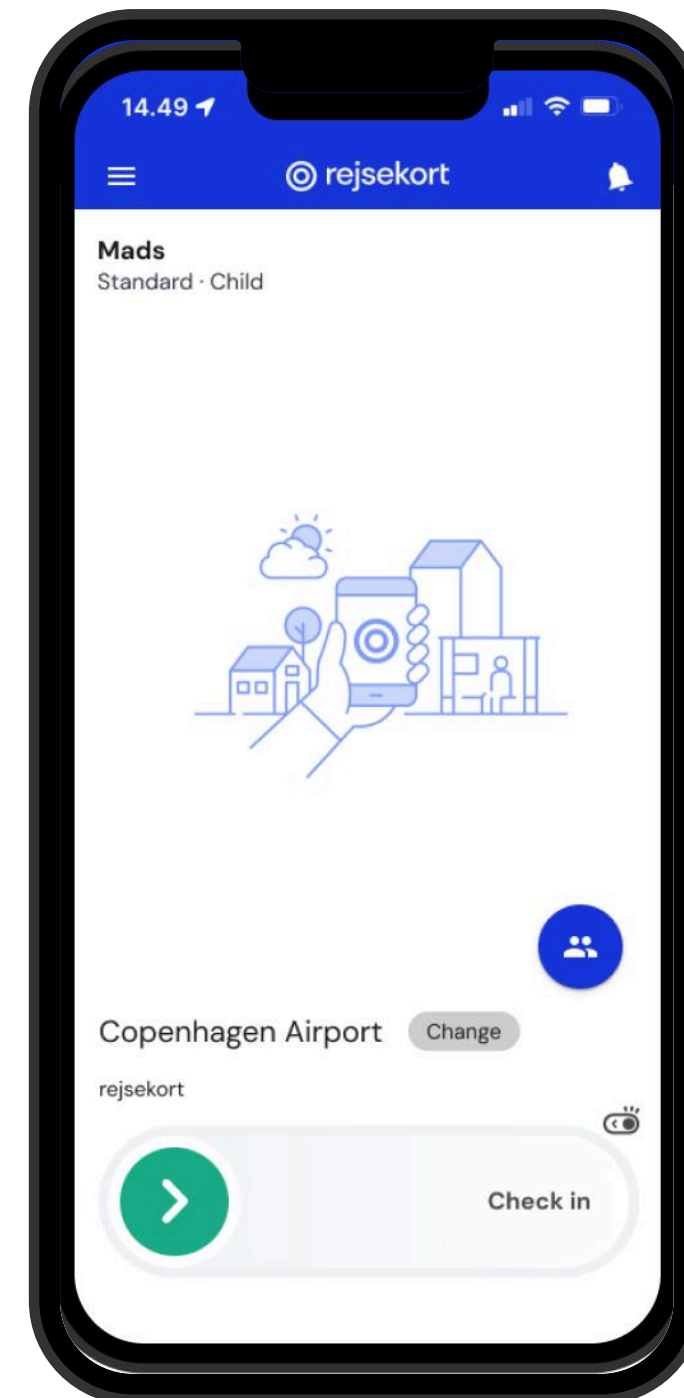


## Download the Rejsekort-app in App Store or Google Play store

If you don't already have a profile, you first need to create your own profile as an adult (18+) on your own phone.

Then, create your child's profile (under 18) on your child's own phone.

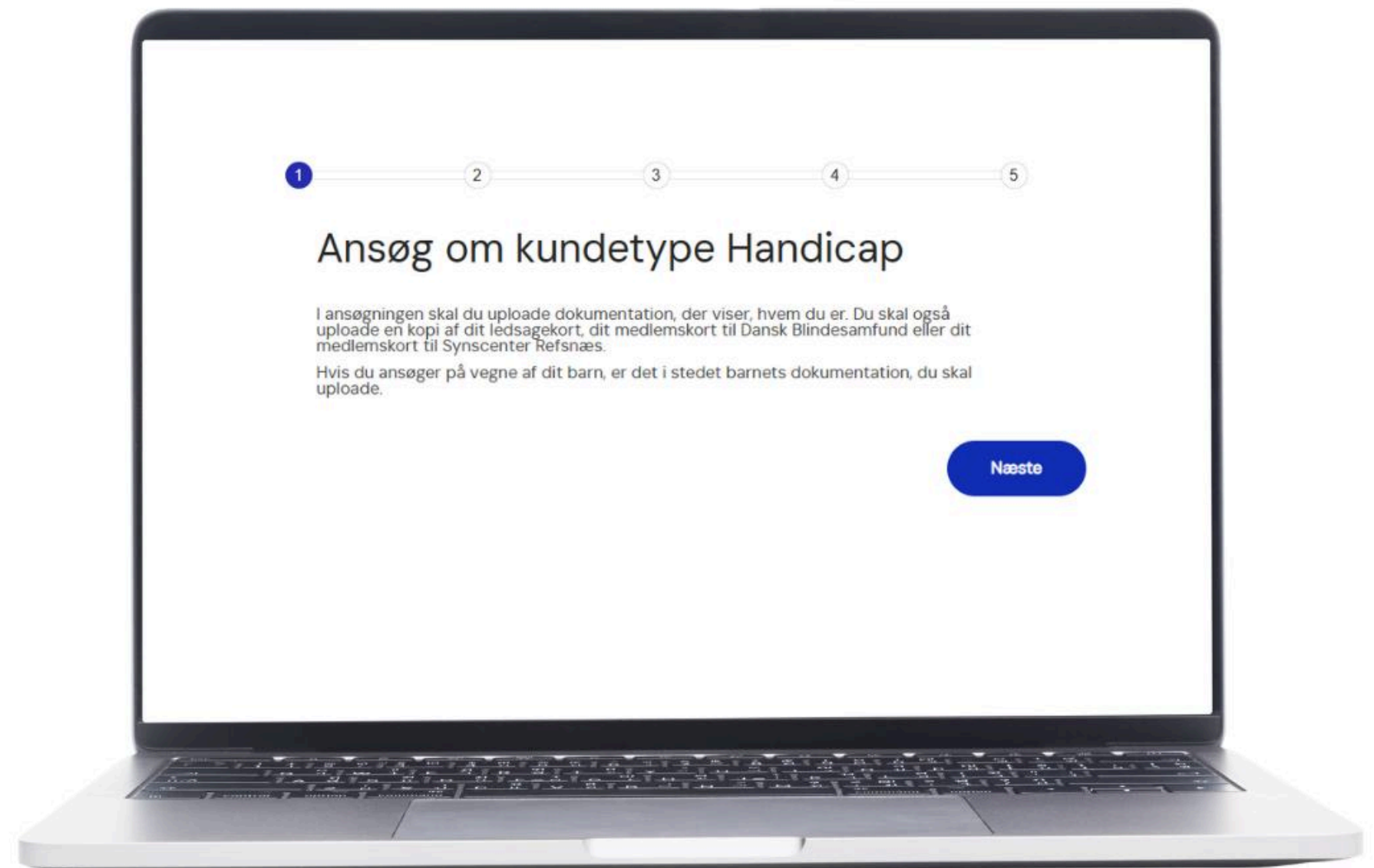
You can find a step-by-step guide for setting up your child's profile at this link: [Registration of child on Rejsekort app](#)



## Step 1 in the form

To apply for the customer type Disabled Child under 18 years, you must contact Rejsekort Customer Service at 70113333 to receive an application form.

In Step 1 of the form, you must upload only documentation of the child's identity and proof that the child is entitled to travel with the Disabled customer type.



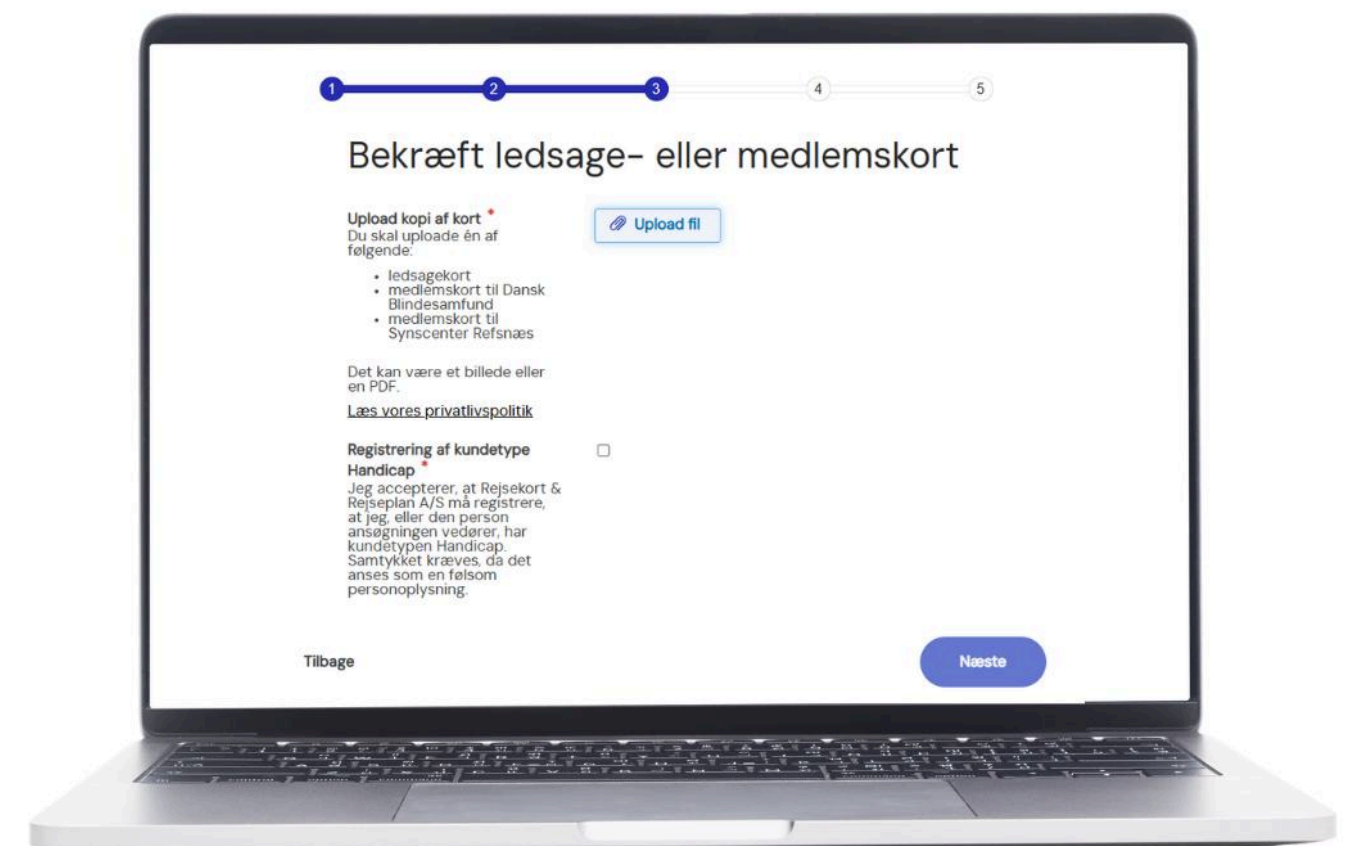
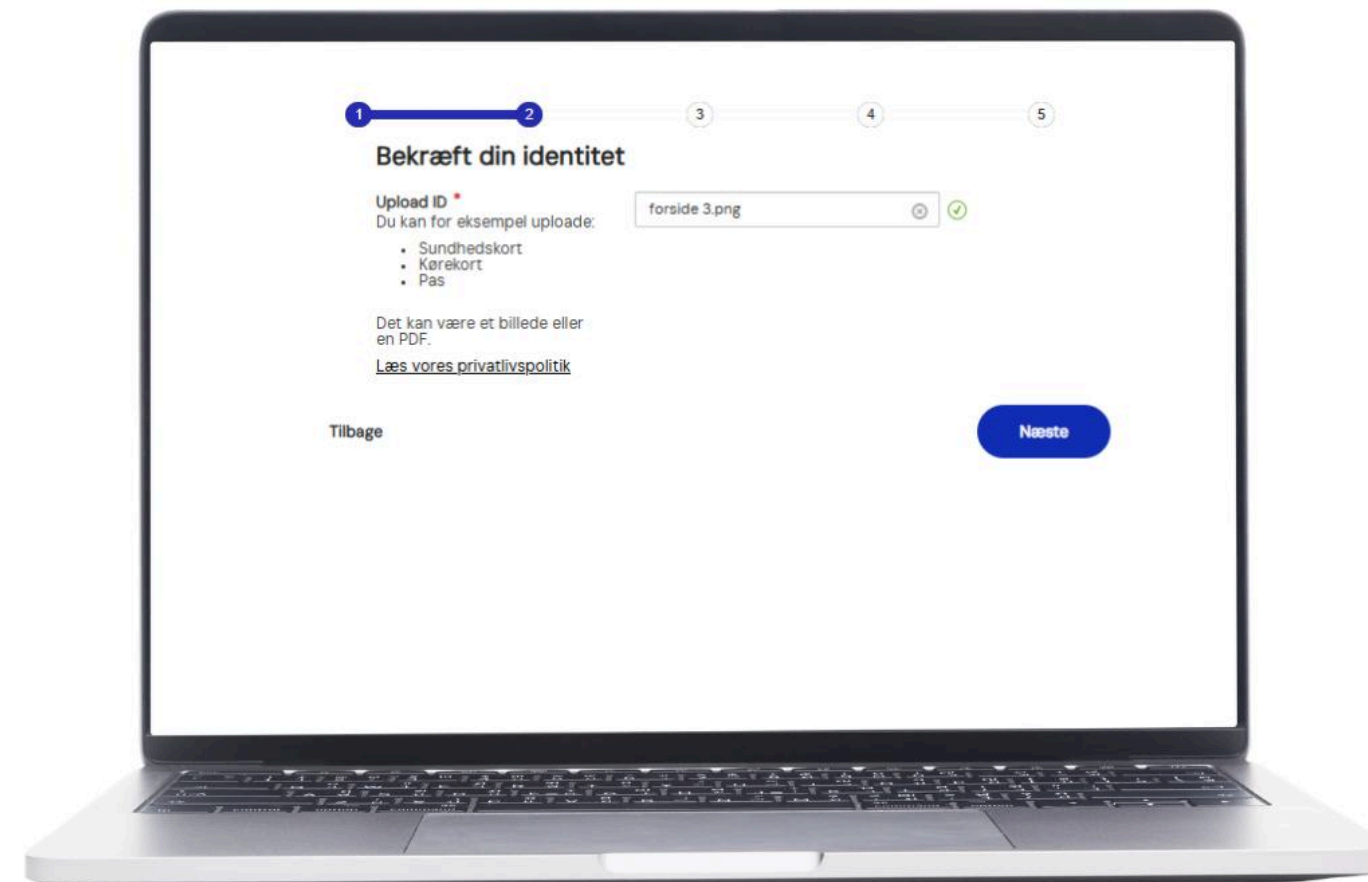
## Step 2 and 3 in the form

In steps 2 and 3, you will be asked to upload documentation of your child's identity and proof that your child is eligible to travel with the Disabled customer type.

Therefore, you must upload a copy of one of the following cards:

- Companion Card
- Membership card for the Danish Association of the Blind
- Membership card for Synscenter Refsnæs

Remember to tick the box for "Registration of customer type: Disability"



## Step 4 in the form

At the final step of the application, you must enter both your own details and your child's details. Please make sure they match the information you have already entered in the Rejsekort app.

We need your information to confirm that, as the parent or legal guardian, you give consent for your child to be assigned the Disabled customer type.

Remember to tick the box confirming that you are applying on behalf of a child before you complete the application.

The screenshot shows a laptop displaying a web form titled "Indtast kontaktinformation". At the top, a progress bar indicates five steps, with step 4 being the current one. The form contains the following fields and elements:

- Fornavn \***: Input field with "Hanne" and a green checkmark.
- Efternavn \***: Input field with "Hannesen" and a green checkmark.
- Telefon \***: Input field with "+4512345678" and a green checkmark.
- E-mail \***: Input field with "hanne@hanne.com" and a green checkmark.
- Gentag e-mail \***: Input field with "hanne@hanne.com" and a green checkmark.
- Consent**: A checkbox labeled "Jeg ansøger på vegne af et barn under 18 år, som jeg er forælder eller værge for." which is checked, with a green checkmark.
- Barnets fornavn \***: Input field with "Mogens" and a green checkmark.
- Barnets efternavn \***: Input field with "Hannesen" and a green checkmark.
- Barnets telefonnummer \***: Input field with "+4587654321" and a green checkmark.
- Links**: A link labeled "Læs vores privatlivspolitik".
- Navigation**: "Tilbage" and "Næste" buttons at the bottom.



## Double-check your information

Once you have checked your information and submitted the application, a staff member at the Rejsekort Customer Centre will process it manually. You will receive an email notification when the application has been completed and your child's Disabled customer type is ready.

Please note that it may take up to 10 working days before you receive a response.

In the meantime, your child will travel at the child fare with the customer type Child (0–15 years) or at the youth fare with the customer type Youth (16–17 years), which was assigned when you created your child's profile.

The image shows a laptop screen with a web form titled 'Kontroller de indtastede data og klik på 'Send' nederst på siden'. The form is divided into two sections. The first section contains fields for 'Fornavn' (Hanne), 'Efternavn' (Hannesen), 'Telefon' (+4512345678), 'E-mail' (hanne@hanne.com), and 'Gentag e-mail' (hanne@hanne.com). Below these is a checkbox labeled 'Jeg ansøger på vegne af et barn under 18 år, som jeg er forælder eller værge for.' The second section contains fields for 'Barnets fornavn' (Mogens), 'Barnets efternavn' (Hannesen), and 'Barnets telefonnummer' (+4587654321). At the bottom left is a link 'Læs vores privatlivspolitik' and a 'Tilbage' button. At the bottom right is a blue 'Send' button.