

Terms and Conditions for Basiskort Valid from 20 January 2026

Version 1

Please note that not all functionalities and services will be available from 20 January 2026. They will be added during the first half of 2026. The list below shows which functions and services will only become available later:

- Option to register as a customer and purchase a Basiskort at one of the transport companies' sales points (see section 5 for details)
- Option to register as a user under 18 years of age and thereby use Basiskort as a valid travel document
- Option to receive communication via e-Boks or physical letter

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Terms for Basiskort

Basiskort is a chip card used to obtain a travel document. The card must be linked to a profile with a payment method and can be used for travel by bus, train, metro, and light rail.

Basiskort is offered and owned by Rejsekort & Rejseplan A/S, Automatikvej 1, 1st floor, 2860 Søborg, CVR no. 27332072. Rejsekort & Rejseplan A/S has issued these terms and is the card issuer of Basiskort.

These terms for Basiskort constitute a binding agreement between Rejsekort & Rejseplan A/S and you as a customer. You accept the terms when ordering/purchasing a Basiskort. We therefore recommend that you read the terms carefully before using Basiskort. Failure to comply with these terms or other misuse of the solution may result in sanctions.

There is no right of withdrawal when purchasing a Basiskort.

The applicable terms can always be found at www.rejsekort.dk, via the self-service solution, or by contacting a sales point. You can find an overview of current sales points at www.rejsekort.dk/salgssteder. Please note that not all sales points offer all services.

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the Basiskort system. You can read about the processing of your personal data in the Privacy Policy for Basiskort, which you can find on our website www.rejsekort.dk under [Legal documents](#).

1 General information about Basiskort

A Basiskort can be used to purchase a travel document and thereby pay for journeys by bus, train, metro, and light rail with the transport companies connected to Rejsekort & Rejseplan A/S.

The connected transport companies are:

- GoCollective, Skøjtevej 26, 2770 Kastrup, www.gocollective.dk
- Trafikselskabet Movia, Hanne Varmings Plads 4, 2500 Valby, www.moviatrafik.dk
- DSB, Telegade 2, 2630 Taastrup, www.dsb.dk
- Metroselskabet, Metrovej 5, 2300 København S, www.m.dk
- FynBus, Tolderlundsvej 9, 5000 Odense C, www.fynbus.dk
- Nordjyllands Trafikselskab, J. F. Kennedys Plads 1T,3. sal, 9000 Aalborg www.NTRejse.dk
- Midttrafik, Søren Nymarks Vej 3, 8270 Højbjerg, www.midttrafik.dk.
- Sydtrafik, Banegårdspladsen 5, 6600 Vejen, www.sydtrafik.dk
- Hovedstadens Letbane, Metrovej 5, 2300 København S, <https://dinletbane.dk/da/>

You can also use your Basiskort on Skånetrafiken trains in Denmark and on a single bus route in Northern Germany (Bus line 110 Sønderborg-Flensburg). You cannot use your Basiskort on

Bornholm.

You must have created a profile, linked to a valid payment method, and purchased a Basiskort to use it for travel – see section 3.1 for details. When a Basiskort is correctly checked in at a Checkpoint, the card can be used as a valid ticket. A Checkpoint is the card reader used for check-in and check-out, located at stations and on buses.

You can read more about check-in and check-out in section 3.2.

You can add additional passengers, dogs, and bicycles when traveling with your Basiskort. See section 3.2 for details.

It is your responsibility to know the rules for using Basiskort, including how to add extra passengers to your journey via Checkpoints. Read more in the [Joint National Travel Regulations](#) and in the [Price list for journeys](#), which you can find at www.rejsekort.dk under [Legal documents](#).

The Basiskort system is an independent system and is not connected to the physical Rejsekort system and card readers with the “Blue Point,” which will close during 2026. Your personal data, any earned discount level, and travel history are therefore not shared between the two systems, except for a one-time option to transfer to a discount level. You can read more about transferring discount levels manually in section 3.10.

2 Travel rules

When you use Basiskort, both these terms and the applicable National Travel Rules, including current supplements, apply.

In the Joint National Travel Regulations and supplements, you will find information about general rules for traveling by public transport, such as bringing additional passengers and animals, luggage, food & drink, travel time guarantee or travel guarantee, compensation for delays, replacement transport, liability for damages, etc.

You will also find information about Through tickets (tickets purchased as one transaction for a continuous journey involving several of the following: train, light rail, local train, and metro).

You can find the Joint National Travel Regulations on our website www.rejsekort.dk under [Legal documents](#): [Joint National Travel Regulations](#)

3 About Basiskort

3.1 Account creation

You must create a personal account to use Basiskort. Account creation can be done via the self-service solution, at the transport companies' sales points, or through the Rejsekort Customer Center. If you already have an account for the Rejsekort app, you must use the same account for Basiskort.

It is required that your account information is always correct and that you only have one active account. Your account is personal and can therefore only be linked to one email address and one customer/you as a person. Violation of this rule is considered misuse. You can read more about the consequences of misuse in section 11.

With your account, you can use both Basiskort and the Rejsekort app. If you change your account information, payment method, or transfer a discount level, the change will apply to both Basiskort and the Rejsekort app. You can update your information via Self-service or get help from the Rejsekort Customer Center or the transport companies' sales points.

3.2 How to use Basiskort

Basiskort is a personal card that can be used to purchase a valid travel document. The Basiskort may only be used by the cardholder. The cardholder is the person listed on the account linked to the Basiskort. This means you must not allow others to travel with your Basiskort unless you are also checked in on the journey. You, as the cardholder, are responsible for ensuring that check-in and check-out are performed correctly.

You can only have one active Basiskort linked to your account.

The rules for using Basiskort are stated in the National Travel Rules, including supplements, which you can find at www.rejsekort.dk. On www.rejsekort.dk, you will also find general information about Basiskort as a product, how to use it, and detailed descriptions of how to check in and check out.

Basiskort works by checking in and out at Checkpoints on buses and at stations for trains, metro, or light rail, including when changing transport modes. The validity period for the travel document starts at the time of check-in and ends at the time of check-out.

Check-in and check-out must be performed in connection with the same means of transport. This means:

- When traveling by bus, you must check in at the Checkpoint on the bus when boarding and check out immediately before leaving the bus.
- When traveling by train, metro, or light rail, you must check in on the platform/station before boarding and check out after leaving the train/metro/light rail.

If you change transport modes (e.g., from bus to train) during your journey, your trip will consist of several segments, and you must check in and out for each segment. For example: traveling by bus followed by train means you check in on the bus when boarding, check out when leaving the bus, then check in again on the platform before boarding the train and check out after leaving the train.

If your journey consists of several segments, they may be combined into one overall journey with a single price. Combining segments depends on the time between your check-out and the next check-in. Read more about these rules in the [Joint National Travel Regulations](http://www.rejsekort.dk) and supplements at www.rejsekort.dk.

Failure to check in at the start of a journey or failure to check in and out during a multi-segment journey means you are traveling without a valid travel document. In case of ticket inspection, you will be charged a penalty fare as a passenger without a valid travel document.

If you do not check out after your journey, the system will automatically check you out 12 hours after your first check-in.

If it is not possible to calculate a route, for example because you did not check out at the end of your journey or did not check out and in when changing transport modes, the journey may be priced according to the current standard price for missing route calculation, which can be found at www.rejsekort.dk under [Legal documents](#) under [Price list for journeys](#). Missing check-out may lead to your account being blocked (see section 11).

If a system error occurs that is not caused by your actions while you are checked in, it may result in your journey not being calculated. In such cases, your journey may be priced according to the current standard price for technical errors, which can be found at www.rejsekort.dk under [Legal documents](#) under [Price list for journeys](#). Journeys priced according to a standard price will not count towards earning a discount level.

You can only check in with your Basiskort when a valid payment method is linked to your account. If a payment cannot be completed, for example because the linked payment card has been blocked, you will not be able to check in again until a valid payment method is registered and any outstanding payment is completed.

It is not possible or permitted to start a journey by checking in with your Basiskort and end the same journey by checking out using the Rejsekort app. If you check in with your Basiskort and then check in with the Rejsekort app, your Basiskort journey will automatically be closed (and no longer valid), and you will start a new journey in the app. Similarly, a journey started in the app will be closed if you later check in with your Basiskort. Journeys in the app and with Basiskort will be priced separately. This may be considered misuse and lead to your account being blocked (see section 11).

When traveling with your Basiskort, you can add extra passengers when checking in at a Checkpoint. The extra passengers will generally be checked in for the entire journey, including after changing transport modes.

When you have checked in extra passengers, you will pay for yourself and all registered extra passengers for the entire journey, or until you choose at a Checkpoint during check-in to end the journey for the extra passengers. If you continue your journey alone or with a different group of extra passengers, the following journey will be calculated as a separate journey without connection to the previous one. You can read more in the [Joint National Travel Regulations](#) and supplements at www.rejsekort.dk under [Legal documents](#).

3.3 Prices

You can find the current prices for obtaining a Basiskort and related services at www.rejsekort.dk. Additional information about delivery is also available there.

Please note that you are not entitled to any full or partial refund of the card price, regardless of whether you terminate your customer relationship yourself or the card can no longer be used – including, for example, due to the card's condition, the card being blocked, your account being blocked, or if Rejsekort & Rejseplan A/S stops offering Basiskort and/or replaces Basiskort with a new solution.

The price for journeys with Basiskort depends on your customer type, possible volume discounts, mode of transport, route choice, duration and time of the journey's start and end, and whether you have added extra passengers, a dog, or a bicycle to the journey. For more information, refer to the fare rules of the transport companies, which can be found at www.rejsekort.dk under [Legal documents](#) under [Price list for journeys](#).

According to the Act on Transport Companies, prices ("fares") for public transport journeys are set by the transport companies, which are also responsible for publishing price changes.

3.4 Validity of Basiskort

Basiskort is issued with a printed card number. See section 3.8 for requirements regarding handling and storage.

Basiskort can be used as a valid travel document when checked in at Checkpoints until the card is blocked, your account is blocked, the customer relationship is terminated in accordance with section 9, or Rejsekort & Rejseplan A/S stops offering Basiskort and/or replaces Basiskort with a new solution.

Please note that you are not entitled to any full or partial refund of the card price, regardless of whether you terminate your customer relationship yourself or the card can no longer be used – including, for example, due to Rejsekort & Rejseplan A/S stopping the Basiskort service or replacing it with a new solution.

3.5 Age requirements

If you are 18 years or older, you can create an account and order a Basiskort yourself. For users under 18 years, see section 3.6.4.

3.6 Customer types

3.6.1 General

When creating an account, you are automatically assigned one of the following customer types: 'Child', 'Youth', 'Adult', or 'Pensioner' based on your date of birth.

Note: Users under 18 years can only be registered during the first half of 2026.

Your customer type is registered on your account and therefore applies to both Basiskort and the Rejsekort app if you use both products.

The customer type may be relevant for prices and possible discounts depending on where and when you travel. It is your responsibility to travel with the correct customer type.

- To travel as 'Child', you must be under 16 years old. Read more in section 3.6.4 Special rules for users under 18 years.
- To travel as 'Youth', you must be between 16 and 25 years old. Read more in section 3.6.4 Special rules for users under 18 years.
- To travel as 'Adult', you must be between 26 and 66 years old.
- To travel as 'Pensioner', you must be at least 67 years old or have been assigned this customer type after applying. See section 3.6.2. Special rules for customer type Pensioner under 67 years.
- To travel as 'Disabled', you must have been assigned this customer type after applying. See section 3.6.3 Special rules for customer type Disabled

For all customer types, you must be able to present proof of age and name during inspection.

3.6.2 Special rules for customer type 'Pensioner' under 67 years

If you are younger than 67 years, you may be eligible to travel as 'Pensioner'. You must be at least 18 years old, receive early, senior, or partial pension from Udbetaling Danmark, and complete an application process where you confirm your identity using MitID or other documentation. You can read more about how to apply at www.rejsekort.dk.

Until your application is processed, you can continue to travel with the customer type determined by your date of birth. You are only entitled to travel at the reduced price once you have been assigned the 'Pensioner' customer type.

3.6.3 Special rules for customer type 'Disabled'

If you wish to travel as 'Disabled', you must apply for this customer type. You must have either a Companion Card Denmark or a membership card from the Danish Association of the Blind or Synscenter Refsnæs and confirm your identity using MitID or other documentation.

You can read more about how to apply at www.rejsekort.dk.

Until your application is processed, you can continue to travel with the customer type determined by your date of birth. You are only entitled to travel at the reduced price once you have been assigned the 'Disabled' customer type.

3.6.4 Special rules for users under 18 years

Note: Users under 18 years can only be registered during the first half of 2026.

Users under 18 years (the child) must be registered by an adult who creates the child's account via their own account.

It is required that you, when creating an account and purchasing a Basiskort for a user under 18 years:

- Confirm that you have parental authority or are the guardian of the user under 18 years
- Are at least 18 years old
- Accept the terms for Basiskort on behalf of the user under 18 years
- Commit to paying for journeys made by the user under 18 years with the payment method registered on your account (see section 6, Payment methods)
- Accept personal liability for outstanding payments for journeys made by the user under 18 years (including any extra passengers)

If you no longer wish to be liable for the child's journeys, you can withdraw your acceptance. After this, the child will no longer be able to use either their Basiskort or the Rejsekort app. If you withdraw your acceptance while the child is checked in, you will still be liable for the ongoing journey.

As an adult, you will have access to the child's travel history and can raise objections. See section 3.7 for details.

If the child needs the 'Disabled' customer type, you must apply on behalf of the child. See section 3.6.3 for details – Special for customer type Disabled.

When the child turns 18, the adult's payment obligation for the child's journeys ends automatically. Continued use of Basiskort requires the user (after turning 18) to create a new account and order a new Basiskort.

3.7 Obligations when using Basiskort

You must create an account to purchase a Basiskort.

You are required to ensure that the information you provide is always correct, including by updating your account details and payment methods linked to your account. Your information must be verifiable, for example, by valid identification according to procedures set by Rejsekort & Rejseplan A/S or the affiliated transport companies. Read more about this on the affiliated transport companies's websites as well as on www.rejsekort.dk.

If it turns out that you have provided or entered incorrect information on your account, Rejsekort & Rejseplan A/S is entitled, without notice, to block the Basiskort and/or the account you hold. You can read more about the procedure for blocking or suspension and any legal consequences in sections 11 and 12.

You are obliged to continuously and carefully check your travel history and the calculated price for each journey by either logging into the self-service solution, contacting Rejsekort Customer Center, or visiting one of the transport companies' sales points. If you discover unauthorized or incorrect transactions, price calculations that you believe are wrong, or if you have been prevented from

checking out, you must contact Rejsekort Customer Center as soon as possible. Please note that your objections to an unauthorized or incorrect transaction on Basiskort must be submitted as soon as possible and no later than 36 months after the date of the transaction, pursuant to section 3(1) of the Danish Limitation Act.

You must immediately block your Basiskort if it is lost or if there is suspicion of misuse. See more about your obligation to block your Basiskort in section 10.

If anyone other than you as the cardholder uses your Basiskort, it is considered misuse.

Your Basiskort may be confiscated and/or your account may be blocked if it is found, for example during ticket inspection, that the card is being used by someone other than you as the cardholder. See more about blocking in section 12.

3.8 Handling and storage of Basiskort

You, as the holder of a Basiskort, are obliged to store and handle your Basiskort properly, and the card must be kept in such condition that the card number is readable, and the card can be scanned. If the card number is not readable, the card cannot be used as a valid travel document. No form of alteration to the card is permitted (holes, bending, etc.).

3.9 Automatic check-out of unfinished journeys

If you do not check out after completing your journey, the system will automatically check you out 12 hours after your first check-in. Missing check-out may also lead to your account being blocked (see section 12).

This means you will be automatically checked out 12 hours after your first check-in – regardless of whether you are still traveling or not. After 12 hours, you no longer have a valid travel document.

3.10 Transfer of earned discount level from the physical Rejsekort

Discount levels earned on the existing physical Rejsekort, which will close in 2026, are not automatically transferred to your account. However, you can transfer an earned discount level once. Read more about transferring discount levels at [Rejsekort | rejsekort.dk](https://rejsekort.rejsekort.dk). Please note that you can only transfer your discount level once. If you continue to use the existing physical Rejsekort after the transfer, no additional earned discount will be transferred to your Basiskort.

3.11 Registration for missing check-out

If you have been prevented from checking out, you must report the missing check-out to Rejsekort Customer Center as soon as possible to minimize the risk of sanctions. Repeated cases of missing check-out may be considered as misuse and may be sanctioned in accordance with section 12. It is subject to a specific assessment by Rejsekort Customer Center and Rejsekort & Rejseplan A/S whether missing check-out triggers sanctions.

3.12 Ordering a new Basiskort

If your Basiskort is lost, stolen, or damaged, you can order a new Basiskort via the Self-service solution, Rejsekort Customer Center, or by visiting one of the transport companies' sales points. The new Basiskort will have the same customer type, discount level, and linked payment method as your previous Basiskort.

When you order a new Basiskort, use of the card will be subject to the terms in effect at the time the new card is ordered, regardless of the reason for ordering a new card.

Journeys made during the period from ordering the new card until the new card is activated will not count towards earning any volume discount (discount level) on the new card.

4 Ticket inspection

During inspection, you must present your checked-in Basiskort as a valid travel document upon request from inspection staff or similar personnel. Since Basiskort is personal, you may also be asked to show identification. The inspection staff must be able to verify the validity of your ticket by scanning your Basiskort. It is your responsibility to ensure that your Basiskort can be scanned. Read more about handling and storing Basiskort in section 3.8.

For further information about the rules for ticket inspection, please refer to the National Travel Rules, including supplements to the National Travel Rules, which can be found at www.rejsekort.dk.

5 Communication

5.1 Inquiries to Rejsekort & Rejseplan A/S

If you need assistance with your Basiskort, you can contact Rejsekort Customer Center via [Rejsekort Customer Service](#) or by phone at +45 70 11 33 33. Opening hours can be found at [Rejsekort Customer Service](#)

The phone line is open 24/7 to block a Basiskort.

Transport companies have sales points with personal service. See an overview of the sales points and their services at www.rejsekort.dk under [Sales points](#). Please note that not all sales points offer all services.

5.2 Inquiries from Rejsekort & Rejseplan A/S

Inquiries from Rejsekort & Rejseplan A/S to you may be made via email, e-Boks, letter, or phone. If you have provided an email address on your account, communication from Rejsekort & Rejseplan A/S will primarily be sent to this email. If you have not provided an email address, you will receive communication via e-Boks or as a physical letter.

Please note: It is only possible to receive communication via email if you have confirmed the email address after creating your account.

Communication via e-Boks and physical letters is expected to become available during the first half of 2026.

6 Payment methods

When you order/purchase a Basiskort, payment for the ordered Basiskort and the journeys made with the Basiskort will be processed using the payment method (MobilePay or payment card) linked to your account. You can link multiple payment methods to your account. If you change the linked payment methods, the changes will apply to your account and will be valid for both journeys made with Basiskort and with the Rejsekort app, if you also use the app. If you have unpaid journeys, you cannot remove your linked payment method.

If you purchase your Basiskort at one of the transport companies' sales points, payment for the card itself will be processed in the store and not via the payment method saved on your account.

As a parent or guardian who has linked a user under 18 years to your account, your payment method will also be used to pay for that user's journeys (including any extra passengers).

Journeys made by you and any linked users under 18 years during one calendar day will be collected and charged once per day. Since charges for journeys and any refunds in case of incorrect calculation of previous journeys and prices occur at irregular times, this may result in independent charges and refunds being processed simultaneously on your payment method.

If an incorrect amount has been charged for a completed journey, you should expect processing time by Rejsekort Customer Center to correct it.

In your travel history on the self-service solution, you can see information about your journeys, including the price for each journey. For each completed payment, you can see a summary of which journeys the payment covers, including journeys made by any linked users under 18 years.

It is your responsibility to ensure that the payment method used has a sufficiently high limit to cover your own and any linked users under 18 years' consumption, and that the payment method is not blocked (e.g., due to expiry). If a transaction fails and payment for your or any linked users under 18 years' consumption cannot be completed, neither you nor the user under 18 years will

be able to check in with either Basiskort or the Rejsekort app until the outstanding amount has been paid and a valid payment method is linked to your account again.

You can link multiple payment methods to your account. If payment with the primary payment method is not possible, payment will instead be processed using the secondary payment method, and so on.

7 Receipt for purchase

You have access to view receipts for Basiskort purchases and paid journeys in the self-service solution under "History." You can view your payment and travel history for the past 36 months. A user under 18 years cannot view payment history because the user does not pay for their own journeys.

You will also receive your receipts by email, in e-Boks, or by letter. It is only possible to receive receipts by email if you have confirmed the email address after creating your account. **Please note: Receipts via e-Boks and physical letters are expected to become available during the first half of 2026.**

Receipts cannot be used as a valid travel document. The receipt is sent to the account that pays for the journey. This means that if you, as an adult, pay for a user under 18 years, you will receive the receipt.

You can also obtain information about your purchases by contacting Rejsekort Customer Center or visiting one of the transport companies' sales points.

8 Right of withdrawal

There is no right of withdrawal for journeys purchased using Basiskort.

It is also not possible to withdraw from the purchase of a Basiskort.

You have the option to cancel your check-in without being charged for a completed journey if you check out before boarding a vehicle and therefore before your actual journey with public transport begins. For bus journeys, this means you must check out again before the bus departs.

Repeated cancellations of check-in are considered misuse of Basiskort. Misuse may lead to sanctions as stated in section 12 and in the National Travel Rules, including supplements, which can be found under www.rejsekort.dk under [Legal documents](#).

9 Termination of customer relationship

You have the option to terminate your customer relationship with Rejsekort & Rejseplan A/S. When you request termination, Rejsekort & Rejseplan A/S will close your account, after which you can no longer use Basiskort and/or the Rejsekort app. Read more about termination at www.rejsekort.dk.

If you have unpaid journeys, you must still pay for these, even if you have terminated your customer relationship.

Rejsekort & Rejseplan A/S may choose to terminate your customer relationship if you have not used Basiskort linked to your account or the self-service solution for 5 years. You will be notified in advance and have the option to prevent termination.

10 Cardholder's obligation to block Basiskort

You must immediately block your Basiskort if:

- The card is lost or stolen
- You suspect that the card has been or will be misused

You can block a Basiskort via the self-service solution or by contacting Rejsekort Customer Center. Rejsekort Customer Center can be contacted via [Rejsekort Customer Service](#) or by phone at +45 70 11 33 33.

When Rejsekort Customer Center has processed your request to block a Basiskort, you can view the status in the self-service solution, and you will receive confirmation of the block via email, e-Boks, or letter. You can read more about liability in section 14.

Please note: Confirmations via e-Boks and letter are expected to become available during the first half of 2026.

A blocked Basiskort can be reopened by contacting Rejsekort Customer Center. If the card is lost, stolen, or damaged, you must order a new Basiskort, and the blocked card cannot be reopened. You must pay the card price for ordering a new Basiskort. Read more about ordering a new Basiskort in section 3.12.

11 Sanctions for misuse

In case of suspected misuse of Basiskort and/or the Rejsekort app, Rejsekort & Rejseplan A/S reserves the right to block your account from future use of both Basiskort and the Rejsekort app as valid travel documents. If your account is blocked due to misuse, you will not be able to check

in with your Basiskort or the Rejsekort app, and you will lose any rights to a volume discount (discount level) earned on your Basiskort or in the Rejsekort app.

Blocking an account from future use of Basiskort and the Rejsekort app may be temporary (from one month to three years). The decision on whether a user should be blocked and for how long is based on a specific assessment of the identified misuse. Factors such as the extent of the misuse and whether the user has previously been blocked will be considered when determining the duration of the block.

Rejsekort & Rejseplan A/S may, based on a specific assessment, shorten or extend the blocking period. Rejsekort & Rejseplan A/S will send written notice if the period is extended.

Rejsekort & Rejseplan A/S will notify you if there is suspicion of misuse and therefore a possibility of being blocked before the block is applied. In special cases, however, blocking of an account may occur without prior notice.

12 Rejsekort & Rejseplan A/S' right to block Basiskort and account

If Rejsekort & Rejseplan A/S blocks your Basiskort or account, you will receive written notice as soon as possible about the reason and the duration of the block.

Rejsekort & Rejseplan A/S is entitled to block your account **without notice** if:

- There are special circumstances, including reasonable suspicion of misuse
- You, as the holder of a Basiskort, have terminated your customer relationship with Rejsekort & Rejseplan A/S (see section 9)

Rejsekort & Rejseplan A/S is entitled to block your account after prior notice by email, e-Boks, or letter in the following cases:

- Reasonable suspicion of misuse, including missing check-out, non-payment of outstanding amounts, or providing incorrect information
- A period of 5 years without travel activity or completed payments on Basiskort
- If Rejsekort & Rejseplan A/S stops offering Basiskort and/or replaces Basiskort with a new solution (see section 3.4)

Rejsekort & Rejseplan A/S is entitled to block your Basiskort **without notice** if:

- There are outstanding amounts that have not been paid (see section 3.2)

13 Reservations

Subject to printing errors in these terms and in the Basiskort system.

Rejsekort & Rejseplan A/S disclaims any liability for loss or damage arising from your Basiskort not functioning correctly or from the inability to purchase electronic tickets due to technical issues. The inability of Basiskort to function does not under any circumstances entitle you to

travel without a valid travel document. This means that if you cannot check in with Basiskort, you must find another way to obtain a valid travel document.

14 Liability for use of Basiskort

You are liable for payment for all journeys made with your Basiskort (including any extra passengers). If you have ordered Basiskort for one or more users under 18 years, you are also liable for payment for journeys made with these users' Basiskort (including any extra passengers).

Rejsekort & Rejseplan A/S is not liable for payment or any losses you may incur because of unauthorized use of your Basiskort before the time you have contacted Rejsekort & Rejseplan A/S to block the card. From the time of your request, Rejsekort & Rejseplan A/S is liable for unauthorized payments made with your Basiskort. See more about blocking Basiskort in section 10.

15 Changes to these terms

Please note that Rejsekort & Rejseplan A/S may change the terms, including prices, fees, and services, in the following situations:

- Due to changes in legislation or practice
- Due to technical or security-related needs
- Due to changes in the affiliated transport companies
- Due to decisions by the affiliated transport companies to discontinue, introduce, or change services or ticket types linked to Basiskort
- Due to increased costs for services, including costs for administration, distribution, and personnel
- Due to significant changes in the services offered by Rejsekort & Rejseplan A/S, including how Basiskort is used
- To accommodate inflation

If the changes are to your disadvantage, they will be announced at least one month before they take effect. You will be informed about the changes and the content of the new terms via email, e-Boks, or letter. Within one month after notification, you will have the option to block your Basiskort or close your account without cost if you do not wish to be subject to the new terms. See section 9 for more information about closing Basiskort. If Rejsekort & Rejseplan A/S does not hear from you within this month, it will be considered your acceptance of the changes. If you, as an adult, have linked a user under 18 years to your account, the above also applies to your acceptance of the terms on behalf of the child. Read more about refund of the card price in section 3.3.

Changes that are not to your disadvantage may be implemented without notice. The applicable terms can always be found on Rejsekort & Rejseplan A/S' website.

Changes of a purely beneficial nature, such as general price reductions, may be implemented without notice or publication.

16 Errors and irregularities

16.1 Operational issues

Neither Rejsekort & Rejseplan A/S nor the affiliated transport companies are responsible for any losses resulting from a Basiskort not being usable as a valid travel document, including if you cannot check in at a Checkpoint or if inspection staff cannot verify the validity of your ticket.

If the problem cannot be resolved, you must obtain a valid travel document by other means. Exceptions apply only in very special cases, such as extensive system outages where it is impossible to use Basiskort. In such cases, it must be clearly stated in announcements under "Operational Information" on www.rejsekort.dk or communicated by the affiliated transport companies (e.g., via station loudspeakers or other means) that travel with Basiskort without check-in is permitted.

16.2 Defective Basiskort

A Basiskort suspected of being defective should not be blocked but sent to Rejsekort Customer Center for examination. Contact [Rejsekort Customer Service](#) at +45 70 11 33 33 for further guidance.

Rejsekort & Rejseplan A/S will replace all defective Basiskort free of charge within 5 years of the date of purchase. Please note that this does not mean you can expect your Basiskort to be usable for 5 years from the date of purchase. See section 3.4 for details.

If the defect on your Basiskort is due to improper handling of the card, you must order and pay for a new Basiskort as described in section 3.12. You can read more about handling and storing Basiskort in section 3.8.

17 Complaints and objections

Questions and disputes regarding the interpretation of these terms are subject to Danish law.

Complaints related to Basiskort must initially be directed to Rejsekort Customer Center. Please note that complaints regarding penalty fares must be submitted to the transport company that has issued the penalty fare.

Rejsekort Customer Center can be contacted in writing via the [Rejsekort Customer Service](#) or by phone at +45 70 11 33 33.

Please note that complaints regarding penalty fares must be submitted to the transport company that has issued the penalty fare.

Objections to an unauthorized or incorrect transaction on Basiskort must be received by Rejsekort Customer Center as soon as possible and no later than 36 months after the date of the transaction, pursuant to section 3(1) of the Danish Limitation Act.

When assessing whether objections have been submitted in time, consideration will be given to your obligation as the cardholder to regularly check postings of journeys, see section 3.7.

If you disagree with Rejsekort Customer Center's decision in a case, you can complain to one of the authorities listed below. The appropriate authority depends on the nature of the complaint.

The Appeals Board for Bus, Train, and Metro

Complaints regarding defective equipment, penalty fare charges, Basiskort functionality, price calculation, missing check-in and check-out, etc., can be submitted to the Appeals Board for Bus, Train, and Metro via a complaint form available at www.abtm.dk.

Before you can complain to the Appeals Board for Bus, Train, and Metro, you must first submit your complaint to Rejsekort Customer Center or the relevant transport company.

The Appeals Board for Bus, Train, and Metro

Adresse: Automatikvej 1, 2860 Søborg

mail@abtm.dk

www.abtm.dk

DSB's Customer Ambassador

If you have received a written response regarding a journey with DSB and you are not satisfied with the decision, you can contact DSB's Customer Ambassador at kundeambassadoren@dsb.dk.

The Danish Consumer Ombudsman

The Consumer Ombudsman handles complaints about Rejsekort & Rejseplan A/S' general terms as well as marketing and advertising (Marketing Act).

The Consumer Ombudsman can also handle complaints about failure to comply with disclosure requirements, third-party misuse of cards, good business practices, etc., under the Payment Services Act.

The Consumer Ombudsman

Adresse: Carl Jacobsens vej 35, 2500 Valby

forbrugerombudsmanden@kfst.dk

www.forbrugerombudsmanden.dk

The Danish Data Protection Agency

Complaints about Rejsekort & Rejseplan A/S' processing (registration, disclosure, etc.) of your personal data are handled by the Danish Data Protection Agency.

The Danish Data Protection Agency

Address: Carl Jacobsens Vej 35, 2500 Valby

Email: dt@datatilsynet.dk

Website: www.datatilsynet.dk

You can also read the complaint guide at www.rejsekort.dk.

Effective from 20 January 2026

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