



# **Terms and conditions for Rejsekort App Valid from 20 February 2026 Version 6**

These terms and conditions apply from 20 February 2026.

Until and including February 19, 2026, the Terms and Conditions for the Rejsekort App Version 5 apply, which you can find at [www.rejsekort.dk](http://www.rejsekort.dk) under Legal documents.

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## Terms and conditions for the Rejsekort App

The Rejsekort App is a mobile application (hereinafter referred to as "app" or "the app") developed by Rejsekort & Rejseplan A/S for Android and iOS smartphones (hereinafter referred to as "mobile devices"). The Rejsekort App can be downloaded free of charge from Google Play and App Store.

The Rejsekort App is offered and owned by Rejsekort & Rejseplan A/S, Automatikvej 1, 1st floor, 2860 Søborg, CVR 27332072.

These terms for the Rejsekort App constitute a binding agreement between Rejsekort & Rejseplan A/S and you as a customer. When you create your profile in the Rejsekort App, you accept the terms below, which apply to your use of the app. We therefore recommend that you read the terms carefully before using the app. Failure to comply with these terms or other misuse of the solution may result in sanctions. Read more about this in section 19.

The applicable terms can always be found at [www.rejsekort.dk](http://www.rejsekort.dk) or via the self-service solution.

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the Rejsekort App. You can read more about the processing of your personal data in the Privacy Policy for the Rejsekort App. You can find the privacy policy in the app under the menu 'About Rejsekort' and 'Terms and Conditions' as well as on our website [www.rejsekort.dk under Legal documents](http://www.rejsekort.dk under Legal documents).

### 1. Generel

In the Rejsekort App, you can purchase a ticket (travel authorization) and thereby pay for travel by bus, train, metro, and light rail with the transport companies affiliated with Rejsekort & Rejseplan A/S. See more about affiliated transport companies in section 5.1.

You purchase a ticket by checking in via the app **before** boarding the means of transport. You must check out when your journey is completed – that is, **after** you have disembarked from the last means of transport on your journey.

When you have checked out, the ticket price will be calculated based on your travel activity from start to end destination.

**Note: The Rejsekort App can only calculate your route and thus the correct ticket price if your mobile phone is turned on during the entire journey. If your mobile phone is not turned on during the entire journey, you do not have a valid ticket.**

It is your responsibility to know the rules for using the Rejsekort App, including how to add additional travelers to your journey via the app. Read more in [Joint National Travel Regulations](http://Joint National Travel Regulations) and in [Price list for journeys](http://Price list for journeys), which you can find at [www.rejsekort.dk under Legal documents](http://www.rejsekort.dk under Legal documents).

In the app, you can view your journeys and payments, and under Settings, you can see the personal data you provided when creating your profile.

The Rejsekort App is an independent system that is **not** connected to the system associated with the physical Rejsekort and card readers with the 'Blue Dot', which will be phased out during 2026. Your personal data, any earned discount level, and travel history are therefore not shared between the two systems, except for the one-time option to transfer volume discounts. You can read more about the option to manually transfer discount levels under section 10.



## 2. Travel rules

**When you use the Rejsekort App, both these terms and the applicable National Travel Rules, including applicable 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 travelers and animals, luggage, food & drink, travel time guarantee or travel guarantee, compensation for delays, replacement transport, and liability, etc.

In the Joint National Travel Regulations, you will also find information about Through tickets (tickets purchased as a single transaction for a continuous journey involving several of the following: train, light rail, local trains, and metro).

You can find the [Joint National Travel Regulations](#) at [www.rejsekort.dk](http://www.rejsekort.dk) under Legal documents.

## 3. Account creation

You must create an account to use the Rejsekort App. Account creation can take place directly in the app, via the self-service solution, or through the Rejsekort Customer Center, after which you must log in to the Rejsekort App to be able to check in.

If you have already created an account for the Basic Card, this must also be used for the Rejsekort App.

**It is required that your account information is always correct and that you only have one active account. Furthermore, your account is personal and can therefore only be linked to one email address, one phone number, and one customer/you as a person.**

You can read more about the consequences of misuse in section 19.

With your account, you can use both the Rejsekort App and the Basic Card. If you change your account information, change your payment method, or transfer volume discounts, the change will apply to your account and be valid for both the Rejsekort App and the Basic Card. You can either update your information yourself in the app or via the self-service solution. You can also get help at the Rejsekort Customer Center or at the transport companies' sales points with personal assistance.

## 4. Obligations When Using the Rejsekort App

- 1) You must have downloaded and installed the app on a mobile phone, completed the creation of an account, accepted the terms, and be logged into the app.
- 2) Your account information must always be correct.
- 3) Your account is personal and may only be linked to one phone number, one email address, and one customer/person.
- 4) You must have added at least one valid payment method (either MobilePay or a payment card) to be able to travel.
- 5) Your phone must use an official version of Android (Google) or iOS (Apple), meaning the operating system must not be technically modified or unlocked ("rooted" or



“jailbroken”). You can see which operating system versions are required to use the app in the App Store (on iPhone), Google Play (on Android), or at [www.rejsekort.dk](http://www.rejsekort.dk).

- 6) Your phone must have an active, operational SIM card that ensures mobile data can be sent and received via a mobile network.
- 7) Your phone must be turned on during your entire journey – if your phone is turned off or runs out of battery, the correct route and ticket price cannot be calculated, and you will be considered traveling without a valid ticket during ticket inspection.
- 8) Location services (high accuracy) must be activated on your phone throughout your entire journey. It is a requirement for using the app that you allow location sharing on iOS and Android phones as “While using the app”.
- 9) You must have enabled the app's access to the motion sensors built into your phone.

If you use the Rejsekort app on an Android phone, you must allow the app to run in the background and set battery usage to “unrestricted.” For users under 18 years, special requirements apply for account creation and payment. See section 7.4 below.

Tickets in the app are personal and may not be transferred or forwarded to another mobile device. You must not allow others to use your account to purchase tickets.

Your account information must be verifiable, including by valid identification according to the procedures established at any time by Rejsekort & Rejseplan A/S or the affiliated transport companies. Read more about this on the individual transport companies' websites and at [www.rejsekort.dk](http://www.rejsekort.dk).

It is neither possible nor permitted to start a journey by checking in with the Rejsekort app and end the same journey by checking out using your Basic Card. If you have checked in with the Rejsekort app and subsequently check in with your Basic Card, your journey in the Rejsekort app will automatically be closed (and no longer valid as travel authorization), and you will start a new journey with your Basic Card. Similarly, a journey started with the Basic Card will be closed if you later check in with the app. Journeys in the Rejsekort app and Basic Card will be priced separately. Checking in on both products for the same journey may be considered misuse and lead to blocking of your account (see section 19).

Rejsekort & Rejseplan A/S recommends that power-saving mode is turned off. This will ensure that your location data is recorded correctly while you are checked in. Power-saving mode can affect the calculation of your route and thus your ticket price.

If your phone is set to airplane mode, you risk being automatically checked out. Therefore, avoid selecting airplane mode when traveling with the Rejsekort app.

You are responsible for ensuring that your phone has sufficient battery power throughout the entire journey and that nothing prevents the built-in sensors in your phone and the installed software from functioning correctly.

Check-in and check-out can only be performed when there is a data connection.



If a payment cannot be completed, for example because the linked payment method has been blocked, you will not be able to check in again until the outstanding amount has been paid and a valid payment method is registered in the app.

You are obliged to continuously and carefully check postings of journeys (travel history) and their prices by either logging into the app, using the self-service solution, or contacting the Rejsekort Customer Center. If you discover unauthorized or incorrect postings, or price calculations that you believe are wrong, you must contact the Rejsekort Customer Center as soon as possible.

## 5. Tickets and Validity

### 5.1. Scope of Application

In the Rejsekort app, you can purchase electronic tickets for public transport with transport companies affiliated with Rejsekort & Rejseplan A/S.

The affiliated transport companies are:

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

You can also use the app on Skånetrafiken trains in Denmark and selected stations in Sweden (Malmö C., Hyllie St., and Triangeln St.) as well as on a single bus route in Northern Germany (Bus line 110 Sønderborg-Flensburg). The Rejsekort app cannot be used on Bornholm.

### 5.2. Check in and check out

The Rejsekort app works by performing check-in and check-out within the app. You must check in when your journey starts. A successfully completed check-in will be confirmed by the app on your mobile phone, and the ticket will be available in the app, which can be displayed by tapping 'Show Ticket'. If check-in cannot be completed due to technical issues, you must purchase a ticket by other means, as you will otherwise be considered as traveling without a valid ticket during ticket inspection. Read more about operational issues in section 24.

After check-out, the app calculates the price of the journey based on travel activity from start to end destination. It is your responsibility to complete check-out correctly.

You can check in up to four types of accompanying travelers in your Rejsekort app: Adult, Child, Bicycle, and Dog. You must add all types and quantities of accompanying travelers before checking yourself in. After check-in, the number of travelers is locked until the journey ends with check-out. This means you will pay for yourself and all registered accompanying travelers for the entire journey until it ends with check-out. You can read more about the rules in the Joint National Travel Regulations.



Correct and successful check-in must occur before boarding the means of transport. If check-in is not completed correctly, or occurs after boarding, it will be considered misuse of the system, and you and any accompanying travelers will be regarded as traveling without a valid ticket. Traveling without a valid ticket will result in a penalty fee during ticket inspection.

You must only check out in the app after leaving the last means of transport on your journey. When you have checked out, the ticket's validity ends, and the journey price is calculated. If you need to change to another means of transport to continue your journey, do not check out. You should only check out when the entire journey is completed.

Checking out during the journey will be considered misuse of the system. Misuse may be sanctioned according to applicable rules. Read more about the consequences of misuse in section 19. If you have another valid travel authorization for part of the journey, such as a commuter card, it is permitted to check in and out during the journey provided that you have valid travel authorization for the entire journey, that check-in and check-out occur when the vehicle is stationary, and your use of the system is not considered misuse.

If you want to split the journey into multiple tickets or products for travel authorization, you may be asked to provide or show documentation for other valid travel authorization either during inspection or in connection with subsequent objections regarding route calculation versus your actual journey. Rejsekort & Rejseplan A/S, including the Rejsekort Customer Center, may contact the issuer of other travel authorization in case of doubt to confirm the validity of the provided or shown documentation.

If the Rejsekort app, using your phone's built-in sensors, calculates that you most likely are no longer traveling, but you have not checked out, you will receive a warning on your mobile device notifying you that you may have forgotten to check out. A prerequisite for displaying the warning is that you allow notifications on your mobile device.

If it is not possible to complete check-out for technical reasons after your journey has ended, you must contact the Rejsekort Customer Center as soon as possible and provide details of the journey, including the location and time where the journey ended.

### **5.3. Validity**

The validity period for tickets purchased in the Rejsekort app starts at the time of check-in and ends at the time of check-out. It is not possible to extend the validity period after you have checked out, and you cannot undo a check-out.

The Rejsekort app can be used as valid travel authorization until your account is blocked, the customer relationship is terminated in accordance with section 16, or Rejsekort & Rejseplan A/S ceases to offer the Rejsekort app and/or replaces it with a new solution.

It is always your responsibility to present a valid ticket during your journey when requested by ticket inspectors.

## **6. Age requirements**

If you are 18 years or older, you can create an account in the Rejsekort app yourself. For users under 18 years, please refer to section 7.4.

## 7. Customer type

### 7.1. General

When creating an account, you are automatically assigned one of the following customer types: 'Child', 'Youth', 'Adult', or 'Pensioner', based on your entered date of birth. Your customer type is registered on your account and will therefore apply to both the Rejsekort app and the Basic Card if you use both products.

The customer type may be relevant in relation to prices and any discounts depending on where and when you travel. It is your responsibility to travel with the type of customer you are entitled to.

- To travel as 'Child', you must be under 16 years old. See section 7.4 'Special rules for users under 18 years'
- To travel as 'Youth', you must be between 16 and 25 years old. See section 7.4 '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 be assigned this customer type after applying for it. See section 7.2 'Special rules for pensioners under 67 years.'
- To travel as 'Disability', you must be assigned this customer type after applying for it. See section 7.3 'Special rules for customer type Disabled.'

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

### 7.2. Special Rules for Pensioners Under 67 Years

If you are younger than 67 years, you may be entitled to travel as a 'Pensioner'. The requirement is that you are at least 18 years old, receive early, senior, or partial pension from Udbetaling Denmark, and complete an application process where you confirm your identity using MitID or other documentation. You can read how to apply at [www.rejsekort.dk](http://www.rejsekort.dk).

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

### 7.3. Special Rules for Customer Type 'Disabled'

**If you wish to travel with the customer type 'Disabled', you must apply for it. The requirement is that you either have a Companion Card Denmark or a membership card from either the Danish Association of the Blind or Synscenter Refsnæs, and that you confirm your identity using MitID or other documentation.**



You can read how to apply at [www.rejsekort.dk](http://www.rejsekort.dk).

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

#### **7.4. Special rules for users under 18 years**

Users under 18 years (the child) must be registered by an adult who creates the child's account via their own account. Note that this section is written for the adult account holder.

It is a requirement that when creating an account for a user under 18 years, you:

- Confirm that you have parental authority or are the legal guardian of the user under 18 years.
- Are at least 18 years old.
- Accept the terms for the Rejsekort app on behalf of the user under 18 years.
- Commit to paying for journeys made by the user under 18 years using the payment method you have registered in the Rejsekort app (see section 13, Payment Methods).
- Accept personal liability for outstanding payments for journeys made by the user under 18 years (including any accompanying travelers).

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 the app or any Basic Card. If you withdraw your acceptance while the child is checked in, you will still be liable for the ongoing journey.

The adult will have access to the child's travel history and may raise objections. See section 25 for details.

If the child needs the customer type 'Disabled', the adult must apply on behalf of the child. See section 7.3 – Special rules for customer type Disabled.

When the child logs into the Rejsekort app for the first time, the child must provide and confirm their phone number. See further conditions in section 4, Obligations for purchasing electronic tickets.

When the child turns 18, the adult's payment for the child's journeys will automatically end. Continued use of the Rejsekort app requires that the user (after turning 18) accepts the terms for the Rejsekort app and adds an email address and payment method as the user is now legally an adult.

### **8. Smart check-out**

With the "Smart Check-out" feature, the Rejsekort app can automatically perform check-out under certain conditions:

You must activate "Smart Check-out" in the app yourself. If the feature is enabled, you will receive a notification on your phone as soon as the app detects that your journey by public transport is most likely completed. The notification includes a timer counting down from 5 minutes. The timer shows the remaining time until you are automatically checked out. You can cancel the timer manually if you wish to continue your journey by public transport. If you do not cancel the timer manually, you will automatically check out when the time expires. This will end your journey, and the price will be calculated.



It is a prerequisite for using “Smart Check-out” that you allow notifications on your phone and that your phone has a data connection.

Regardless of whether you enable the “Smart Check-out” feature or not, it is your responsibility to ensure that check-out is completed correctly.

## **9. Automatic Check-out of Unfinished Journeys**

At 04:00 every night, the Rejsekort app enforces a check-out for journeys that started before 22:00 and have not been checked out. This will end the journey, and a price will be calculated for the journey that was not completed via manual or “Smart Check-out.”

Automatic check-out only occurs for journeys where no travel activity has been registered immediately before 04:00.

## **10. Transfer of Earned Discount Levels from Physical Rejsekort**

Discount levels earned on the existing physical Rejsekort, which will be phased out in 2026, are not automatically transferred to your account. However, you can transfer to an earned discount level manually. Read more at [Transfer earned discount levels](#).

Please note that you can only transfer your discount level once. If you continue to use the existing physical Rejsekort after the transfer, any additional earned discount will not be transferred to the app.

## **11. Inspection**

If you use the app as valid travel authorization, you must present a valid ticket via the Rejsekort app upon request from inspection staff or similar. Since your account and therefore your ticket is personal, you may also be asked to present identification.

Inspection staff must be able to verify the validity of your ticket visually and by scanning your ticket on your phone. It is therefore your responsibility to ensure that your phone is in a condition that allows inspection. Note that a cracked screen may prevent scanning of your phone's display.

For further information about ticket inspection rules, please refer to the Joint National Travel Regulations, including supplements, which can be found at [rejsekort.dk](#).

## **12. Communication**

### **12.1. Inquiries to Rejsekort & Rejseplan A/S**

If you need help with the Rejsekort app, you can contact the Rejsekort Customer Center via the contact form in the app or through the self-service solution.

Inquiries can also be directed to the Rejsekort Customer Center by phone at +45 70 11 33 33 or via the contact form on the website. Find the contact form on [www.rejsekort.dk](#) under [Rejsekort Customer Service](#).

## 12.2. Inquiries from Rejsekort & Rejseplan A/S

Inquiries from Rejsekort & Rejseplan A/S may occur via notifications in the Rejsekort app, SMS, or email. You will also receive relevant service information through the app's message center – note that this feature cannot be disabled.

## 13. Payment methods

When you use the Rejsekort app as a ticket, payment for the journeys you make with the Rejsekort app will be processed using the payment method (MobilePay or payment card) linked to your account and shown in the app's overview. If you change the linked payment methods, the change will apply to your account and therefore apply to both journeys made with the Rejsekort app and with the Basic Card, if you use it. If you have unpaid journeys, you cannot remove your linked payment method.

If you are 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 accompanying travelers).

Journeys made by you and any linked users under 18 years within one calendar day are 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 the Rejsekort Customer Center to correct it.

In your travel history in the app or via the self-service solution, you can view information about your completed 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 spending 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 expiration). 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 the Rejsekort app or the Basic Card until the outstanding amount has been paid and a valid payment method is linked to your account again.

You have the option to 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.

## 14. Receipt for Purchase

You have access to view receipts for your paid journeys in the app under the menu item 'Travel History', where the tab 'Payments' appears. You can also view your payment and travel history via the self-service solution. You can see your payment and travel history for the last 36 months.



A user under 18 years cannot view payment history because the user under 18 cannot pay for their own journeys.

By default, the option “Receipt – via email” is enabled in the app. You can disable the “Receipt – via email” feature in the app if you no longer wish to receive email receipts. Receipts cannot be used as valid travel authorization. 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 in the Rejsekort app, you will receive the receipt.

## **15. Right of withdrawal**

**There is no right to withdrawal for the purchase of electronic tickets through the Rejsekort app.**

It is not possible to change or exchange electronic tickets after they have been issued.

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

Repeatedly canceling your check-in is considered misuse of the Rejsekort app. Misuse may lead to sanctions as described in section 19 and in the [Joint National Travel Regulations](#), including supplements, which can be found at [www.rejsekort.dk](http://www.rejsekort.dk) under Legal documents

## **16. Termination of Customer Relationship**

You have the option to terminate your customer relationship with Rejsekort & Rejseplan A/S directly via the app or by contacting the Rejsekort Customer Center. Upon request for termination of your customer relationship, Rejsekort & Rejseplan A/S will close your account, after which you will no longer be able to use either the Rejsekort app or any Basic Card.

If you have unpaid journeys, you are still required to pay for these, regardless of whether you have terminated your customer relationship.

Rejsekort & Rejseplan A/S may choose to terminate your customer relationship if you have not used the app or the self-service solution for 2 years. You will be notified in advance and can choose not to have your customer relationship terminated.

## **17. Rights**

The Rejsekort app and associated intellectual property rights belong to Rejsekort & Rejseplan A/S.

When you register, Rejsekort & Rejseplan A/S grants you a personal, limited, non-exclusive, non-transferable, and non-sublicensable right to install and use the Rejsekort app on your own devices in accordance with these terms. Neither the content of the app nor the base material



that constitutes part of or elements of the content may be altered, adapted, disassembled, or modified.

All other rights are reserved by Rejsekort & Rejseplan A/S.

## **18. Reservations**

Typographical errors in these terms and in the Rejsekort app are subject to reservation.

Rejsekort & Rejseplan A/S also claims any liability for loss or damage arising from the Rejsekort app not functioning correctly or the inability to purchase electronic tickets due to technical issues. The app's lack of functionality does not under any circumstances entitle you to travel without valid travel authorization. This means that if you cannot check in using the Rejsekort app, you must find another way to obtain valid travel authorization.

Reservations also apply to the fact that the Rejsekort app cannot be used on older operating systems as these are no longer maintained by Apple and Google.

## **19. Sanctions for misuse**

In case of suspected misuse of the Rejsekort app and/or Basic Card, Rejsekort & Rejseplan A/S reserves the right to block your account from future use of both the app and the Basic Card as valid travel authorization. If blocked due to misuse, you will not be able to check in using the Rejsekort app or the Basic Card, and you will lose any rights to volume discounts (discount levels) earned on the Rejsekort app or Basic Card.

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

Rejsekort & Rejseplan A/S may, based on a specific evaluation, either shorten or extend the block period. Rejsekort & Rejseplan A/S will send written notification if the period is extended.

Rejsekort & Rejseplan A/S will notify you via SMS and app notifications if there is suspicion of misuse and therefore a possibility of being blocked prior to blocking. In special cases, blocking an account may occur without prior notice.

If someone other than you uses your account, this is considered misuse, and your account may be blocked. Rejsekort & Rejseplan A/S is not liable for payment or any losses you may incur because of unauthorized use of your account.

## **20. Rejsekort & Rejseplan A/S' Right to Block an Account**



If Rejsekort & Rejseplan A/S blocks your account, you will receive written notification as soon as possible via an app notification or email stating the reason and the duration of the block.

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

- There are special circumstances, including reasonable suspicion of misuse.
- You have terminated your customer relationship with Rejsekort & Rejseplan A/S, cf. section 16.

Rejsekort & Rejseplan A/S is entitled to block the account **after prior notice** in the following cases:

- In case of reasonable suspicion of misuse, including failure to check out, failure to pay outstanding amounts, or providing incorrect information.
- If there has been a period of 2 years without travel activity or completed payments in the Rejsekort app.
- If Rejsekort & Rejseplan A/S ceases to offer and/or replaces the Rejsekort app with a new solution.

## 21. Liability for Use of the Rejsekort App

You are liable for payment for all journeys made with the Rejsekort app (including any accompanying travelers). If you have created an account for one or more users under 18 years, you are also liable for payment for journeys made with these users' Rejsekort app (including any accompanying travelers).

Rejsekort & Rejseplan A/S is not liable for payment or any losses you may incur because of unauthorized use of your account or phone by others.

## 22. Changes to These Terms

Rejsekort & Rejseplan A/S may change the terms for using the app at any time, including introducing and changing fees and services, in the following situations:

- Due to changes in legislation or practice.
- Due to changes resulting from technical or security 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 the Rejsekort app.
- Due to increased costs for services, including costs for administration, distribution, and personnel.
- Due to changes in the services offered by Rejsekort & Rejseplan A/S, including how the Rejsekort app 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 the app and at [www.rejsekort.dk/rejsekort\\_app](http://www.rejsekort.dk/rejsekort_app). Within one month after notification, you will have the option



to log out of the app or close your account without any associated costs if you do not wish to be subject to the new terms. 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.

Changes that are not to your disadvantage may occur 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.

## **23. Prices (Fares) for Travel**

The price of a ticket depends on your customer type, any applicable volume discount, mode of transport, choice of route, duration and time of the journey's start and end, as well as whether you have added additional travelers, 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](http://www.rejsekort.dk) under [Price list for journeys](#).

The applicable prices can always be found at [www.rejsekort.dk](http://www.rejsekort.dk) under [Price list for journeys](#).

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

## **24. Operational issues**

Neither Rejsekort & Rejseplan A/S nor the affiliated transport companies are responsible for any losses resulting from the Rejsekort app not being usable as valid travel authorization. This also applies if you cannot check in or if inspection staff cannot verify the validity of your ticket due to operational issues.

If the problem cannot be resolved, you must obtain valid travel authorization by other means.

Exceptions only apply in very special cases, such as during major system outages where it is not possible to use the Rejsekort app. It must also be clearly stated in messages under 'Operational Information' on [www.rejsekort.dk](http://www.rejsekort.dk) that traveling without check-in is permitted or announced by the affiliated transport companies via station loudspeakers or other means that traveling without check-in is allowed.

## **25. Complaints and Objections**

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

Complaints related to the Rejsekort app must initially be directed to the Rejsekort Customer Center. The Rejsekort Customer Center can be contacted via [Rejsekort Customer Service](#) or by phone at +45 70 11 33 33.



Please note that complaints about penalty fees must be submitted to the transport company that issued the penalty.

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

When assessing whether objections have been submitted in time, emphasis will be placed on your obligation to regularly check postings of journeys.

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

#### **Appeals Board for Bus, Train, and Metro**

Complaints regarding penalty fees, the functionality of the Rejsekort app, activation, price calculation, etc., can be submitted to the Appeals Board for Bus, Train, and Metro via a complaint form available at [www.abtm.dk](http://www.abtm.dk).

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

Appeals Board for Bus, Train, and Metro  
Automatikvej 1  
2860 Søborg  
mail@abtm.dk  
www.abtm.dk

#### **DSB's Customer Ambassador**

If you have received a written response regarding travel with DSB and are not satisfied with the decision, you can contact DSB's Customer Ambassador at [kundeambassadoren@dsb.dk](mailto:kundeambassadoren@dsb.dk).

#### **The Danish Consumer Ombudsman**

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

The Consumer Ombudsman can also handle complaints about failure to comply with disclosure requirements, third-party misuse, fair trading practices, etc., under the Danish Payments Act.

Consumer Ombudsman  
Carl Jacobsens Vej 35  
2500 Valby  
[forbrugerombudsmanden@kfst.dk](mailto:forbrugerombudsmanden@kfst.dk)  
[www.forbrugerombudsmanden.dk](http://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.

Danish Data Protection Agency  
Carl Jacobsens Vej 35  
2500 Valby  
[dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)  
[www.datatilsynet.dk](http://www.datatilsynet.dk)



You can also read the complaint guide at [Rejsekort Customer Service](#).

Effective from February 20, 2026.

Version 6

Here you can read the Terms and Conditions for the Rejsekort app version 5 [www.rejsekort.dk under Legal documents](http://www.rejsekort.dk under Legal documents).

You can also always find the Terms and Conditions for the Rejsekort app on [www.rejsekort.dk](http://www.rejsekort.dk) under the page "Legal documents".