

# Commuter Pass and Youth Card - Terms and Conditions

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# Commuter Pass and Youth Card – Terms and Conditions

Rejsekort A/S' Commuter Pass and Youth Card (both card types are referred to as "Commuter Pass" in the following) terms and conditions constitute an agreement between Rejsekort A/S and you, our customer. When you order/purchase a Commuter Pass, you agree to the terms and conditions for the card.

You have no right of cancellation when you purchase or renew a Commuter Pass.

Current terms and conditions are available at all times at [rejsekort.dk](http://rejsekort.dk) or from a point of sale. Alternatively, to order terms and conditions, call Rejsekort Customer Centre.

NB: the terms and conditions may change from time to time. If we make changes that are to your disadvantage, you will be warned two months in advance of their taking effect. You will be notified of change(s) and receive the content of new terms and conditions by e-mail, letter or e-Boks. Within the two-month warning period, you can opt to close your Commuter Pass free of charge if you do not wish to comply with the new terms and conditions. For more information, see Sections 4.3 and 4.4 regarding closure of a Commuter Pass.

NB: The fees listed in Section 1.4 are subject to change in line with general price movements. Reasonable warning of fee changes will be given at [rejsekort.dk](http://rejsekort.dk) before the fee changes take effect. In the event of significant changes in fees or the introduction of new fees, you will be notified personally by e-mail, letter or e-Boks before the changes take effect. Any changes that are not to your disadvantage will be made without warning. Information regarding such changes will be posted at [rejsekort.dk](http://rejsekort.dk).

Terms and conditions are available in Danish and English.

You may find the following information and definitions useful when reading the terms and conditions:

**The card holder** is the person whose name, date of birth, etc. are recorded in the Rejsekort master data.

**Commuter Pass:** A Commuter Pass is a type of card that allows you to pay in advance for an unlimited number of journeys in a selected geographical area (i.e. a section or one or more specific zones) and for a selected period (e.g. one month). A Commuter Pass cannot be topped up with money and is valid only within a specific geographical area (area of validity).

**The Guardian** is the person liable for the use of a Commuter Pass when it is used by a child (under 18 years). The term “child” in the present context also applies to adults under guardianship.

**Mit.ungdomskort.dk:** Ordering portal for Youth Card and self-service site for Youth Card users.

**Point of sale:** Each of the transport companies has points of sale that provide personal service. For a list of points of sale, see [rejsekort.dk/salgssteder](http://rejsekort.dk/salgssteder).

**Period:** The prepaid period where the commuter card is valid

**Rejsekort A/S**, Automatikvej 1, 1., DK-2860 Søborg, VAT no. DK 27 33 20 72, was founded by a group of Danish transport companies. Rejsekort A/S publishes the present terms and conditions. Rejsekort A/S issues and legally owns all Commuter Passes. Rejsekort A/S is also responsible for data processing of personal data in Rejsekort A/S' systems.

**Rejsekort ATM:** There are self-service rejsekort ATMs on many railway stations, bus stations and elsewhere. You can use rejsekort ATMs to check your Commuter Pass period and area of validity.

**Rejsekort Customer Centre** is the customer service centre for all rejsekort and Commuter Pass customers. It is a common service provided by the transport companies. Contact Rejsekort Customer Centre if you have difficulties with your Commuter Pass or need more information about Commuter Pass. For hours of opening, see [rejsekort.dk/kundeservice](http://rejsekort.dk/kundeservice). Contact Rejsekort Customer Centre via [rejsekort.dk](http://rejsekort.dk) or call +45 70 11 33 33. Rejsekort and Commuter Pass blocking service: The lines are open around the clock, seven days a week. Rejsekort Customer Centre can provide you with details of the services provided at our points of sale.

**Rejsekort online at rejsekort.dk.** Online information about the Rejsekort and Commuter Pass schemes. You can login to rejsekort online self-service at [rejsekort.dk](http://rejsekort.dk).

**A transport company** is one of the transport operators affiliated with Rejsekort A/S, i.e.:

- Arriva Tog A/S, Skøjtevej 26, DK-2770 Kastrup, [arriva.dk](http://arriva.dk)
- DSB, Telegade 2, DK-2630 Taastrup, [dsb.dk](http://dsb.dk)
- FynBus, Tolderlundsvej 9, DK-5000 Odense C, [fynbus.dk](http://fynbus.dk)
- Metroselskabet, Metrovej 5, DK-2300 Copenhagen S, [m.dk](http://m.dk)
- Midttrafik, Søren Nymarks Vej 3, DK-8270 Højbjerg, [midttrafik.dk](http://midttrafik.dk)
- Nordjyllands Trafikselskab, J. F. Kennedys Plads 1R, 3rd floor, Postbox 1359, DK-9000 Aalborg, [nordjyllandstrafikselskab.dk](http://nordjyllandstrafikselskab.dk)
- Sydtrafik, Banegårdspladsen 5, DK-6600 Vejen, [sydtrafik.dk](http://sydtrafik.dk)
- Trafikselskabet Movia, Gammel Køge Landevej 3, DK-2500 Valby, [moviatrafik.dk](http://moviatrafik.dk)

The transport companies are responsible for delivery of transport services in accordance with their fares and travel rules.

## 1 About Commuter Pass

### 1.1 What is a Commuter Pass?

A Commuter Pass is a card that is only valid for travel within a specific period and a set geographical area. Unlike a rejsekort, which is an electronic means of payment used to continuous individual pay for journeys, a Commuter Pass works like a prepaid ticket.

The card holder is free to choose the period and geographical area, within which the Commuter Pass is to be used. As regards Youth Cards and local commuter passes, the geographical area is predefined.

### 1.2 How to use a Commuter Pass

The regulations that govern the use of a Commuter Pass are listed in the joint national travel regulations. These are available online at [www.rejsekort.dk](http://www.rejsekort.dk).

A Commuter Pass is a personal card. It may only be used by the card holder. The card holder may only travel in the geographical area and period for which the card is valid.

There are special regulations for checking in and out on a Commuter Pass. When you have a Commuter Pass:

- you only need to check in on bus or harbour bus journeys. You do not need to check in when you travel by train, light rail or metro.
- check out is not needed.
- at journeys which include change of transportation, you do not need to check in at changes to train, metro or light rail.
- at journeys made with Youth Cards issued by Sydtrafik or Fynbus, you need to check in and out at all journeys

When you travel by train, metro, light rail, bus or harbour bus, you must activate a new period by checking in the first time you travel on a Commuter Pass in the new period, also see Section 2. The same applies if you have entered a renewal agreement. If you fail to activate a new period, you do not have a legally valid travel document and may therefore be subject to an inspection fee. An activation of a period can be annulled if a check out is made within 20 minutes after the check in in question.

To check in, hold the Commuter Pass up to “The Blue Point” on a card reader marked “ind” (Check in). When you check in on a bus, you use a card reader on the bus. When you travel by train, metro or light rail, you must check in on card readers located on the station/platform. The card holder is responsible for ensuring that a new period is activated.

When travelling outside the Commuter Pass's area of validity, you must have a rejsekort or a ticket.

### **1.3 Card issuer**

Commuter Passes are issued by:

Rejsekort A/S

Automatikvej 1, 1.

DK-2860 Søborg

VAT no.: DK 27 33 20 72

E-mail address: [administration@rejsekort.dk](mailto:administration@rejsekort.dk)

### **1.4 Prices and fees**

The following prices and fees are associated with the purchase and use of a Commuter Pass and added services.

- Card price (purchase and replacement card) Commuter Pass (is not applicable to Youth Card): DKK 50
- Issue fee (for Commuter Pass issued at a point of sale) charged in addition to card price: DKK 30
- Cash refund fee - for cash refund of unused period of Commuter Pass when the card holder has an account at a Danish bank: DKK 50
- Fee for deleting a customer from the customer register against repayment of outstanding debt: DKK 125

Current Commuter Pass prices and fees for purchasing a Commuter Pass and the cost of associated services are listed and available at all times at [rejsekort.dk](http://rejsekort.dk) and [ungdomskort.dk](http://ungdomskort.dk) for Youth Cards.

The price of a Commuter Pass validity period is established by the individual fares authority (transport company). The price is determined by the duration, customer type and geographical area (lines/zones) of the Commuter Pass in question. For more information, please see the relevant transport companies' websites.

Reference is made to [ungdomskort.dk](http://ungdomskort.dk) for more information on Youth Card prices.

### **1.5 Commuter Pass and expiry**

A Commuter Pass is a personal card. The card number is printed on the card. A Commuter Pass expires five years from the date of issue. After expiry, you must obtain a new Commuter Pass. See card price in Section 1.4.

### **1.6 Customer types**

A Commuter Pass may be issued with one of three customer types: adult, child or pensioner. Youth Card can only be issued to one customer type. A Commuter Pass with customer type child can be used by a child under 15 years. A guardian must purchase a Commuter Pass if the child is between 0 and 14 years old.

For a list of all customer types and details of how the individual card types can be used, see [rejsekort.dk/pendlerkort](http://rejsekort.dk/pendlerkort), the joint national travel regulations at [rejsekort.dk](http://rejsekort.dk) and [ungdomskort.dk](http://ungdomskort.dk)

## **1.7 Your obligations when you use a Commuter Pass**

When you create a profile in connection with purchasing a Commuter Pass, you must submit personal data, e.g. name, address and CPR (Danish ID) number. You must produce documentation to substantiate your personal data in accordance with the procedures laid down by Rejsekort A/S at any given time.

The card holder is obliged to notify of any change to the data, including in particular:

- name, postal address, phone number and e-mail address
- changes in the Dankort payment card or bank account associated with a renewal agreement (if any).

The card holder is obliged to keep and handle the Commuter Pass responsibly and to ensure that the card number and printed name and photo (if any) are clear and accurate, to constitute a valid transport ticket.

If it transpires that the data submitted is incorrect, Rejsekort A/S is entitled without warning to block or close the Commuter Pass accounts(s) held by the card holder in question. For more information about card blocking/closure procedures and legal effects, see Sections 4.3 and 4.4.

The card holder has an obligation to regularly and carefully check payment transactions in connection with renewal of the validity period by either logging into online self-service at [rejsekort.dk](http://rejsekort.dk) or [mitungdomskort.dk](http://mitungdomskort.dk) or by contacting Rejsekort Customer Centre. The card holder is also obliged to contact Rejsekort Customer Centre immediately if he/she discovers unauthorised or incorrect entries or if he/she suspects that the price charged for the journeys are incorrect.

The card holder must block his/her Commuter Pass as soon as possible if it is lost or mislaid, or if he/she suspects card misuse. For more information about blocking a Commuter Pass, see Section 4.1.

A Commuter Pass may be confiscated if, for example, a ticket inspector discovers that the card is used by someone other than the card holder. For more information about confiscation of a Commuter Pass, see Section 4.5.

## **1.8 Commuter Pass for children**

### **1.8.1 Children under 15 years of age**

Children under 15 years of age are not eligible to purchase a Commuter Pass without the consent of a guardian who agrees to accept liability for all costs incurred in connection with purchase and use of the card.

The child is recorded as the card holder and notifications regarding the card itself will be sent to the child as card holder, while notifications regarding financial liability for the card will be sent to the guardian. The regulations regarding liability for the card in Section 5 apply therefore to the guardian.

The guardian is liable until the child turns 18. When the card holder turns 18, he/she is liable for the card.

Children under 18 are personally liable solely to the extent that guardianship legislation offers legal basis for this.

### **1.8.2 Children aged 15, 16 and 17**

Children aged 15, 16 and 17 are eligible to purchase a Commuter Pass by cash payment, including payment using a payment card. Children aged 15 are charged for travel at the rates for customer type child, whereas children aged 16 and 17 are charged at customer type adult rates.

Children under 18 are personally responsible solely to the extent that guardianship legislation offers legal basis for this.

## **2 Renewal of period**

You can renew your Commuter Pass at [rejsekort.dk](http://rejsekort.dk), at selected points of sale or automatically if you have a renewal agreement, see Section 3. However, Youth Cards are only renewed at [mitungdomskort.dk](http://mitungdomskort.dk). Periods expires at midnight on the date of expiration.

### **2.1 Renewal of period online at [rejsekort.dk](http://rejsekort.dk) or [mitungdomskort.dk](http://mitungdomskort.dk)**

Where renewal of the validity period on a Commuter Pass via online self-service at [rejsekort.dk](http://rejsekort.dk) ([mitungdomskort.dk](http://mitungdomskort.dk) for Youth Cards) is concerned, renewal is not activated until the Commuter Pass is checked in at a check-in card reader after expiry of the previous period. Card readers on stations/platforms are updated approximately every five hours. Card readers on buses are updated about once a day (24 hours). You should therefore order a new period via online self-service at [rejsekort.dk](http://rejsekort.dk) not less than five or 24 hours (respectively) before the validity period is required on your Commuter Pass (depending on whether you travel by train/metro or by bus). For more information, see [ejsekort.dk](http://ejsekort.dk) in the Commuter Pass menu.

If a period of more than 30 days lapses between ordering a new period via rejsekort.dk (mitungdomskort.dk for Youth Cards) and your Commuter Pass coming into contact with a Rejsekort device, the renewal order will be cancelled.

## **3 Commuter Pass renewal agreement**

A Commuter Pass holder can also enter an agreement with Rejsekort A/S to automatically renew the period on the card. This is called a renewal agreement. To enter a renewal agreement, the card holder must link a Dankort payment card to the agreement (via a so called payment agreement). The card holder must choose a specific transport company to manage the renewal agreement. (the transport company is however predefined with regard to Youth Cards) Managing the agreement includes service in connection with entering, changing and cancelling the agreement, receiving money transfers and providing regular customer services. The transport company that manages the agreement is also responsible for debt recovery if the card holder defaults on the agreement. However, Rejsekort Customer Centre may also manage the account and offer customer services on behalf of the card holder's transport company of choice, e.g. service relating to entering, changing and cancelling the agreement, and providing regular customer services.

In a renewal agreement, a new validity period is activated when the Commuter Pass is checked in at a check-in card reader within the valid geographical area for the first time after expiry of the previous validity period.

If a payment agreement is not used within a period of 735 days, Nets will cancel the agreement. If card closure means that subsequent payments will be rejected, the customer will be notified. The customer may then either enter a new payment agreement or renew the validity period manually.

### **3.1 Linking Commuter Pass renewal agreements for a child under 18**

A child is eligible to create a renewal agreement if a guardian pays for the child's travel by sharing the parent's payment agreement with the child.

The child himself/herself has access to online self-service at rejsekort.dk or mitungdomskort.dk. A guardian can manage a child's Commuter Pass account using their own (i.e. the guardian's) login to online self-service if a guardianship link is established. When the child turns 15, the guardian will no longer have access to the child's online self-service.

The guardian is liable for the renewal agreement until the Commuter Pass is blocked or closed or until the renewal agreement is terminated by the card holder and notification of termination is received by the transport company chosen to manage the agreement.

The renewal agreement is valid until it is closed or terminated by the card holder or until the payment agreement is terminated by the guardian.

Children under 18 are personally liable solely to the extent that guardianship legislation offers legal basis for this.

### **3.2 How to change a renewal agreement**

The party that entered into a renewal agreement can change it via online self-service at rejsekort.dk or mitungdomskort.dk . A period of up to 24 hours may elapse before changes take effect.

The card holder has a duty to notify Rejsekort A/S of changes to the Dankort payment card linked to the agreement. For more information, see rejsekort.dk in the Commuter Pass menu.

A child cannot change his/her renewal agreement by him/herself. A change requires that the guardian has created a new shared payment agreement with the child.

### **3.3 How to terminate a renewal agreement**

A renewal agreement can be terminated without warning by the party that entered into the agreement via online self-service at rejsekort.dk, mitungdomskort.dk or by contacting Rejsekort Customer Centre. In the event of termination, a period of up to 24 hours may elapse before termination takes effect. In the event of termination, the card holder is liable for any transaction up to the time Rejsekort Customer Centre receives notice of termination.

### **3.4 Breach of a renewal agreement**

Rejsekort A/S is entitled to immediately cancel a renewal agreement in the event of breach in the form of failure to make a payment through the renewal agreement, including if the payment card linked to the agreement by the card holder is no longer active (e.g. blocked or expired) and the card holder, despite a reminder, fails to link an active payment card to it.

Notification of termination will be given by e-mail, letter or e-Boks.

## **4 Card blocking and consequential refund of unused validity period**

### **4.1 Card blocked by Commuter Pass card holder**

The card holder must block a Commuter Pass immediately if:

- the card is lost or mislaid, or stolen or
- the card holder suspects that the card has been - or is being - misused.

The card holder or a guardian who is liable on behalf of a child can block a Commuter Pass via online self-service at rejsekort.dk or by calling Rejsekort Customer Centre on +45 70 11 33 33. The centre is open around the clock seven days a week for card blocking. Youth Cards can be blocked at mitungdomskort.dk or by contacting the relevant transport company. To block a card, the card holder shall identify himself/herself and his/her Commuter Pass.

Once Rejsekort A/S has received a request to block a card, the time is confirmed to the card holder in writing, usually via email.

The card holder is responsible for all renewals of the Commuter Pass' periods until it is blocked. For more information about liability regulations, see Section 5.

A blocked Commuter Pass cannot be re-opened. When a Commuter Pass is blocked, the value of an unused validity period will be refunded. A negative balance will be invoiced. For more information, see Section 4.4. Once a Commuter Pass is blocked, the card holder shall pay for a replacement Commuter Pass, unless the card blocking was prompted by Rejsekort A/S.

#### **4.2 Commuter Pass blocked by Rejsekort A/S**

When Rejsekort A/S blocks a Commuter Pass, the card holder will receive notification of the reason for blocking the card as soon as possible.

Rejsekort A/S is entitled to block a card without warning:

- under special circumstances, including reasonable suspicion of misuse.
- if the card holder has terminated the customer account, requested the Commuter Pass blocked or terminated the agreement for the card in question, see Section 4.3, or has withdrawn his/her consent for Rejsekort A/S and the associated transport companies to process his/her personal data.

Rejsekort A/S is entitled to block a Commuter Pass if a renewal agreement is not paid, and the card holder fails, following two written reminders, to remedy the situation.

#### **4.3 Closure of Commuter Pass and termination of customer account**

The card holder is entitled to close his Commuter Pass at any time and thereby terminate a Commuter Pass agreement or customer account. On receipt of a request to close/terminate, Rejsekort A/S will block the implicated card.

For details of the Commuter Pass closure procedure, see Section 4.1 regarding closure procedure and Section 4.4 on refund of unused validity period, or see rejsekort.dk

#### **4.4 Refund of unused period on blocked/closed Commuter Pass**

When a lost Commuter Pass has been blocked or closed, it should - if possible - be delivered to Rejsekort A/S or an affiliated transport company. After a Commuter Pass has been blocked or closed, Rejsekort A/S will settle the card's unused validity period, if any, and deduct a sum corresponding to the value of an eight-day period. The difference is paid out to the card holder's or the guardians' NemKonto (if the child is below 15 years old). The card price is non-refundable, see Section 1.4. If the period is unused it will be fully refunded.

If a card holder is entitled to a refund for an unused period on a closed/ blocked Commuter Pass, and also has a debt on the Commuter Pass or renewal agreement, the refund will not be paid until the debt is paid in full.

A card holder can get a refund of an unused period without blocking the card by contacting a point of sale. When the period has been taken into use, the value of an eight days's period will be deducted. If the period has not yet been used the full amount will be paid out.

An unused validity period will be refunded without delay to the card holder's NemKonto.

For card holders who do not have a NemKonto, refunds will be paid out to an account at a Danish bank notified by the card holder. In exceptional circumstances, if the card holder does not have an account at a Danish bank, refunds can be paid out in cash at a specific point of sale (where he/she must go in person) or to a foreign bank account. This service is offered only by some of the transport companies and the full cost of the transaction will be deducted from the refund. For more information, contact Rejsekort Customer Centre. For a list of points of sale, see [rejsekort.dk](http://rejsekort.dk) in the "Retailers" menu. To receive a cash refund, the card holder must present ID, e.g. passport, driving license or a similar document.

If a card holder who has an account at a Danish bank to which a payment is possible, wishes nevertheless to receive a cash refund, the refund can be made as described above. A fee will be charge, see Section 1.4.

#### **4.5 Confiscation of Commuter Pass**

The Commuter Pass is a legally valid travel document for the card holder only. If someone other than the card holder travels on the Commuter Pass, this is regarded as card misuse. The Commuter Pass may be confiscated by a ticket inspector. For more information about card blocking in connection with misuse, see Section 4.2.

## 5 Liability for the use of a Commuter Pass

The card holder or a guardian who is liable on behalf of a child is legally liable to pay for all period renewals made on the Commuter Pass until the point at which Rejsekort A/S is contacted in order to block the card in question. Rejsekort A/S is liable from the time of contact.

## 6 Customer register

### 6.1 Purpose of Customer register

If a card holder owes Rejsekort A/S or a transport company more than DKK 500 or under special circumstances, including justified suspicion of misuse, the card holder may be added to the rejsekort customer register. A customer on this list is not permitted to purchase a Rejsekort Personal, Rejsekort Flex or Commuter Pass for a period of up to two years.

Rejsekort A/S' customer register lists customer name, address, CPR (Danish ID) number, the reason why a Commuter Pass was blocked and that the card holder is not permitted to obtain a new Rejsekort Personal or Rejsekort Flex card, or Commuter Pass for a specific period of time (see below). The purpose of the customer register is to avoid losses due to failure to pay for the use of a Commuter Pass and rejsekort and to prevent Rejsekort A/S from issuing a rejsekort or Commuter Pass to and entering reload agreements or renewal agreements with persons who are listed in the register as a result of previous breaches of contract (see below).

When Rejsekort A/S adds a customer to the customer register, Rejsekort A/S is entitled to block all of the customer's rejsekort and Commuter Pass, if there is a justified suspicion of card misuse.

### 6.2 Debts to Rejsekort A/S or transport companies

If a card holder or a guardian who is liable on behalf of a child, in consequence of a breach of a rejsekort agreement, including a renewal agreement, owes Rejsekort A/S or an associated transport company more than DKK 500, Rejsekort A/S may add this person's data to the customer register. The person added to the list will receive notification as soon as possible by e-mail, letter or e-Boks.

Rejsekort A/S will delete the entry:

- when the debt owing is paid in full or
- not later than two years from the date the entry was created (the claim will not be deleted).

## **6.3 Special circumstances, including justified suspicion of card misuse**

Under special circumstances, including justified suspicion of card misuse, Rejsekort A/S can add a card holder or a guardian who is liable on behalf of a child to the customer register based on a case assessment. The person added to the list will receive notification as soon as possible by e-mail, letter or e-Boks.

Rejsekort A/S will delete the registration not more than two years from the creation date.

## **7 Other terms and conditions regarding card use**

### **7.1 Processing personal data**

At Rejsekort A/S, we do our utmost to ensure that card holders feel that they can use the Commuter Pass scheme, rejsekort.dk and enter renewal agreements with confidence. Your personal data, including your name, address, phone number and CPR (Danish ID) number that you submit when you purchase and use a Commuter Pass or order renewal agreements, etc., is processed responsibly and in accordance with legislative requirements for personal data. For more information, please refer to Rejsekort A/S' privacy policy available at all times at rejsekort.dk.

Our privacy policy contains details of data recording, processing, access, etc.

### **7.2 Information regarding renewal of Commuter Pass**

The card holder of a Commuter Pass is entitled to have access to the transactions made on his/her Commuter Pass, i.e. renewals. A guardian who has entered a Commuter Pass agreement and is liable on behalf of a child under 15 is also entitled to have access to renewals made on the child's Commuter Pass.

The card holder or a guardian who is liable on behalf of a child also has a duty to ensure that he/she is aware of the renewal of periods on the Commuter Pass, see Section 1.7.

The card holder can gain access to Commuter Pass renewal data via online self-service at rejsekort.dk or in person at a point of sale. For this service, staff may request to see ID, such as photo ID issued by a public authority, e.g. passport or driving license.

The card holder of a Youth Card can gain access to renewal data via online self-service at mitungdomskort.dk

### **7.3 Errors and anomalies**

In the event of an error or errors in the rejsekort system, Rejsekort A/S is liable to compensate for any losses incurred by the card holder.

Neither Rejsekort A/S nor the associated transport companies are liable for any losses incurred as the result of a Commuter Pass having been rejected by an associated transport company. If, during an attempt to activate a new validity period, a rejsekort check-in card reader or ATM is out of order, the passenger must use another check-in card reader or ATM. If the other rejsekort ATMs and check-in card readers on the same site are also out of order, the passenger must contact a member of staff (train conductor, bus driver, station staff, etc.) or Rejsekort Customer Centre as soon as possible. If there is no solution to the problem, the passenger must obtain a ticket by another means, except in extremely unusual circumstances (e.g. general system breakdown) that makes renewals of Commuter Passes impossible and a message appears at [rejsekort.dk](http://rejsekort.dk) in the "aktuelle driftsinformationer" menu or if the associated transport companies announce (over loudspeakers or otherwise) that passengers do not have to obtain tickets.

### **7.4 Defective Commuter Passes**

A Commuter Pass, which is believed to be defective, must not be blocked but returned to Rejsekort Customer Centre for inspection. For guidance, call Rejsekort Customer Centre on +45 70 11 33 33.

Rejsekort A/S will replace any defective Commuter Pass free of charge for the customer. A defective card means a defect that is not due to negligent handling of the card. It is not allowed to perforate or put stickers onto the card, or similar.

### **7.5 Replacement card**

If a Commuter Pass is defective or is mislaid, the card holder can order a replacement card.

### **7.6 How to contact Rejsekort A/S**

To contact Rejsekort Customer Centre, complete the contact form at [rejsekort.dk](http://rejsekort.dk) or call +45 70 11 33 33.

### **7.7 How Rejsekort A/S communicates with you**

Rejsekort A/S communicates with customers by e-mail, letter or e-Boks (provided that the customer in question is not exempt from receiving Digital Post).

### **7.8 Complaints**

Complaints should initially be lodged at the Rejsekort Customer Centre. Complete the contact form at [rejsekort.dk](http://rejsekort.dk).

If the customer does not accept Rejsekort Customer Centre's decision of a case, the customer may submit a complaint to a complaints board (see below).

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

Complaints regarding equipment failure, penalties levied in connection with a ticket inspection, Commuter Pass functionality, failure to check in/activation, Customer register listing, etc. can be lodged at the Appeal Board for Bus, Train and Metro.

Appeal Board for Bus, Train and Metro  
Vesterbrogade 149  
DK-1620 København V  
mail@abtm.dk  
abtm.dk

### **The European Commission's Online Disputes Resolution portal**

You can also submit your complaint via the European Commission's Online Disputes Resolution portal. This is particularly relevant if you are a consumer resident in another EU Member State. Submit your complaint to <http://ec.europa.eu/odr>. When you submit your complaint, you must include the e-mail address: [administration@rejsekort.dk](mailto:administration@rejsekort.dk)

### **The Danish Consumer Ombudsman**

The Danish Consumer Ombudsman handles complaints regarding Rejsekort A/S' general terms and conditions, marketing and advertising.

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

### **The Danish Data Protection Agency**

Complaints about how Rejsekort A/S processes (records, divulges, etc.) your personal data are handled by the Danish Data Protection Agency.

The Danish Data Protection Agency  
Borgergade 28, 5th floor  
DK-1300 Copenhagen K  
[dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)  
[datatilsynet.dk](http://datatilsynet.dk)

For more information, see complaints guidelines at [rejsekort.dk](http://rejsekort.dk).

Queries and disputes in connection with interpreting card terms and conditions are subject to the ordinary tenets of Danish law.