



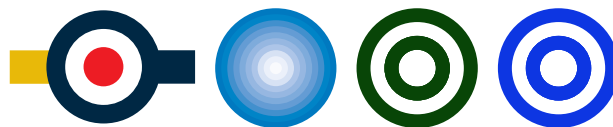
Terms and conditions for Rejsebillet

Valid from March 7th, 2025

Version 3



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1 Terms for Rejsebillet

Rejsebillet is a mobile application (hereinafter referred to as the "app" or "the app") developed by Rejsekort & Rejseplan A/S for Android and iOS smartphones (hereinafter referred to as "mobile devices"). Rejsebillet is provided and owned by Rejsekort & Rejseplan A/S, Automatikvej 1, 1st floor, 2860 Søborg, CVR 27332072. By making a purchase in Rejsebillet, you accept these terms. We therefore recommend that you read the terms carefully before making a purchase.

2 General Information about Rejsebillet

In Rejsebillet, you can purchase ticket in the form of single tickets, commuter products, special tickets, and certain additional services for public transport in Denmark. Your purchased tickets/commuter products are displayed in the app, and you can also view your previous purchases and provided personal data. Additionally, the app offers various services, such as traffic information and favorite locations, and you can use the mobile device's GPS to more easily find your location when purchasing ticket.

It is possible to use Rejsebillet by simply registering a mobile phone number for purchasing single tickets.

When purchasing commuter products, which are personal products, in Rejsebillet, you must provide additional personal information, including name, email address, and date of birth. You can read more about Rejsekort & Rejseplan A/S' processing of personal data in the Privacy Policy, which can be found at www.rejsekort.dk

3 Travel Regulations

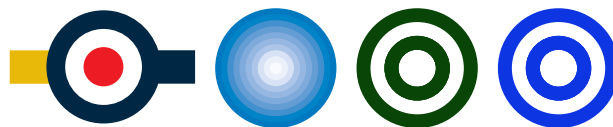
In addition to these terms, travel is also subject to the Joint National Travel Regulations, which provide information on through tickets, travel time guarantees, travel guarantees, compensation for delays, substitute transportation, liability, refunds, etc. [Read more about the Joint National Travel Regulations here.](#)

4 Tickets and Validity

In **Rejsebillet**, you can purchase tickets for public transport in the form of single tickets, commuter products, special tickets, and certain additional services. The types of tickets and additional services available in the app depend on your geographical location and the specific travel needs you indicate when using the app.

In Rejsebillet, it is possible to purchase certain additional services, such as extra zones, a metro surcharge, a Metro bicycle ticket, and DSB 1' supplement. The available ticket types and additional services may change over time, for example, due to fare adjustments or changes in the product offerings of the country's transport operators.

Before purchasing tickets in Rejsebillet, you will be informed about the validity of the selected ticket. You will be able to see which modes of transport you can use and which geographical area the ticket covers. Since



these parameters depend on the specific ticket you purchase and where in the country the ticket is bought, it is important to be aware of this when purchasing tickets.

4.1 Single Tickets

A single ticket grants valid transport from the specified departure location to the specified destination. The ticket is valid for one journey on the selected route on the date stated on the ticket and allows free transfers within the departure and arrival zones.

For certain journeys, it is possible to add DSB 1' Regional (RE) or DSB 1' InterCity (IC) when purchasing a single ticket.

If **DSB 1' IC** is selected when purchasing a single ticket, the ticket will indicate DSB 1' IC, even if DSB 1' is not necessarily available for the entire journey. DSB 1' IC grants access to DSB 1' in InterCity (IC), Lyntog, Lyn+, and regional trains.

If **DSB 1' RE** is selected when purchasing a single ticket, the ticket will indicate DSB 1' RE, even if DSB 1' is not necessarily available for the entire journey. DSB 1' RE grants access to DSB 1' in regional trains, but not in DSB 1' IC, Lyntog, or Lyn+.

DSB 1' IC and DSB 1' RE are fixed-price supplements to the standard ticket price and are therefore not dependent on travel distance or customer type. For further information on DSB 1' IC and DSB 1' RE, including additional services associated with them (such as access to certain beverages at 7-Eleven before and after the journey, as well as access to the DSB 1' Lounge in Copenhagen, Aarhus, and Odense), please refer to DSB.

Single tickets for local travel in **Jutland** and **Funen** for journeys by bus, light rail, and local trains (where InterCity trains, InterCityLyntog, and/or regional trains are not part of the journey) are issued as zone tickets. These tickets follow the same fare and validity rules as zone tickets. See further details below under section 3.2.

For single tickets for local journeys in **Jutland** and **Funen**, where InterCity trains, InterCityLyntog, and/or regional trains are included in the journey, as well as for journeys crossing **Storebælt (the Great Belt)**, the validity period follows DSB's ticket day, which runs from 04:00 am to 03:59 am the next day. For tickets for departures between 00:00 and 03:59 am, the ticket date will reflect the calendar date. Please note that the journey must begin before 03:59 am.

A single ticket for travel on **Zealand, Lolland, Falster, and Møn** covering **8 zones or fewer** is issued as a **zone ticket**. These tickets are subject to the rules for **zone tickets**. See further details below.

For single tickets covering **9 zones or more** on **Zealand, Lolland, Falster, and Møn**, the validity period follows DSB's ticket day, which runs from 04:00 am to 03:59 am the next day. For tickets for departures between 00:00 and 03:59 am, the ticket date will reflect the calendar date. Please note that the journey must begin before 03:59 am.



Refunds

Single tickets can be refunded until the day before departure.

4.2 Zone Tickets

A zone ticket provides valid transport within the selected zones during the validity period. The ticket is time-limited, and the validity period depends on the number of zones purchased and the region in which they are bought. There are regional differences in how long a zone ticket is valid. The ticket must always be purchased based on the zone where you physically begin your journey (starting zone). The date and starting zone are displayed before purchase and can always be found on the ticket itself.

For certain journeys, it is possible to add DSB 1' Regional (RE) when purchasing a zone ticket.

If **DSB 1' RE** is selected when purchasing a zone ticket, the ticket will indicate DSB 1' RE, even if DSB 1' is not necessarily available for the entire journey. DSB 1' RE grants access to DSB 1' in regional trains, but not in DSB 1' IC, Lyntog, or Lyn+.

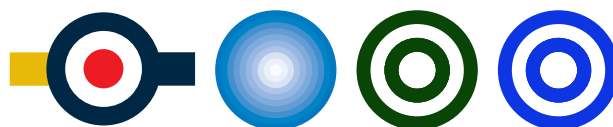
DSB 1' RE is a fixed-price supplement to the standard ticket price and is therefore not dependent on travel distance or customer type. For further information on DSB 1' RE, including additional services associated with it (such as access to certain beverages at 7-Eleven before and after the journey, as well as access to the DSB 1' Lounge in Copenhagen, Aarhus, and Odense), please refer to DSB.

You pay for the number of zones traveled through, including the zone where your journey starts.

Zone tickets in different regions

- **Mid Jutland (Midttrafik area), South Jutland (Sydtrafik area), and Funen (Fynbus area):**
Zone tickets are only valid for travel by bus, light rail, and local trains. They are not valid for train travel with DSB or GoCollective.
- **Zealand, Lolland, Falster, and Møn (DOT area):**
Zone tickets (covering **2-8 zones**) allow unlimited travel by train, bus, local trains, and Metro within the validity period and the selected zones.
- **North Jutland (NT area):**
Zone tickets (covering 2-24 zones) are valid for trains, buses, and local trains.
- It is also possible to buy zone tickets that are only valid for travel by bus and the local railways Vemb-Lemvig-Thyborøn and Esbjerg-Varde-Nørre Nebel.

The following table shows the time-based validity of tickets in minutes (min) by region:



North Jutland (Nordjyllands Trafikselskab's area)	Mid Jutland (Midttrafik's area)	South Jutland (Sydtrafik's area)	Funen (Fynbus's area)	Bornholm (BAT's area)	Zealand, Lolland, Falster, Møn (DOT's area)
2 zoner: 60 min	2 zoner: 60 min	2 Zoner: 60 min	2 Zoner: 60 min	1 Zoner: 30 min	2 zoner: 75 min
3 zoner: 60 min	3 zoner: 60 min	3 Zoner: 75 min	3 Zoner: 75 min	2 Zoner: 45 min	3 zoner: 90 min
4 zoner: 75 min	4 zoner: 75 min	4 Zoner: 90 min	4 Zoner: 90 min	3 Zoner: 60 min	4 zoner: 105 min
5 zoner: 105 min	5 zoner: 105 min	5 Zoner: 105 min	5 Zoner: 105 min	4 Zoner: 75 min	5 zoner: 120 min
6 zoner: 115 min	6 zoner: 115 min	6 Zoner: 115 min	6 Zoner: 120 min	5 Zoner: 90 min	6 zoner: 135 min
7 zoner: 125 min	7 zoner: 125 min	7 Zoner: 125 min	7 Zoner: 135 min		7 zoner: 150 min
8 zoner: 135 min	8 zoner: 135 min	8 Zoner: 135 min	8 Zoner: 150 min		8 zoner: 165 min
9 zoner: 145 min	9 zoner: 145 min	9 Zoner: 145 min	9 Zoner: 165 min		
10 zoner: 155 min	10 zoner: 155 min	10 Zoner: 155 min	10 Zoner: 180 min		
11 zoner: 165 min	11 zoner: 165 min	11 Zoner: 165 min	11 Zoner: 195 min		
12 zoner: 175 min	12 zoner: 175 min	12 Zoner: 175 min	12 Zoner: 210 min		
13 zoner: 185 min	13 zoner: 185 min	13 Zoner: 185 min	13 Zoner: 225 min		
14 zoner: 195 min	14 zoner: 195 min	14 Zoner: 195 min	14 Zoner: 240 min		
15 zoner: 205 min	15 zoner: 205 min	15 Zoner: 205 min			
16 zoner: 205 min	16 zoner: 205 min	16 Zoner: 215 min			
17 zoner: 215 min	17 zoner: 215 min	17 Zoner: 225 min			
18 zoner: 225 min	18 zoner: 225 min	18 Zoner: 235 min			
19 zoner: 235 min	19 zoner: 235 min	19 Zoner: 245 min			
20 zoner: 245 min	20 zoner: 245 min	20 Zoner: 255 min			
21 zoner: 255 min	21 zoner: 255 min	21 Zoner: 265 min			
22 zoner: 265 min	22 zoner: 265 min	22 Zoner: 275 min			
23 zoner: 275 min	23 zoner: 275 min	23 Zoner: 285 min			
24 zoner: 285 min	24 zoner: 285 min	24 Zoner: 295 min			
	25 zoner: 295 min	25 Zoner: 300 min			
	26 zoner: 305 min	26 Zoner: 300 min			

Refunds

Zone tickets can be refunded until the day before departure.

4.3 Commuter Card

In Rejsebillet, you can purchase a Commuter Card.

A Commuter Card is a personal product that can only be used for travel within a specified period and within a predefined geographical area. You can choose the validity period and the geographical area for the Commuter Card. However, for local Commuter Cards, the geographical area is predefined.



A Commuter Card is personal and may only be used by the registered customer. The Commuter Card provides ticket only within the selected area and validity period.

Certain services, such as access to DSB 1' and the Copenhagen Metro, require a supplement to the Commuter Card, which you can read more about below.

When using a Commuter Card, you must be able to present identification with your full name to ticket inspectors (e.g., health card, student card, driver's license, or passport).

It is possible to enter into an agreement for automatic renewal of the Commuter Card, see section 5. A Commuter Card is valid from 00:00 on the first validity day and expires at 03:59:59 am the day after the expiry date.

The price of a Commuter Card is set by each fare authority (transport operator) and is determined by factors such as the duration of the validity period, customer type, and geographical coverage (route/zones). For further information about prices, including add-ons for metro use, Rejsekort & Rejseplan A/S refers customers to the respective transport operators' websites.

A Commuter Card can be issued for the following customer types:

- Adult (+18 years old)
- Child (up to and including 15 years old)
- Pensioner (+67 years old or disability pensioner)

When purchasing a Commuter Card, it is possible to add DSB 1' Regional (RE) or DSB 1' InterCity (IC).

If **DSB 1' IC** is selected when purchasing a Commuter Card, the card will indicate DSB 1' IC. This grants access to DSB 1' in IC trains, Lyntog, Lyn+, and regional trains within the validity of the Commuter Card.

If **DSB 1' RE** is selected when purchasing a Commuter Card, the card will indicate DSB 1' RE. This grants access to DSB 1' in regional trains, but not in IC trains, Lyntog, or Lyn+.

DSB 1' IC and DSB 1' RE are fixed-price supplements to the standard Commuter Card price and are therefore not dependent on travel distance or customer type.

For further information on DSB 1' IC and DSB 1' RE, including additional services associated with them (such as access to certain beverages at 7-Eleven before and after the journey, as well as access to the DSB 1' Lounge in Copenhagen, Aarhus, and Odense), please refer to DSB.

Refunds

A Commuter Card can be fully refunded up until the first validity day begins. Within the validity period, a Commuter Card can be partially refunded, where the remaining validity period is refunded minus an amount corresponding to 8 days of validity. After the validity period has ended, no refund is possible. Refunds of Commuter Cards cannot be reversed.



4.4 Commuter20

Commuter20 is a personal product that is only sold for use in the DOT area (Zealand, Lolland, Falster, and Møn) via Rejsebillet.

Commuter20 provides access to 20 travel days within a 60-day validity period. On an activated travel day, you can travel freely within the specific zones covered by your Commuter20 card. A travel day must be activated before boarding and remains valid until 03:59 am the following day. You activate a travel day in the app.

When using Commuter20, you must be able to present valid identification with your full name to ticket inspectors (health card, student ID, driver's license, or passport).

When purchasing Commuter20, it is possible to add DSB 1' Regional (RE).

If **DSB 1' RE** is selected, the Commuter20 card will indicate DSB 1' RE. This grants access to DSB 1' in regional trains, but not in IC trains, Lyntog, or Lyn+.

DSB 1' RE is a fixed-price supplement to the standard Commuter20 price and is therefore not dependent on travel distance or customer type. For more details on DSB 1' RE, including associated services (e.g., access to certain beverages at 7-Eleven before and after travel, as well as access to the DSB 1' Lounge in Copenhagen, Aarhus, and Odense), please refer to DSB.

Refunds

Commuter20 can be fully refunded until the validity period begins. Within the validity period, a refund can be issued for the remaining period, with a deduction of 5 travel days. If 10 travel days remain, the value of 5 travel days can be refunded.

Refunds can only be processed within the 60-day validity period. After the period ends, no refunds are possible. Refunds for Commuter20 cannot be reversed.

4.5 Special Tickets

You can purchase Special Tickets in Rejsebillet.

Special Tickets are issued by transport operators for specific needs. In addition to providing access to public transport, these tickets may also serve as admission to specific events, such as concerts, festivals, attractions, or similar occasions.

The availability of Special Tickets in Rejsebillet may change over time, and a specific Special Ticket will typically be available only for a limited period or until sold out.



A Special Ticket differs from other ticket types, as its validity is determined at the time of creation. It may cover multiple passengers, grant access to specific types of public transport, or function as an event or attraction ticket.

The validity of a Special Ticket is displayed in Rejsebillet at the time of purchase and on the ticket itself.

Refunds

Refund rules for Special Tickets, including eligibility for refunds, are stated on each Special Ticket. Active Special Tickets cannot be refunded.

4.6 Additional Services:

4.6.1 Metro Supplement for Commuter Card and Commuter20

To use the Metro, you must purchase a Metro supplement. The price remains the same regardless of the number of zones covered by your Commuter product. If you opt to pay for the supplement, your Commuter product is also valid for Metro travel.

If you decline the Metro supplement but later need to use the Metro, you can purchase a one-zone add-on ticket for your Commuter product.

Refunds

The Metro supplement is non-refundable and follows the refund rules of Commuter Card and Commuter20.

4.6.2 One-Zone Add-On Ticket or Metro Supplement

You can purchase a one-zone add-on ticket or Metro supplement, which extends the validity of a Commuter card or Commuter20 by one additional zone. The ticket allows access to the Metro for Commuter card covering zones 1-4, where the Metro supplement was not selected.

The ticket must be purchased before the Pendler product expires and before entering the extra zone or Metro. The ticket is valid for 1 hour and 15 minutes for unlimited travel by bus, train, or Metro.

This add-on is only valid in the DOT area (Zealand, Lolland, Falster, and Møn).

Refunds

One-zone add-on tickets cannot be refunded.

4.6.3 Metro Bicycle Ticket

A bicycle ticket for the metro grants access to bring a bicycle on the metro – however, not on weekdays between 07:00 and 09:00 am, as well as between 15:30 and 17:30 pm.

The bicycle ticket does not provide ticket for you but only allows you to bring a bicycle.



It can be purchased separately via the "Bicycle" button in the ticket menu or together with your own passenger ticket.

The ticket is valid for 1 hour and 30 minutes in the Metro only. For more information on bringing bicycles on the Metro, including restricted hours, refer to the DOT website: [Read more about how to travel with bicycles and scooters here](#)

4.6.4 DSB 1' Add-On Ticket

For journeys including DSB IC, Lyntog, Lyn+, or regional trains, you can purchase a DSB 1' RE or IC add-on ticket in Rejsebillet.

This ticket does not provide valid transport. You must already have a valid ticket (single, zone, or commuter product).

If **DSB 1' IC** is selected, the ticket will indicate DSB 1' IC, granting access to DSB 1' in IC, Lyntog, Lyn+, and regional trains.

If **DSB 1' RE** is selected, the ticket will indicate DSB 1' RE, granting access to DSB 1' in regional trains but not in IC, Lyntog, or Lyn+.

DSB 1' add-on tickets are fixed-price supplements, not dependent on travel distance or customer type. For more details, including associated services (e.g., access to beverages at 7-Eleven or DSB 1' Lounge access in Copenhagen, Aarhus, and Odense), please refer to DSB.

Refunds

A DSB 1' add-on ticket can be refunded until the day before departure.

4.7 General Ticket and Commuter Product Validity in Rejsebillet

Tickets are only valid when received on the mobile device, are activated, and can be presented upon request. This must be possible before start of journey.

A Commuter20 travel day is valid only when activated in the app before travel.

If you lose/forget your mobile device, run out of battery, or cannot present your ticket (e.g., due to a cracked screen), you must purchase another valid ticket before traveling. Failure to do so may result in a penalty fare.

Last boarding must occur before the ticket expires. Upon ticket expiry, you may complete your journey within valid zones but cannot transfer to another bus, train, light rail, or Metro. In the Metro, you must exit within 30 minutes after the ticket's expiration.



Copying, counterfeiting, or altering tickets purchased via Rejsebillet, as well as transferring them to another person, is a criminal offense. It is also a criminal offense to travel using counterfeit or copied tickets. Misuse may be reported to the police. Read more about the possible additional consequences of misuse of Rejsebillet in the section "Misuse" further down in this document.

Commuter cards and activated travel days on Commuter20 are valid for an unlimited number of journeys by bus and train within the validity period and the selected zones. If you have purchased an add-on for metro travel for your Commuter card/Commuter20, it is also possible to travel by metro.

Tickets valid for a single day and Commuter card valid for a period of 30-180 days are valid until 03:59:59 am on the day after the expiration date. Zone tickets are valid for the time and period specified on the ticket. An activated travel day on Commuter20 is valid until 03:59:59 am on the day after activation.

When purchasing a bicycle ticket for the metro, please note that there are certain times when bringing a bicycle is not allowed.

5 Automatic Renewal Agreement for Commuter Products

It is possible to enter into an agreement for the automatic renewal of commuter products, known as a renewal agreement. This requires you to link a payment card, Apple Pay (iOS only), or a MobilePay account to the agreement (via a payment agreement).

Please note that MobilePay can only be used for purchasing a 30-day validity period. Additionally, you must be at least 18 years old to enter into a renewal agreement for commuter products.

You will receive automatic notifications about your next renewal several times before it takes effect.

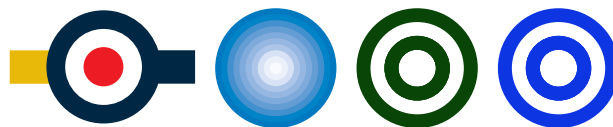
If you wish to terminate the agreement, please refer to section "Termination of the renewal agreement" below.

Rejsekort & Rejseplan A/S administers the renewal agreement, which includes:

- Processing the creation and termination of the agreement
- Receiving payments
- Providing ongoing customer service

Rejsekort Customer Service Center may handle administration and customer service on behalf of Rejsekort & Rejseplan A/S, including processing the creation and termination of renewal agreements and providing ongoing customer support.

Once your renewal agreement is approved, and your payment agreement via MobilePay, Apple Pay, or a payment card is registered, your Commuter card will be automatically renewed when your current Commuter card expires.



If the payment for automatic renewal cannot be completed due to an invalid payment card or because a MobilePay account is not linked to the renewal agreement, your Commuter card will not be renewed, and the renewal agreement will be canceled immediately after the first failed payment attempt.

You cannot manually change the linked payment card, Apple Pay, or MobilePay account. If you wish to change your payment method, you must create a new payment agreement.

You are required to notify any changes to the registered payment card (including the payment card linked to Apple Pay) or MobilePay account. You cannot change your registered payment card or MobilePay account within your existing renewal agreement. Therefore, you must cancel the renewal and create a new agreement.

If you wish to change zones, routes, or the number of validity days, you must cancel your current renewal agreement and create a new one when ordering a new Commuter card.

Termination of the renewal agreement

You can terminate your renewal agreement at any time without notice under the 'Profile' menu. Upon termination, it may take up to 24 hours for the cancellation to take effect. An active commuter pass will not be refunded when you cancel a renewal agreement.

When linking MobilePay to the renewal agreement, please be aware that if you wish to cancel the renewal agreement, you must do so at least **3 days before** the Commuter card is automatically renewed. This is because MobilePay processes the payment **up to 2 days before** the renewal date.

If you cancel **later than 3 days** before the next renewal date and the payment has already been deducted from your MobilePay account, your Commuter card will be renewed for another period.

Breach of the renewal agreement

Rejsekort & Rejseplan A/S is entitled to immediately terminate a renewal agreement in the event of a breach due to failed payment through the renewal agreement or if the linked payment card or MobilePay account is no longer active, for example, if it has been blocked or expired. In case of failed payment, Rejsekort & Rejseplan A/S reserves the right not to issue the Commuter card. You can always manually purchase a commuter pass and re-enroll in automatic renewal.

Notification of termination of the renewal agreement will be sent via notification in the Rejsebillet app and to the registered email address.

6 Ticket and Commuter Product Delivery and Transfer

Tickets and commuter products purchased via Rejsebillet are delivered to and stored on the mobile device where the app is installed and linked to the phone number you register with. Therefore, you must confirm your phone number via an SMS code.

If you uninstall and reinstall Rejsebillet on your mobile device or change your phone number, you can transfer your valid tickets, receipts, and customer information to your device/new phone number yourself,



provided you have registered your email. You will need to use your email to restore your user profile. The email must be unique, meaning that multiple users of the app cannot be registered with the same email. If you have not provided your email, you can contact Rejsekort Customer Service for assistance with the transfer.

Please note that there is a limit to how many times you can transfer tickets and commuter products within the validity period. Tickets can be transferred once, and commuter products can be transferred up to five times during their validity period.

Additionally, your Rejsebillet profile can only be used on one mobile device at a time.

It is not possible to print tickets and commuter products purchased in Rejsebillet.

7 Ticket Inspection

Tickets must be presented to the inspection staff upon request. The inspection staff must be able to verify the ticket's validity by scanning the ticket or making a verification call to the phone number used to purchase the ticket. It is therefore your responsibility to ensure that your mobile device is in a condition that allows this. Please note that a cracked screen may prevent the ticket from being scanned. For more information on the rules for ticket inspection, please refer to the Joint National Travel Regulations.

8 Communication in Rejsebillet

In Rejsebillet, you can provide feedback on your experience with the app. You can also choose to receive relevant service information via the app's message center.

If you have given consent to receive marketing notifications, you will also be able to receive this type of notification in Rejsebillet. See section 9 for information about marketing consent.

9 Consent for Marketing

In Rejsebillet, you can consent to receiving marketing from Danish Public Transport Operators. You can choose whether to receive marketing via notifications, email, or both. You can easily withdraw your marketing consent by accessing your profile in the app.

If you choose to withdraw your consent to email marketing from the Public Transport Operator or Operators for which the consent applies, it may take up to 30 days before the withdrawal takes effect and is registered in Rejsebillet.

Individuals under 18 cannot give consent to marketing.



10 Payment Methods

Payments can be made via MobilePay, Apple Pay (iOS only), or the following credit/debit cards: Dankort, Visa, Visa Electron, MasterCard, and Maestro. The payment will be deducted from your account when the ticket is delivered to your smartphone.

11 Receipts

By default, you have access to view your purchase receipts directly in Rejsebillet under the menu item 'Profile'/'More' and the sub-menu 'Previous purchases'.

You also have the option to send your receipts to yourself via email, if you have registered your email in Rejsebillet.

Please note that receipts from Rejsebillet cannot be used as valid tickets.

12 Changes

During the validity period of your tickets, it is not possible to change the zones or validity period of the tickets you have purchased. An activated travel day on Commuter20 cannot be undone or modified.

Your Commuter card number on the Commuter card will change if you select a new zone combination. In rare cases, adjustments may be made to the zone composition for a specific relation between a departure zone and a destination zone. This means that even if you have not made any changes when renewing your Commuter card, your Commuter card number may still change.

13 Refunds

You can refund your Commuter card and Commuter20 from the app via the menu option 'Previous purchases' by selecting the specific purchase. This is only possible if the payment card used for the purchase is still active. If the payment was made via MobilePay, the refund will be transferred to the account linked to your MobilePay. For general rules on refunds for commuter products, please refer to the relevant sections 4.3 in these terms, which describe the rules for the different ticket types.

If a refund cannot be processed to the payment card or the MobilePay account used to purchase the Commuter card, you must contact Rejsekort Customer Service to arrange a refund to an alternative specified account in a Danish bank. If you do not have an account in a Danish bank, a refund can be made to a foreign account (contact Rejsekort Customer Service for further information).

Generally, tickets cannot be exchanged or modified. For rules on refunds for single tickets, please refer to the relevant sections 4.1 in these terms, which describe the rules for different ticket types.



In special situations, tickets may be refunded in cases other than those described above in this section. This could apply, for example, if a technical failure or operational disruption at the transport company made it impossible to use the ticket and no alternative transport was available.

If you need assistance regarding ticket refunds or unused or remaining validity periods on commuter products, you can contact Rejsekort Customer Service. Inquiries should be directed to Rejsekort Customer Service by phone at 70 11 33 33 or via the contact form. [Find the contact form here \(Danish only\)](#)

14 Reservations

Rejsekort & Rejseplan A/S reserves the right for typographical errors and for discontinued support of older operating systems by Apple and Google.

15 Misuse

In cases of misuse of Rejsebillet, Rejsekort & Rejseplan A/S reserves the right to:

- Temporarily or permanently block users from future use of the app for ticket purchases, and
- Cancel purchased tickets and commuter products.

Blocking users from future use of the app may be temporary (for 1, 3, or 6 months) or permanent. The decision to cancel purchased tickets and commuter products and whether to block a user temporarily or permanently is made based on a specific assessment of the identified misuse. When evaluating whether tickets and commuter products should be canceled and determining the duration of a user's block, factors such as the extent of the misuse and whether the user has previously had their access to Rejsebillet restricted will be considered.

In certain cases, purchased tickets and commuter products may be canceled without a subsequent refund of their value or remaining balance.

16 Amendments to These Terms

Rejsekort & Rejseplan A/S may change these terms, including prices, fees, and services, in the following situations. The terms and conditions in effect at any given time can be found at:

<https://www.rejsekort.dk/rejsebillet/vilkaar-for-rejsebillet>

- Due to changes in legislation or practice.
- Due to increased costs for our services, including administration, distribution, and personnel expenses.
- Due to significant changes in the services provided by **Rejsekort & Rejseplan A/S**, including how **Rejsebillet** is used.
- Due to price adjustments of products, which are made at least once a year.
- To accommodate inflation.



If the changes are to your disadvantage, you will be notified at least two months before they take effect. In this case, you will be informed about the changes and the content of the new terms via email, notification in Rejsebillet, letter, or Digital Post.

If you do not wish to be subject to the new terms, you will have two months from the notification date to close your Rejsebillet user profile, cancel your commuter product, and terminate any automatic renewal agreement for commuter products. If we do not hear from you, we will consider it as your acceptance of the changes.

These can be found here: <https://www.rejsekort.dk/rejsebillet/vilkaar-for-rejsebillet>

Changes that are not to your disadvantage may be implemented without notice by being published in the app or on: www.rejsekort.dk/rejsebillet

Changes that are purely beneficial, such as general price reductions, may be implemented without notice or public announcement.

17 Complaints

Complaints related to Rejsebillet should first be directed to Rejsekort Customer Service. However, please note that complaints regarding penalty fares must be submitted to the transport company that issued the penalty fare.

If you disagree with Rejsekort Customer Service's decision on a case, you may file a complaint with one of the institutions listed below. The appropriate complaint authority depends on the nature of the complaint.

The Appeals Board for Bus, Train, and Metro

Complaints regarding penalty fare charges, Rejsebillet functionality, activation, registration in the customer database, etc. can be submitted to the Appeals Board for Bus, Train, and Metro via a complaint form available at www.abtm.dk.

Ankenævnet for Bus, Tog og 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.

EU Commission's Online Complaint Portal

The EU Commission's online complaint portal can also be used to submit a complaint. This is particularly relevant if the complainant is a consumer residing in another EU country. Complaints can be submitted here.



When filing a complaint, the complainant must provide the email address administration@rejsekort.dk in the complaint portal.

The Consumer Ombudsman

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

Additionally, the Consumer Ombudsman can process complaints regarding, for example, non-compliance with information requirements, third-party misuse of cards, fair business practices, etc., in accordance with the Payment Services Act.

Forbrugerombudsmanden

Carl Jacobsens vej 35

2500 Valby

forbrugerombudsmanden@kfst.dk

www.forbrugerombudsmanden.dk

The Danish Data Protection Agency

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

Danish Data Protection Agency

Carl Jacobsens Vej 35

2500 Valby

Email: dt@datatilsynet.dk

Website: www.datatilsynet.dk

For more information, please refer to the complaint guide at www.rejsekort.dk.

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