

Joint National Travel Regulations

Valid from 1 January until 31 December 2020

18 December 2019

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Significant changes have been made since the last version of the Joint National Travel Regulations (1 June 2019)

- Specification of transfer of customer profile on the app
- Text changed, since it is now possible to check in several customers on a rejsekort with a Season Pass product.

1. General information

The travel regulations are published by DSB, Arriva Tog and Metroselskabet I/S, and Trafikselskabet Movia, BAT, FynBus, Sydtrafik, Midttrafik and Nordjyllands Trafikselskab in accordance with the 'Danish Railway Act' and 'Danish Transport Companies Act'.

1.1. Scope

The joint travel regulations apply to travel with the aforementioned companies in Denmark. This means travel by bus, harbour bus, metro, local train and light rail, and travel by Arriva Tog, DSB and Nordjyske Jernbaner (hereinafter referred to as bus, train and metro).

The travel regulations also apply to travel using the means of transport provided by the companies as replacement transport, as well as to duplication of transport. By duplication of transport is meant extra transport to increase capacity.

Zealand: By local train is meant trains operated by Lokaltog A/S. Lokaltog A/S is divided into: Lokaltog Region Hovedstaden, which operates Frederiksværkbanen, Nærumbanen, Gribskovbanen, Hornbækbanen and Lille Nord; and Lokaltog Region Sjælland, which operates Lollandsbanen, Østbanen, Tølløsebanen and Odsherredsbanen.

Jutland: By local train is meant Vestbanen A/S, which operates Vestbanen, Midtjyske Jernbaner A/S, which operates Lemvigbanen, and Aarhus Letbane I/S, which operates the light rail service in Aarhus.

For travel by train between Denmark and other countries, the 'General Conditions of Carriage' and the terms of the operating companies apply.

For journeys by train exclusively outside of Denmark, the terms and the rights of the operating company apply. The operating companies are shown on the travel document and reference is made to each company's website for their terms and conditions.

The travel document is the customer's proof of the right to be transported. The travel regulations, together with a valid travel document, form the agreement between the customer and the chosen company. However, certain types of travel document may be subject to special rules, which also form part of the agreement. This will be stated in connection with purchase.

In addition, travel by bus, train and metro is subject to the legislation in force at any time, including EU regulations on passenger rights, cf. section 20.

1.2. Services

The companies offer transport by bus, train and metro and, in connection with this, provide timetables and inform about departures and changes in these by continuous updating and information at www.rejseplanen.dk, at stations and bus terminals, on their own websites and via other appropriate media.

The companies can change departures, routes and stopping points on an ongoing basis.

It is the customer's responsibility to stay informed of changes to the timetable. The companies endeavour to observe the advertised arrival and departure times and to provide information about events that may interrupt or delay the journey.

The customer is solely responsible for the choice of departure, and when organising the journey, must allow a reasonable amount of time to arrive at the destination or connection point. Delays can mean missing connections to other means of transport. In the case of delay or cancellation, the customer is subject to the rules set out in section 14.

2. Travel document

Travel document means the ticket or card with which the journey is made, including rejsekort, and tickets and cards issued on mobile phones.

2.1. Rules and prices

For travel on Zealand, see prices, product descriptions for tickets and cards at www.dinoffentligetransport.dk and www.dsb.dk.

For travel by train west of the Great Belt, within public transport company areas and between different parts of the country, see prices and product descriptions for DSB's and Arriva Tog's tickets and cards at www.dsb.dk and www.arriva.dk. For travel by train locally within Nordjyllands Trafikselskab, see prices and product descriptions for Nordjyllands Trafikselskab's tickets and cards at www.NordjyllandsTrafikselskab.dk.

For travel by bus west of the Great Belt with FynBus, Sydtrafik, Midttrafik or Nordjyllands Trafikselskab buses, see prices and product descriptions for FynBus', Sydtrafik's, Midttrafik's and Nordjyllands Trafikselskab's tickets and cards at www.fynbus.dk, www.sydtrafik.dk, www.midttrafik.dk and www.NordjyllandsTrafikselskab.dk.

For travel by bus on Bornholm, see prices and product descriptions for BAT's tickets and cards at www.bat.dk.

For travel with DSB over the Great Belt, see prices and product descriptions for DSB tickets and cards at www.bat.dk.

For travel to and from Sweden within the Øresund tariff area, see prices and regulations for tickets and cards for the Øresund tariff area at www.dsb.dk.

There may be individual products where the regulations differ from the above. Please refer to the individual companies' websites as above.

For links to websites please refer to section 21.

An overview of tariff areas and tariff zones can be found on the companies' websites (see section 21).

Rejsekort can be used in most of the country. Prices and discounts vary depending on where the journey is made.

At www.rejseplanen.dk it is possible to calculate the price for most trips. For more information on prices and products, please refer to the respective company's websites (see section 21).

2.2. Customer categories

It is the customer's responsibility to have a valid travel document issued for the correct customer category.

For public transport there are the following common main customer categories:

- Free child accompanied by an adult (maximum of two children up to and including 11 years old) or with a paying child (one child up to 11 years old)
- Paying child (from 12 to 15 years old or unaccompanied under 12 years old)
- Young Person (persons from 16 up to and including 25 years old, persons with a Young Person Card and persons who are enrolled on a students' grants and loan scheme (SU)-eligible education programme and can present a student card)
- Adult (from 16 years old)
- Pensioner (from 65 years old, and early retirement pensioner under 65 years old)
- Disabled (can present a Ledsagerkort Danmark (Escort Card Denmark) card, Danish Association of the Blind membership card or Refsnæs Vision Centre card.
- Dog (large dog (at child price) or dog in bag (free of charge))
- Bicycle

When the customer travels on age-related or status-related travel documents, the customer must, on request, be able to present documentation as proof that they meet the conditions to be able travel on the relevant travel documents.

In addition, there are also a number of customer categories that are specific to the individual companies. Please refer to the respective companies' websites (see section 21).

Permanent or temporary settings of customer categories on a rejsekort:

When the customer buys a rejsekort, the customer also decides which customer category and service level the rejsekort will apply to. Depending on the customer category, the customer can subsequently make temporary or permanent changes to the settings on the card.

A Rejsekort Personal can be changed to the following customer categories:

Adult, child, young person, disabled or pensioner

A Rejsekort Flex can be changed to the following customer categories:

Adult, child, dog or bicycle

If the customer wishes to travel on DSB 1', the customer must set their rejsekort at first class. Either temporarily for the next journey, which the customer can set in a rejsekort vending machine, or permanently at selected points of sale or via self-service at www.rejsekort.dk. See more about fares for travel on DSB 1' at www.dsb.dk

2.3. Purchase of travel documents

To be able to travel by train, bus and metro, the customer must be in possession of a valid travel document.

To be able to travel by bus, a single ticket can be purchased with cash on boarding the bus. Certain bus lines may be exempt from this; see further information at www.dinoffentligetransport.dk.

The driver is only obliged to accept cash up to the nearest hundred kroner.

Tickets may only be purchased before boarding when travelling by DSB, Arriva and Nordjyske Jernbaner trains, by metro, by Nærumbanen, by Lokaltog Region Sjælland, by Vestbanen and by the Letbane light rail service in Aarhus.

Tickets can be purchased after boarding in Lokaltog Region Hovedstaden (except for Nærumbanen).

On the Lemvigbanen railway line and city buses in Aarhus there is self-ticketing. There is a ticket machine in the train and bus. The ticket machine only takes coins, and the ticket must be purchased immediately upon boarding, before the customer sits down.

Tickets can be purchased from vending machines at the stations of DSB, Arriva Tog, Nordjyske Jernbaner, the Letbane light rail service in Aarhus, and Metroselskabet. In addition, tickets can be purchased from vending machines at the larger stations of Lokaltog Region Sjælland and of Vestbanen. Not all tickets and cards can be purchased from all vending machines. Vending machines take coins and/or debit cards.

Travel documents can also be purchased from the companies' operated retail outlets during opening hours and via the companies' websites (see section 21).

Most companies also offer travel documents via mobile devices (e.g. mobile phone, smartphone and tablet). This service cannot be accessed from all telecommunications companies, and at certain locations and times not all of them have the necessary coverage.

More information on how and where to purchase a travel document can be found on the companies' websites (see section 21).

2.4. Purchase of travel document

Upon receipt of a travel document, the customer must ensure that the ticket is correct for the required purpose.

The customer must have a valid travel document when boarding and ensure that the rejsekort has been checked in correctly. The customer can extend the journey by purchasing more zones for the ordinary travel document. The purchase must be made while the ordinary travel document is still valid. The rules for purchase and use of a supplementary ticket adhere to the general rules for purchase of travel documents.

The driver does not undertake systematic ticket inspection, but can give guidance at the customer's request.

The travel document does not give access to a specific departure unless this is stated in the travel document, and seating is not guaranteed. There can be special charges on certain buses and trains, for example night supplements. This will be shown on the timetables.

If the travel document is valid for a specific period, which expires during the journey, the travel document will not be valid for further than the printed final destination. However, a zone ticket for travel throughout the area of validity will be valid if the last boarding takes place within the ticket's period of validity. Information on special rules concerning time limits/restricted periods applying to travel

documents can be found on the companies' websites (see section 21). Special rules apply to rejsekort (see [www.rejsekort.dk/terms & conditions](http://www.rejsekort.dk/terms%20&%20conditions)).

For travel by city bus in the City of Aarhus and on using the Letbane light rail service in Aarhus, the customer must alight at the latest by the time stamped on the ticket (see www.midttrafik.dk). For journeys by metro, the customer must alight no later than 30 minutes after the expiry of the ticket's period of validity.

2.4.1. Use of tickets and cards issued on cardboard, paper or via mobile phone

It is the customer's responsibility to ensure that cardboard or paper tickets (e.g. the 'Fårup card') are correctly issued and are valid for the entire journey and the area to be travelled in.

Tickets or cards are valid for the period and on the line and the boarding area of the journey or the number of zones printed on the ticket or card.

Mobile clip cards are valid for the period and on the line and the boarding area of the journey or the number of zones that the number of stamps allows.

Tickets and mobile clip cards must also be valid in the furthest (most expensive) zone that the journey passes through.

Commuter Passes and season tickets are valid for the period that is printed on them. Commuter Passes and season tickets must be valid for all the zones that the journey passes through. The text on a Commuter Pass valid in zones 1-4 in DOT will state whether or not the pass is valid on the metro. Any customer travelling on the metro with a Commuter Pass not valid for the metro does not have a valid travel document.

Tickets or cards that are personalised may not be transferred to another person. The customer must board before the ticket or card expires. However, the ticket or card may be used if it was valid at the time when the means of transport, according to the timetable, was due to depart from the stop or station. If the means of transport is not run according to a timetable, but at intervals, the ticket or card shall be valid from the time the customer boards the bus or train. The customer must leave the means of transport at the next terminus or, on the metro, within 30 minutes of the expiry of the travel document's period of validity.

2.4.2. Use of rejsekort

Rejsekort issued by Rejsekort A/S can be used as a travel document, except on Bornholm. A rejsekort must be checked in* before the start of the journey. For all means of transport where check-in takes place inside the means of transport, the customer must check in immediately after boarding. The rejsekort must also be checked in on every transfer to a bus, train or metro train, and checked out at the end of the journey. It is the customer's responsibility to ensure that the rejsekort is set correctly for the customer(s) travelling on the rejsekort, i.e. correct customer type, number of passengers, etc. For travel on the metro, the rejsekort stands belonging to the metro are used to check in (also when changing from train and bus).

Definition of a journey:

A customer who travels from A to B must check in at A and must check out at B

A customer travelling on a Commuter Pass does not need to check in on a train, metro train or the Letbane light rail service in Aarhus, or to check out of a train, bus, metro train or the Letbane light rail service in Aarhus.

Travel with changes

A customer who travels from A to B with a change along the way (e.g. changing from bus to train, or bus to bus) must check in at A, check in at the change and check out at B.

A customer travelling on a Commuter Pass does not need to check in on a train, metro or the Letbane light rail service in Aarhus, nor check in when changing to a train, metro train or the Letbane light rail service in Aarhus, and does not need to check out of a train, bus, metro train or the Letbane light rail service in Aarhus.

Return journeys:

A customer who travels from A to B, and then from B in the direction of A in the same transport section, must check in at A and must check out at B. The customer must then also check in at B and check out at A.

A customer travelling on a Commuter Pass does not need to check in on a train, metro or Letbane light rail service in Aarhus, nor check out on a train, bus, metro or the Letbane light rail service in Aarhus.

*Validation rules:

Rejsekort type	Check In	Check Out	Check In Extra
Rejsekort Personal	YES	YES	Available
Commuter Pass	YES, for bus Yes, when activating a period <ul style="list-style-type: none"> • on trains • on the metro • on the Letbane light rail service in Aarhus – otherwise not necessary	Optional	No – not available
Rejsekort with a Season Pass product	YES	YES	Available
Rejsekort Flex	YES	YES	Available
Rejsekort Anonymous Including possible upgrade to country-wide	YES	YES	Available

If the customer does not adhere to the aforementioned check-in rules, the customer is deemed to be without a valid ticket, which triggers an inspection fee

Undoing a check-in:

If the customer has checked in and then decides not to travel, the customer can undo this by checking out within 20 minutes at the same stop or the same station. If more than 20 minutes elapse between checking in and out, an amount is deducted from the rejsekort. See the price at www.rejsekort.dk.

Several people and/or accompanying bicycle/dog on journeys:

The customer can check in fellow passengers, bicycles or dogs on his/her rejsekort at a separate Check In Extra stand, or with the bus driver. This does not apply to a Commuter Pass rejsekort.

On city buses in Aarhus, the customer cannot check in fellow passengers, bicycles or dogs on a rejsekort.

On city buses in Aarhus, there is free entry and exit through all doors, and check-in and check-out stands are located at all doors. On the Lemvigbanen, check-in/check-out stands are located at one end of the train. This is marked on the outside of the train. For all means of transport where check-in is performed inside the means of transport, the customer must check in immediately after boarding.

For travel by rejsekort, additional rules in the rejsekort terms and conditions also apply, see www.rejsekort.dk.

2.4.3. Use of mobile products (delivered via SMS or app)

It is the customer's responsibility to ensure that the travel document has been received on the mobile device before boarding. Tickets or cards must be available throughout the journey for inspection by staff, for example by scanning. The screen should be in such a condition that inspection is possible.

The travel document is only valid for the phone number to which it was ordered and may not be forwarded and/or shared. Twice during the mobile product's term of validity, however, a customer profile on the DSB app or DOT app can be transferred to another mobile phone than the one on which the purchase was made, or the mobile product can be restored on a new mobile phone, on confirmation of a verification email. No corrections may be made to the travel document.

With the purchase of mobile products, the terms and conditions for each product are accepted. The applicable terms and conditions are set out in each company's website (see section 21).

2.5. Refunds and exchanges

The customer can only claim a refund or exchange their travel document if this is expressly provided for concerning the individual product.

For a refund or exchange, the customer must present the original travel document. The companies may charge a fee.

If a travel document is lost, it cannot be refunded.

Read more about refunds and exchanges on the companies' websites (see section 21).

For redemption of a rejsekort balance, please, see the Rejsekort terms and conditions at www.rejsekort.dk.

2.6. Inspection of travel documents

Throughout the journey, the customer must cooperate with the ticket inspection. This obligation also applies immediately after the customer has left the bus or train, and until they have left the platform or Metroselskabet's area. If the inspection staff consider this necessary, the police may be involved or called in during the inspection. See also clause 2.7.4 concerning identification.

Some ticket types can be purchased as a Print-Self ticket. In the event of a ticket inspection, a Print-Self paper or screen ticket must be presented together with the relevant ID. The ticket must be presented in its entirety and it must be possible to scan the code on the ticket.

Mobile products must be presented to the inspection staff – either by scrolling or navigating to the correct window, as required, or by the customer handing the phone to the inspection staff. It must be possible to verify the validity of the mobile product by the inspection staff sending a control message or making a verification call to the phone number for which the mobile product was ordered. The screen of the digital device must be in such a condition that inspection is possible.

Only original tickets and cards are accepted as valid travel documents. Copies and images of tickets and cards (Print-Self tickets excepted) are therefore not accepted.

If the customer travels on his/her rejsekort under a customer category to which the customer is not entitled, the customer may be charged an inspection fee. For example, if the customer is travelling under the 'child' customer category on a Rejsekort Anonymous or a Rejsekort Flex, the inspection staff may require proof that the customer is entitled to travel under the 'child' customer category.

Similarly, a customer with a Rejsekort Personal must present a form of ID if the inspection staff so requests, cf. section 2.7.4. If a valid travel document cannot be presented on request, subsequent presentation will not be accepted, see section 2.7.5, however, concerning travelling without a Commuter Pass.

2.6.1. Entry control by invoking carrier liability

If the Danish authorities introduce carrier liability, Arriva Tog and DSB will be required to inspect the ID of all passengers travelling from abroad to Denmark. This means that, in addition to a valid travel document, all passengers travelling from abroad to Denmark will have to present a valid passport or ID card for entry into Denmark, and, if required, a valid entry visa. Passengers without a valid passport or ID card, and any required entry visa, may be refused access to the train.

2.7. Inspection fee

2.7.1. Inspection of travel documents

Customers who do not, when requested, present valid travel documents, including having checked in correctly on rejsekort for their travel, must pay an inspection fee. This also applies if the customer has purchased a travel document via a mobile device that cannot be inspected, for example if it has run out of power or been broken.

A customer who uses a short-term card (such as a pensioner's card) outside the card's validity period, or if other means of transport or travel time restrictions are not respected (for example lack of supplement for DSB 1' or for the metro, or carrying bicycles outside the times when they are allowed to be taken) is also considered to be a customer without a valid travel document.

Customers travelling alone on someone else's personal rejsekort or under a customer category to which they are not entitled will be travelling without a valid travel document. The card's owner must always be checked in on the rejsekort on journeys where a Rejsekort Personal is used. Furthermore, the rejsekort must not be so worn/covered that the name cannot be read.

Transit time

If the customer checks out and then checks in again in the same zone within 30 minutes (called transit time), this is considered to be a continuation of the journey (linking). If the new check-in occurs after more than 30 minutes, or in another zone, two separate trips will be charged.

Temporary changes (e.g. when the customer has checked in a fellow passenger) are cancelled upon check-out. Any new check-in will be registered under the rejsekort's original customer category and as a new journey (without any linking).

If no check-out takes place, the customer may continue the journey (linking), with the temporary changes, by making a change check-in within the same zone and within 30 minutes. If check-out takes place, the temporary changes can be repeated on a Check-In Extra stand, or by the bus driver, within the same zone and within 30 minutes.

Maximum time

The maximum time is the maximum number of hours that may elapse from the first check-in of the journey to the check-out. The maximum time differs between tariff areas. See more on www.rejsekort.dk.

If the maximum time is exceeded, the prepayment will not be refunded to the rejsekort. In addition, the rejsekort will no longer be valid as a ticket and the customer risks being charged an inspection fee.

If a journey approaches the maximum time, the customer can check out and check in again immediately thereafter. If a linked journey is completed with check-out after the maximum time expires, the payment will be split into two separate trips at the point where the linkage occurred.

2.7.2. Fees

The inspection fee is DKK 750 for adults and young persons and DKK 375 for children and dogs. For bicycles, the fee is DKK 100.

Inspection fees when travelling over the Øresund bridge with DSB can also be paid in SEK, in which case fees are SEK 1,000 (adults), SEK 450 (children and dogs) and SEK 150 (bicycles). Customers who have checked in correctly at the start of the journey, but have not checked in the rejsekort on changing means of transport – and/or, when travelling on the metro, have not checked in at rejsekort stands belonging to the metro – will also be travelling without a valid travel document. In this situation the inspection fee is DKK 10.

2.7.3. Validity of the inspection fee

In the aforementioned case, the inspection fee shall constitute a travel document for an uninterrupted journey to the station indicated by the customer, and only with the company which issued the fee. In buses, the inspection fee constitutes the travel document to the bus terminus.

In the case of inspection fees charged to children, the inspection fee may be used as a travel document for buses, trains and metro trains from the time of issue and for the remainder of the day (until 03.59).

2.7.3.1. Concerning children under 12 years of age

Adults travelling with children in addition to the two free children under 12 years of age are responsible for ensuring that all other children have valid travel documents. In this case, the inspection fee for a child without a valid travel document will be charged to the adult travelling with the child. The inspection fee is charged at the rate for children. The same will apply if a child under the age of 16 travels with more than 1 free child under 12 years of age. If a child travels alone without a valid travel document, the inspection fee will be issued to the child.

2.7.4. Identification

The customer must be able to prove their identity with a driver's licence or other legally valid document. Look-ups can be made in the CPR (central person registration) register for identification or verification of the customer's information.

On request, the customer must acknowledge receipt of the inspection fee notice. The customer must sign to confirm the accuracy of the information provided, when this is required.

If the inspection staff consider this necessary, the police may be involved or called in during the inspection.

2.7.5. Commuters

Customers who have a valid personal Commuter Pass, but cannot present it for inspection, may have the inspection fee reduced to DKK 125. A copy of the Commuter Pass/season ticket or re-

Rejsekort number must be sent to the customer centre of the transport company which issued the inspection fee, and by no later than 14 days after the issue of the inspection fee.

Customers who have signed up for the Forgotten Card scheme with DSB and are unable to produce their Commuter Pass when requested on a DSB train, can also, by self-identification with their CPR number, travel 6 times per year in the area of validity of the Commuter Pass without having to pay an inspection fee.

2.7.6. Payment

Companies can change the amount of inspection fees and write down inspection fees.

The companies may charge a fee for sending payment reminders. Payment reminders can be sent via e-Boks to the inspection fee recipient. If the debt is not paid after one or more reminders, the claim will be transferred for collection via the Danish Debt Collection Agency under SKAT. On the takeover of the debt, the Danish Debt Collection Agency will calculate a charge that will be added to the debt.

Any payment of the inspection fee shall be used first to cover any accrued, unpaid interest and fees and, secondly, to pay down the principal.

2.8. Misuse of travel document

A travel document may not be misused. It is considered to be misuse, for example, if

- the date or zones have been corrected, or other changes have been made,
- the number on the information card of the Commuter Pass and the value entries are not identical,
- the travel document has been forged, shared or forwarded,
- the photo on the Commuter Pass is not attached with an unbroken rivet (eyelet), or the laminated pocket is open,
- the customer travels under a customer category to which the customer is not entitled, or
- the customer travels alone on someone else's Rejsekort Personal. The card holder must always be checked in on the card for trips for which a Rejsekort Personal is used.

Misuse of the travel document may constitute a criminal offence. Misuse will result in the travel document being confiscated, the matter being reported to the police, and that the company may claim compensation in addition to the general inspection fee.

In the case of misuse of mobile tickets, where there is reason to suspect misuse or infringement of the rules, both the sender and recipient of the travel document may be prosecuted and/or blocked for the future purchase of mobile tickets/cards.

Learn more about the rules for blocking by the individual companies on the companies' websites (see section 21).

3. Passengers with permanent or temporary disabilities

3.1. Assistance

Wheelchair users and persons with permanent or temporary disabilities can receive assistance when boarding and alighting from the train and when travelling with a wheelchair, in accordance with the terms of the individual company, as described below.

S-tog, local trains and Øresund trains

It is not necessary to book assistance in advance when travelling by S-tog, local railway trains and Øresund trains. This does not apply to the Vestbanen.

Train staff will assist with ramps as required.

Staff can be called by signalling to the driver as the train enters the station or, on certain local lines, by pressing the wheelchair button on the outside of the train. Assistance with alighting from the train is agreed with the driver, or by pressing the wheelchair button on the train.

More information on the disability service in local trains can be obtained by contacting the companies' customer centres (see section 17).

Metro

It is not necessary to book assistance in advance when travelling by metro.

If there is a need for help or extra time on boarding or alighting, the customer can contact Metro-selskabet's stewards or the control room using the yellow dial-up points on the metro trains and on the platforms (the green INFO button or, in cases of acute danger, the red ALARM button).

DSB, Arriva Tog and Nordjyske Jernbaner

Information about the services of DSB, Arriva Tog and Nordjyske Jernbaner is available on the respective companies' websites and in the "Handicapservice" (Disability Service) brochure.

Here, you can find details of opportunities for spontaneous travel, assistance, escort arrangements, time limits and ordering of assistance, the maximum size of wheelchairs and assistive devices, and the opportunities for international travel by train.

Buses

As a main rule, when travelling by bus, the wheelchair user is responsible for ensuring assistance with laying-down the ramp, as well as getting the wheelchair on and off the bus. If the route is run by a bus with a lift, the customer must be assisted by the driver upon entry and exit. Check the companies' websites for information on the possibility of carrying wheelchairs.

The wheelchair must be placed in the bus as directed. The wheelchair must be secured using the brake and the safety belt, if a belt is installed on the bus.

3.2. Escort arrangements

Persons with a permanent or temporary disability may travel at a reduced price upon presentation of a Ledsagerkort Danmark (Escort Card Denmark) card, Danish Association of the Blind membership card or Refsnæs Vision Centre card. Persons with a permanent or temporary disability may also be escorted on the journey by a companion, at a reduced price. Both the holder of the Escort Card/membership card and any companion can travel on a single ticket at the price for children.

People in the 'disabled' customer category may be accompanied by a companion who travels at child price on their rejsekort journey. The customer must check in his/her companion on his/her rejsekort under the 'child' customer category. This does not apply to city buses in Aarhus, however. Read more about the scheme on the companies' websites.

It is not possible to use a child Commuter Pass as payment for the escort scheme.

A guide dog or service dog may always be brought along free of charge. The dog must bear the 'Man with the White Cane' or 'Dog Head and Hand' symbol, and wear an ID vest or equivalent official emblem (assuming that the customer can present a special ID card).

3.3. Taking assistive devices on public transport

Wheelchairs, walking frames and the like may be carried free of charge, provided that there is room (decided at the staff's discretion). Wheelchairs and the like may only be carried on board in the designated places. If all designated places on a train or bus are occupied by wheelchairs, bicycles, prams or customers with bulky luggage, the customer is advised to catch the next bus or train. There may be no more than 2 units in buses, unless otherwise indicated in the bus. On trains, the number of units depends on the type and size of the train. In this case, a unit means a wheelchair, a pram or a bicycle. The customer who has boarded first with a unit has priority, unless another customer has a place ticket for their unit.

An electric scooter (mini crosser) may only be carried on DSB and Arriva trains, on the metro, on the Letbane light rail service in Aarhus, on Movia harbour buses and on Midttrafik's city buses. The maximum permitted size and weight, and any supplementary rules, are set out on the companies' websites (see section 17).

4. Luggage, bicycles and other items carried

4.1. General information

The companies only transport the luggage that the individual customer can take with them. The customer is responsible for the luggage, bicycles and other items carried during the journey, and for any damage they might cause to the companies, staff or other customers (see section 13 concerning compensation).

The customer is responsible for the loading and unloading of personal luggage, bicycles and other items they take with them, and such items must be placed so as not to cause any obstruction.

It is always the staff who decide whether there is space, and whether the luggage is too dirty or would cause an obstruction.

4.2. Personal luggage

Personal luggage such as suitcases, rucksacks, bags or similar may be carried free of charge as carry-on luggage, to the extent that there is room.

Collapsed bicycles and (electrical) scooters can also be included as luggage. Collapsible bicycle trailers of which the wheels have been removed can also be included.

Each piece of luggage must be a maximum of 100x60x30 cm.

In addition, effects which do not comply with the dimension requirements may be included if the staff determine that they do not interfere with the operation or the other passengers.

The staff can give more detailed instructions for the placement of the luggage.

4.3. Bicycles

Trains, metro trains, harbour buses and Aarhus Letbane light rail service

Bicycles can be carried on trains, including local trains and metro trains, harbour buses and the Letbane light rail service in Aarhus.

Buses

On Bornholm, bicycles can be carried on all buses.

On Zealand, bicycles can be carried on all buses, except the bus lines specifically listed in the “List of bus lines which do not carry bicycles”, see www.dinoffentligetransport.dk.

On Funen, bicycles can be carried on the regional buses, but not on educational institution routes.

In Jutland, bicycles generally cannot be carried on city buses. On other routes, bicycles can be carried if space permits, and where appropriate in the bus luggage compartments. For more information see the companies' websites (see section 21).

It is the staff who assess whether there is room. Bicycles carried inside the bus must be kept under surveillance throughout the journey and, if possible, clamped and secured while the bus is moving.

General information

There may be times when bicycles are not permitted to be carried. If there are restrictions during certain periods, it is not permitted to complete the journey with the bicycle, even if the customer boarded before the start of the time restriction (see section 4.3.1 for further details of time restrictions),

One bicycle per customer may be carried.

Only two-wheeled bicycles may be carried, and thus not carrier bicycles, tandem bicycles, trailers, Segways and the like. However, there are some exceptions for trailers, tandem bicycles and carrier bicycles, see section 4.2 and section 4.3.2. Vehicles powered by petrol or other flammable fuel may not be carried either.

Children's bicycles and scooters are considered to be toys if they do not exceed the carry-on luggage dimensions.

Bicycles are carried free of charge on S-tog trains, harbour buses, and on local trains in the Capital Region and on the Lemvigbanen railway line. Buses on Funen can carry bicycles free of charge every day, except between 07.00 and 09.00 on business days. The scheme applies to city buses in Odense and Svendborg, as well as regional buses, except the educational institution routes. On Nordjyske Jernbaner's trains, bicycles are carried free of charge when the customer uses a Rejsekort Personal or a Commuter Pass/season ticket (seat reservation is required during peak hours).

For all other transport by bus, metro and train, a bicycle ticket is required. Bicycle tickets cannot be purchased on buses on Zealand. For prices and details, see the companies' websites (see section 21).

4.3.1. Supplementary rules for bicycles

On certain bus lines on Zealand and on the metro, bicycles may not be carried on business days between 07.00 and 09.00 or between 15.30 and 17.30. During the same period, no bicycle may be carried onto or off an S-tog trains at Nørreport Station. For more information, see www.dinoffentligetransport.dk.

On the Skolebakken-Universitetshospitalet section of the Letbane light rail service in Aarhus, bicycles may not be carried during peak hours on all business days between 07.00 and 09.00 or between 15.00 and 17.00.

Bicycles may be carried on harbour buses, in local trains, and on DSB and Arriva trains at any time during operating hours.

For travel by DSB InterCity and InterCityLyn, in addition to a bicycle ticket, a place ticket is required for the bicycle during the period from 1 May to 31 August (both days included).

On Funen, bicycles may be carried on the regional buses, but not on educational institution routes. Bicycles can be carried on city buses in Odense and Svendborg, but not during the period between 07.00 and 09.00 on business days. There are special rules for carrying bicycles on trains between Denmark and Germany.

4.3.2. Special information about carrier bicycles, (electrical) scooters and tandem bicycles

Tandem bicycles may not be carried on the metro, buses, or local railway trains.

(Electrical) scooters that do not comply with the luggage requirements in accordance with section 4.2 must comply with other rules for carrying bicycles, as referred to in sections 4.3 and 4.3.1 DSB may have special rules for carrying (electrical) scooters on InterCity trains and InterCityLyn trains. Please see the company's website (see section 21).

Tandem bicycles may be carried on S-tog trains and Øresund trains. In the case of Regional trains, Interregional trains, InterCity, InterCityLyn and Arriva trains, tandem bicycles may be carried on certain trains when there is sufficient access and the train staff consider there to be sufficient space. The price is 2 times the price that would be paid for an ordinary bicycle. Tandem bicycles may not be carried on international trains.

Under the Escort Scheme (see section 3.3), customers who are covered by the Escort Scheme, or have ID cards from the Danish Association of the Blind, pay the same as for an ordinary bicycle on DSB and Arriva trains.

Carrier bicycles may only be carried on DSB trains across Øresund between the Tårnby and Hyllie stations.

4.4. Prams and pushchairs

Prams and pushchairs, including bicycle trailers used for the transport of children, may be carried free of charge to the extent that space permits.

On InterCityLyn and InterCity trains, space must always be reserved. On these trains, prams wider than 76 cm must be folded.

It is always the staff who assess whether there is space, and instructions from staff must be followed.

The wheels must be lockable. In buses, the pram must stand in the direction of travel, with the brakes applied and, where possible, must be secured while the bus is moving. The child may sit in the pram, provided that the child is secured and under supervision. The stated maximum capacity of the pram/pushchair must not be exceeded.

4.5. Special luggage

Weapons, fireworks and similar luggage may only be carried by authorised persons and on the conditions laid down in the applicable legislation at any time. Flammable substances, liquids and other similar products may only be carried in quantities equivalent to purchase for general household use and only when contained in the original sales packaging for retail use, and must otherwise be handled responsibly during the journey.

5. Animals

Small animals, including small dogs, may be carried free of charge by bus, train and metro according to the rules for carry-on luggage in section 4.2, provided they are placed in a bag, cage or transport box intended for that purpose during the entire journey.

It is also permitted to carry larger dogs, provided that the dog is on a lead and under the customer's control. 'Larger dogs' means dogs that are not transported in a bag, cage or similar. For large dogs and dogs in "dog carts", the child price is paid. No more than 1 dog, on a lead or in a "dog cart", may be carried per customer. It is always the staff who assess whether there is space, and instructions from staff must be followed. See section 5.1, however.

A guide or service dog can always be brought along free of charge. The dog must bear the 'Man with the White Cane' or 'Dog Head and Hand' symbol or wear an ID vest (assuming that the customer can present a special ID card).

Customers with animals must show particular consideration for other customers and follow the instructions of the staff. Animals must not be on the seats.

5.1. Exceptions and special provisions for animals

In Midttrafik and Nordjyllands Trafikselskab, large dogs may not be carried on city buses. In Midttrafik, large dogs may not be carried on the Letbane light rail service in Aarhus between Skolebakken-Universitetshospitalet on business days between 07.00 and 09.00 or between 15.00 and 17.00.

In Trafikselskabet Movia, large dogs may not be carried on A-buses (with the exception of A-buses in Køge, Roskilde, Næstved, Holbæk and Helsingør).

In Trafikselskabet Movia, large dogs may furthermore not be carried on business days between 07.00 and 09.00 or between 15.30 and 17.30 on buses in zones 1-4, 30-33 and 40-44.

In consideration of other customers, certain seats on the bus, on the metro and parts of the trains are to be kept free of animals. Please refer to the bus and train signs. For further guidance, see the companies' websites (see section 21)

6. Food and beverages

On trains and the metro, the consumption of food and beverages, including moderate alcohol consumption, is permitted.

The consumption of alcohol is prohibited on all buses. Food and beverages, such as ice cream and popcorn, may not be consumed if this entails a risk of soiling. Beverages must be in containers with screw caps.

7. Mobile phones, computers, etc.

The use of mobile phones, computers, etc. is permitted, provided that consideration is shown for other customers and staff. In quiet zones, all equipment must be muted.

When playing music, movies, etc., headphones must be used. The staff may ask the customer not to use such devices if, in the opinion of the staff, they cause a nuisance.

7.1. Concerning quiet zones

Quiet zones are only available on trains. Quiet zones are reserved for customers who want peace and quiet during their journey. Talking in quiet zones is therefore prohibited. Playing music, etc., is allowed if headphones are used and other customers cannot hear the music. Keyboard tones and sounds on mobile phones and computers must be turned off. Mobile phones may not be used for calls.

8. Stopping

8.1. Request stops for trains

Request stops are possible at certain stations on DSB, Arriva Tog, Nordjyske Jernbaner and local railway lines. Stations where request stops are possible are listed in the timetable. The train will only stop at these stations if there are customers who wish to board or alight.

Customers who wish to alight at a request-stop station must use the 'Stop' button on the train prior to arrival. Customers wishing to board at a request-stop station must activate any passenger signal on the platform. If there is no passenger signal, a clear visual indication must be given to the driver.

8.2. Stopping between bus stops

In towns and cities, buses only stop at the fixed bus stops listed in the timetables.

If the traffic conditions outside towns and cities so permit, and there is a distance of more than 600 metres between the bus stops, on most ordinary bus routes customers may board and alight from the bus even if there is no bus stop. This is called a "wave-down section". The wave-down sections can be seen by searching the Journey Planner. Special line types (such as X buses, R buses, S buses, etc.) ONLY stop at the designated bus stops.

When a customer wants to board the bus in a wave-down section, this must be indicated clearly in good time. When it is dark, a flashlight or reflector should be used to get the driver's attention.

When the customer wants to alight from the bus in a wave-down section, the customer must ask the driver to stop with plenty of notice. The bus will only stop in places where it is lawful to stop under the Danish Traffic Act. It is the driver who decides whether it is legal and justifiable to stop the bus.

Check in and check out with rejsekort in wave-down sections east of the Great Belt

A customer who travels with a rejsekort in a wave-down section east of the Great Belt can wait to check in at the first stop after the customer has boarded the bus, and check-out can take place at the last stop before alighting.

Check in and check out with rejsekort in wave-down sections west of the Great Belt

See special rules for checking in and checking out on the transport companies' websites.

Travel with rejsekort on buses with check-in mini terminals or self-ticketing

Read more at www.NordjyllandsTrafikselskab.dk and www.midttrafik.dk.

9. Emergency brakes and doors on trains and metro trains and in underground stations

It is prohibited to prevent train doors and underground station platform doors from closing. The offence is reported to the police and punishable by a fine and, if necessary, a compensation claim for disturbance and disruption of operations.

Misuse of emergency brakes is reported to the police and punishable by a fine and, if necessary, a compensation claim for disturbance and disruption of operations.

Emergency door openers are available on the train. Passengers may not leave the train when it is not at a station, except on the orders of the staff. Misuse of emergency door openers is reported to the police and punishable by a fine.

10. Smoking ban

All kinds of smoking, including e-cigarettes, are banned on buses, trains and the metro, irrespective of whether it is tobacco smoke, steam or similar. Smoking prohibitions apply to DSB stations, metro stations and Arriva Tog stations, as well as certain areas at some bus terminals. Smoking is also prohibited where this is marked with signs.

11. Collection of signatures, handouts, performances, etc.

Anyone wishing to collect signatures, make recordings, distribute/sell material, perform, etc. in the means of transport or within the areas belonging to the companies must have written permission from the companies.

Enquiries can be made to the respective companies.

12. Rejection and expulsion

The staff shall have the right to refuse or expel customers from means of transport or stations if, in the opinion of the staff, they are causing a nuisance. Among other things, the staff can reject or expel customers who:

- present a safety risk (e.g. customers wearing roller skates)
- do not have and/or do not want to purchase a valid ticket or card
- do not follow instructions from the staff
- do not follow the instructions provided by a notice or other similar information about the use of the individual means of transport or station area
- behave noisily
- soil seats, emit powerful odours, etc.
- have brought animals which are an annoyance
- remain in station areas without a legitimate reason.

Rejection or expulsion may be performed with police assistance.

Rejection or expulsion for the above reasons shall not give cause for a claim for refund of unused or partially used tickets or cards.

13. Compensation

13.1. Compensation in connection with train services (including local trains) and the metro

The companies' liability for injury to customers and damage to carry-on luggage is regulated in the Danish Railway Act and regulation on rail passengers' rights [1], see section 20, which also applies to the provision of replacement transport.

The railway company shall pay compensation for injury to customers if the injury is a result of an event in connection with rail transport during the customer's occupation of a train or while boarding or alighting, if the conditions for compensation are fulfilled. This means, among other things, that the injury must be a direct consequence of the rail transport.

Compensation for personal injury or loss of a breadwinner may be reduced or cancelled if the injured party or the deceased had wilfully or through serious negligence contributed to the injury.

The railway company will compensate loss of, or damage to, items that the customer takes as carry-on luggage if the loss or damage is a consequence of an event in connection with rail transport during the customer's occupation of a train or during entry or exit, if the conditions for compensation are fulfilled. This means, among other things, that the injury must be a direct consequence of the rail transport.

Compensation for carry-on luggage may not exceed DKK 17,200 (2019) [2] for each customer.

Concerning the assistive aids of disabled persons, there is no limit to the compensation amount if the company is liable for total or partial damage to the assistive aid.

The compensation for damage to property may be reduced or cancelled if the injured party intentionally or negligently contributed to the damage.

If a customer is injured or killed, the company shall pay such advances as may be necessary to cover immediate financial needs and proportionate to the extent of the damage suffered, see the Regulation on rail passengers' rights.

[1] Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations.

[2] The amount of compensation is automatically adjusted every year as of 1 January pursuant to the Danish Railway Act.

13.2. Compensation in connection with bus transport

Liability for loss or damage in connection with bus services lies with the bus company that operates the service.

Contact the driver immediately in the event of loss or damage, as this will facilitate further processing.

The transport company's customer centre can provide guidance on how the customer can report the claim to the bus company. See section 17 for contact details.

Under the Danish Traffic Act, the person responsible for a motor vehicle is liable for any damage caused by the vehicle in the event of a road accident, or an explosion or fire arising from a fuel system in the vehicle.

If the damage occurs in some other way, compensation will be paid in accordance with the general rules of the legislation.

In the case of damage to wheelchairs, other mobility aids or auxiliary devices, compensation equivalent to the cost of replacing or repairing the equipment is always provided.

Compensation may be reduced or waived if the injured or deceased person intentionally or through gross negligence has contributed to the injury.

14. Interruptions to operation

In the case of delay or cancellation, the customer is covered by

- Travel time guarantee for travel with Arriva, Nordjyske Jernbaner and DSB including S-tog trains, or
- Travel guarantee for travel with transport companies (bus, local train and Letbane light rail service in Aarhus), or
- Travel guarantee for travel by metro, or
- The Regulation on rail passengers' rights (see below, section 14.2).

14.1. Travel time guarantee and travel guarantee

'Travel time guarantee' means compensation, either in the form of a new ticket, or as financial compensation based on the extent of the delay.

A travel guarantee means a refund of the cost of alternative transport (including taxi) when delay or failing to stop causes waiting time.

The customer must seek information from the company used for the journey:

- DSB travel time guarantee

- Arriva travel time guarantee
- Metro travel guarantee
- Movia travel guarantee
- FynBus travel guarantee
- Sydtrafik travel guarantee
- Midttrafik travel guarantee
- Nordjyllands Trafikselskab travel guarantee
- BAT travel guarantee

14.2. Regulation on rail passengers' rights (trains including metro and local railways)

In addition to the companies' travel time guarantees, the rules laid down in the Regulation on rail passengers' rights pursuant to Article 17 apply to transport in trains (including local trains) and metro services. Reference is made to extracts from the Regulation at the end of the travel regulations. The regulation also applies to a combined journey with several train companies. For travel by train, the Regulation's rules on compensation apply also in case of force majeure (see section 22 for annexes).

14.3. Limitation of liability

In addition to travel (time) guarantees (see section 14.1 and the Regulations in section 14.2), companies do not assume liability for the customer's costs due to delays, cancellations or missed connections, including reimbursement of lost profit or loss as a result of expenditure on, for example, hotels, flights, trains or theatre tickets.

However, this does not apply if the companies are liable under the general provisions of Danish law.

The companies are never liable if the delay is due to circumstances beyond the control of the companies, such as relations with third parties, exceptional weather conditions or natural disasters, collisions, bomb threats, injunctions by public authorities or bans, strikes, lockouts or other similar conditions.

The companies are not responsible for lack of space on a bus or train.

15. Lost property

Found items shall be handed to the staff. Money, securities, valuable jewellery, etc. will then be handed over to the police as soon as possible, see the Danish Act on Lost Property. Other forgotten items are retained by the companies for a short period, after which they are handed over to the police. For buses, other forgotten items can be stored by the operator running the route. For further information on forgotten items, including for how long they are retained, please refer to the company that has been used.

The companies reserve the right to dispose of perishable goods (including food), objects of small value, etc.

16. Complaints

Complaints about matters that could not be resolved by contacting the staff of the means of transport should be addressed to the company with which the customer travelled. Complaints about inspection fees must always be addressed to the company that charged the fee. Complaints regarding rejsekort shall be addressed to the Rejsekort Customer Service. All complaints must be made in writing, preferably with a precise indication of the time and place of the incident.

The request must be made as soon as possible after the occurrence of the event the customer wishes to complain about. If there is a long delay before the complaint is received, it can be difficult to investigate what happened. In addition, the customer may forfeit any claim under the general rules of limitation and inaction. For enquiries concerning travel (time) guarantees, the deadline must be met by the company concerned.

The company may as a condition require the submission of an original travel document for the processing of a complaint or for an application for reimbursement, compensation or similar.

The companies are affiliated with The Appeal Board for Bus, Train and Metro. If the customer has received a written decision from one of the companies with which the customer is not satisfied, the customer can complain in writing to The Appeal Board for Bus, Train and Metro (www.abtm.dk), Automatikvej 1, DK-2860 Søborg, tel. (+45) 88 88 82 16.

17. Customer Service

Information about buses, trains and the metro can be found on the companies' websites or by contacting the customer centres.

For information and inquiries regarding rejsekort:

Rejsekort Customer Service

Tel. (+45) 70 11 33 33

www.rejsekort.dk

For information and enquiries concerning regional and national journeys by train:

DSB Customer Centre

Tel. (+45) 70 13 14 15, E-mail: kundehenv@dsb.dk

www.dsb.dk

Arriva Tog Customer Centre

Tel. (+45) 70 27 74 82, E-mail: kundeservice@Arriva.dk

www.arriva.dk

NT Customer Centre

Tel. (+45) 98 11 11 11

www.NordjyllandsTrafikselskab.dk

For information and inquiries regarding Zealand

DOT Customer Centre

Tel. (+45) 70 15 70 00

www.dinoffentligetransport.dk

For information and enquiries regarding Bornholm:

BAT your Bus at Bornholm Customer Centre

Tel. (+45) 56 95 21 21, E-mail: post@bat.dk

www.bat.dk

For information and enquiries regarding Funen and Jutland:

Arriva Tog Customer Centre

Tel. (+45) 70 27 74 82, E-mail: kundeservice@Arriva.dk

www.arriva.dk

DSB Customer Centre

Tel. (+45) 70 13 14 15, E-mail: kundehenv@dsb.dk

www.dsb.dk

FynBus Customer Centre

Tel. (+45) 63 11 22 00, E-mail: fynbus@fynbus.dk

www.fynbus.dk

Midttrafik Customer Centre

Tel. (+45) 70 21 02 30

www.Midttrafik.dk

NT Customer Centre

Tel. (+45) 98 11 11 11

www.NordjyllandsTrafikselskab.dk

Sydtrafik Customer Centre

Tel. (+45) 70 10 44 10, E-mail: post@sydtrafik.dk

www.sydtrafik.dk

Other addresses

Lokaltog A/S

Jættevej 50

DK-4100 Ringsted

www.lokaltog.dk

E-mail to: post@lokaltog.dk

Metroselskabet I/S
Metrovej 5
DK-2300 Copenhagen S

Midtjyske Jernbaner Customer Information
For Lemvigbanen: Tel. (+45) 97 82 00 19
www.mjba.dk

Nordjyske Jernbaner A/S
Skydebanevej 1 B
DK-9800 Hjørring

Trafikselskabet Movia
Gammel Køge Landevej 3
DK-2500 Valby

Vestbanen A/S
Østergade 17
DK-6840 Oksbøl

18. Changing the travel regulations

These travel regulations may be superseded by postings on the companies' websites. Changes will be published at least one week before they enter into force. Significant changes affecting a large number of customers will be published 1 month before they enter into force.

19. Entry into force

Date of entry into force: 1 January 2020.

At the same time the following are cancelled: [Joint National Travel Regulations - 1 June 2019](#).

The travel regulations can be found on the companies' websites or obtained free of charge by contacting the companies.

20. Legislation

For travel by bus, train and metro, the following laws and regulations apply. The most important are:

Danish Transport Companies Act, cf. Consolidated Act no. 323 of 20 March 2015.

Danish Traffic Act, cf. Consolidated Act no. 1386 of 11 December 2013.

Danish Railway Act, cf. Consolidated Act no. 686 of 27 May 2015.

Danish Package Tours Act, cf. Act no. 472 of 30 June 1993.

Executive order on railway activities on light railways (Copenhagen Metro), Order no. 73 of 2 February 2009.

Order regulating the amount of claims and insurance under the Danish Railway Act, Order no. 1161 of 6 October 2015.

Regulation (EC) no. 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations.

Regulation (EU) no. 181/2011 of the European Parliament and of the Council of 16 February 2011 on the rights of bus customers and amending Regulation (EC) No 2006/2004

21. Details of products and prices

DSB: www.dsb.dk/find-produkter-og-services/

Metro: <https://dinoffentligetransport.dk/find-og-koeb-billet/>

Movia: <https://dinoffentligetransport.dk/find-og-koeb-billet/>

BAT: bat.dk/billetter-takster/

Arriva: arriva.dk/kort-og-billetter

FynBus: www.fynbus.dk/find-den-rigtige-billet

Midtjyske Jernbaner: www.mjba.dk/produkter.html

Midttrafik: <https://www.midttrafik.dk/english/tickets/>

NT: <https://www.nordjyllandstrafikselskab.dk/English/Ticketguide>

Sydtrafik: www.sydtrafik.dk/billetter-og-priser/billetter-og-kort

22. Annex

Extract from Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations.

CHAPTER IV DELAYS, MISSED CONNECTIONS AND CANCELLATIONS

Article 15

Liability for delays, missed connections and cancellations. Subject to the provisions of this chapter, the railway undertaking's liability in relation to delay, missed connection and cancellation is covered by the provisions of Annex I, Chapter IV, Title II.

Article 16

When it is reasonably expected that arrival at the final destination in relation to the transport contract will be delayed by more than 60 minutes, the passenger shall immediately have the choice between:

a) reimbursement of the full price of the ticket under the conditions which applied at the time of purchase, for the part or parts of the journey which have not been completed and for the part or parts which have already been carried out if the journey no longer serves any purpose in relation to the passenger's original travel itinerary and, where appropriate, a return trip to the point of departure at

the first opportunity. The refund shall be paid in accordance with the conditions applicable to the payment of compensation referred to in Article 17, or

b) the continuation or re-routing of the journey on equivalent conditions of carriage to the final destination at the earliest opportunity, or

c) the continuation or re-routing of the journey on equivalent conditions of carriage to the final destination at a later time as desired by the passenger.

Article 17

1. A passenger who has to face a delay may, without losing the right to transport, require compensation from the railway undertaking for a delay between the place of departure and arrival of the ticket, which has not resulted in a ticket refund in accordance with Article 16. The minimum amount of compensation for delay is set at:

a) 25% of the ticket price in the case of a delay of 60-119 minutes.

b) 50% of the ticket price in the case of a delay of 120 minutes or more.

Passengers who have a subscription card or a season ticket and are affected by repeated delays or cancellations during the period of validity of the card may apply for appropriate compensation in accordance with the railway undertakings' compensation schemes. These schemes specify the criteria for the definition of delay and the calculation of compensation.

The compensation for delay is calculated in relation to the price actually paid by the passenger for the delayed service.

Where the contract of carriage applies for a return journey, the compensation for delay shall be calculated on either the outward or return journey in proportion to half the price of the ticket. The price of a delayed service in any other form of transport contract which allows several subsequent stages is calculated in proportion to the full price in the same way.

The calculation of the delay shall not take into account any delay which the railway undertaking can demonstrate as having arisen outside the territories to which the Treaty establishing the European Community is applicable.

2. The compensation for the ticket price shall be paid within one month of the lodging of the application for compensation. The compensation may be paid in the form of vouchers and/or other services if the conditions are flexible (in particular as regards the period of validity and the place of destination). The compensation is paid in cash at the passenger's request.

3. The compensation for the ticket price cannot be reduced by deducting transaction expenses such as fees and charges for telephone or postage stamps. Railway undertakings may introduce a minimum threshold below which compensation is not paid. This limit must not exceed EUR 4.

4. The passenger is not entitled to compensation if he or she was informed of the delay before the purchase of the ticket, or if the delay due to continuation on another connection or re-routing is less than 60 minutes.

Article 18

1. In the case of delays on arrival or departure, the railway undertaking or station manager shall inform passengers of the situation and the expected departure and arrival time as soon as such information is available.

2. For delays as referred to in paragraph 1 of more than 60 minutes, passengers must be offered free of charge

a) meals and refreshments in proportion to the waiting time, if available or can be provided under reasonable conditions on the train or station,

b) hotel or other accommodation and transport between the railway station and the place of accommodation, if a stay of one or more nights becomes necessary, or if additional stay becomes necessary, where and when physically possible, and/or

c) transport from the train to the railway station, to another point of departure or to the final destination of the journey, where and when physically possible, if the train is blocked on the track.

3. If the rail link cannot continue, the railway undertaking must organise alternative transport services for passengers as soon as possible.

4. At the request of the passenger, the railway undertaking shall confirm on the ticket that the train is delayed, that due to a delay the passenger has not been able to reach a connecting connection or that the train has been cancelled.

5. Where paragraphs 1, 2 and 3 apply, the railway undertaking shall pay particular attention to the needs of disabled persons and passengers with reduced mobility and any escorts accompanying them.

Extracts from Annex to the Regulation on rail passengers' rights and obligations

Title II Liability for non-compliance with timetables

Article 32

Liability in case of cancellation of trains, delay or failure to connect

1. The operator is responsible for the losses incurred by the passenger due to cancellation, delay or failure to connect, so that the journey cannot be continued on the same day or is not sensible to carry out on the same day because of the given circumstances. The compensation includes reasonable accommodation costs and the costs of notifying persons waiting for the passenger.

2. The operator shall be relieved of this liability when the cancellation, delay or failure is:

a) outside the operation of the railways, which the operator, despite the diligence required by the circumstances, has been unable to avoid and the consequences of which has not been able to avert,

b) due to an error on the part of the passenger, or

c) due to the action of a third-party which the operator, despite the use of the diligence required by the circumstances, could not avoid and the consequences of which could not be averted. (Another railway undertaking using the same infrastructure shall not be regarded as a third party. The recourse court is not concerned).

3. National law determines whether and to what extent the operator has to pay damages for losses other than those referred to in paragraph 1. This provision does not encroach on Article 44

23. Earlier versions

Click [here](#) to find previous versions of the common travel regulations applicable to the whole country.