

# Rejsekort Terms and Conditions for Commuter Cards Valid from 1 January 2023

Version 3.2

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## Rejsekort Terms and Conditions for Commuter Cards

The Rejsekort Terms and Conditions for Commuter Cards (hereinafter the 'Commuter Card') constitute an agreement between Rejsekort & Rejseplan A/S and you, as our customer. When you purchase a Commuter Card, you also agree to these Terms and Conditions.

**You have no right of cancellation when you purchase a Commuter Card or renew the commuter period.**

The currently applicable Rejsekort Terms and Conditions are available at [www.rejsekort.dk](http://www.rejsekort.dk) or from a Rejsekort point of sale. The Rejsekort Terms and Conditions can be also ordered by contacting Rejsekort Customer Service.

Please note that Rejsekort & Rejseplan A/S may change the Rejsekort Terms and Conditions at any time. If the changes are not to your advantage, at least two months' notice will be given before they enter into effect. In such case, you will be notified of the changes and will receive the new Rejsekort Terms and Conditions by email, letter or digital post. Within the two-month notice period, you may opt to close your Commuter Card account free of charge, if you do not wish to be subject to the new Rejsekort Terms and Conditions. See sections 4.3 and 4.4 regarding closure of a Commuter Card account.

Please note that the fees stated in section 1.4 may be adjusted by Rejsekort & Rejseplan A/S at any time, in step with the general development in prices. Changes will be notified at [www.rejsekort.dk](http://www.rejsekort.dk) with a reasonable term of notice before the fee adjustment takes effect. On any significant changes in fees or introduction of new fees, you will be notified individually by email, letter or e-Boks before the change takes effect. Any changes that are to your advantage will be made without prior notice, but Rejsekort & Rejseplan A/S will always announce such changes at [www.rejsekort.dk](http://www.rejsekort.dk).

The Rejsekort Terms and Conditions are available in Danish and English.

The following information and definitions may be of use when reading the Rejsekort Terms and Conditions:

**Card holder** is the person whose name, date of birth, etc. are registered as the master data for the Commuter Card.

**Commuter Card:** A type of smart card that is prepaid and can only be used for travel in a selected or predetermined geographical area (for example a route or certain zones) and for a selected commuter period (for example a month).

**Commuter period:** The prepaid commuter period during which the Commuter Card is valid.

**Rejsekort & Rejseplan A/S**, Automatikvej 1, 1., DK-2860 Søborg, CVR no. 27 33 20 72, was founded by a group of Danish public transport operators. Rejsekort & Rejseplan A/S publishes these Rejsekort Terms and Conditions and issues and owns all Commuter Cards. Rejsekort & Rejseplan A/S is also the data controller for the processing of all personal data in Rejsekort & Rejseplan A/S' systems.

**Rejsekort vending machine:** Self-service Rejsekort vending machines at many stations, certain bus terminals and selected locations can be used to, for example, view information about the validity of your Commuter Card or renew the commuter period.

**Rejsekort's website** [www.rejsekort.dk](http://www.rejsekort.dk). Here, you can find more information about Rejsekort and Commuter Cards. Online Self Service is available at [www.rejsekort.dk](http://www.rejsekort.dk).

**Rejsekort Customer Service** is the public transport operators' joint centre for service to all Rejsekort and Commuter Card customers. Contact Rejsekort Customer Service if you have problems with or require more information about Commuter Cards. Opening hours are listed at [www.rejsekort.dk/Hjaelp](http://www.rejsekort.dk/Hjaelp). Rejsekort Customer Service can be contacted via [www.rejsekort.dk](http://www.rejsekort.dk) or by phone on (+45) 70 11 33 33. The telephone line is open around the clock, seven days a week, for blocking of Rejsekort and Commuter Cards. Rejsekort Customer Service can provide details of the services available at our various points of sale.

**Point of sale:** The public transport operators have selected points of sale that provide personal service. See the points of sale at [https://www.rejsekort.dk/salgssteder?sc\\_lang=en](https://www.rejsekort.dk/salgssteder?sc_lang=en).

**Public transport operator** is one of the public transport operators affiliated with Rejsekort & Rejseplan A/S, i.e.:

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

Public transport operators are responsible for the provision of public transport services in accordance with their fares and travel regulations.

A **parent/legal guardian** is the person liable for the use of a Commuter Card on behalf of a child aged under 18, or an adult without legal capacity. The regulations concerning guardianship thus concern children, as well as adults without legal capacity

## 1. About Commuter Cards

### **1.1. What is a Commuter Card?**

A Commuter Card is a card that can only be used for travel for a specified commuter period and within a defined geographical area. Unlike Rejsekort Personal and Rejsekort Flex, which are electronic means of payment with ongoing individual payment for travel, a Commuter Card functions as a prepaid ticket.

The card holder can choose for which commuter period and within which geographical area a Commuter Card will be used. For local Commuter Cards, however, the geographical area is defined in advance.

### **1.2. How to use a Commuter Card**

The rules for using Commuter Cards are set out in the Joint National Travel Regulations, which are available at [www.rejsekort.dk/da/Det-Med-Smaat](http://www.rejsekort.dk/da/Det-Med-Smaat).

A Commuter Card is a personal card that may only be used by the card holder. A Commuter Card functions as a travel document solely in the area and during the commuter period for which the Commuter Card is valid. A card holder may not use their Commuter Card to check in fellow travellers.

Special rules apply to check in and check out using a Commuter Card:

- The customer only needs to check in when travelling by bus, harbour bus or the Odense Light Rail.
- The customer does not need to check in on trains, the Metro or Light Rail lines (except Odense Light Rail).
- The customer does not need to check out.
- For travel involving transfer to a new means of transport, the customer does not need to check in on transferring to a train, Metro train or Light Rail line (except Odense Light Rail).

Whether the customer travels by train, Metro, Light Rail, bus or harbour bus, the customer must always activate a new commuter period by checking in the first time the customer makes a journey within the chosen commuter area; see section 2 for more information. This applies even if the customer has entered into a renewal agreement. Failure to activate a new Commuter Card commuter period will mean that the customer does not have a valid travel document and can therefore be charged an inspection fee. Activation of a commuter period may be cancelled by checking out the Commuter Card within 20 minutes after checking in.

Check in takes place by holding the Commuter Card at the 'Blue Dot' on a Rejsekort reader marked with 'check ind' (check in). The Rejsekort reader emits a sound to confirm that the card is registered. For bus journeys, check in must take place using Rejsekort readers located in the bus, and for journeys by train, Metro or Light Rail, check in must take place at the Rejsekort readers located at the station/on the platform.

The customer must have a separate travel document, for example a single ticket, for travel outside the area for which the Commuter Card is valid.

### **1.3. Rejsekort issuer**

The issuer of Commuter Cards is:

Rejsekort & Rejseplan A/S

Automatikvej 1, 1.

DK-2860 Søborg

CVR no.: 27 33 20 72

Email address: [administration@rejsekort.dk](mailto:administration@rejsekort.dk)

### **1.4. Prices and fees**

The following prices and fees apply to the purchase and use of a Commuter Card and to the receipt of services:

- Card price (purchase and replacement), Commuter Card: DKK 50.

The currently applicable prices and fees for the purchase of a Commuter Card and associated services are also available at [www.rejsekort.dk](http://www.rejsekort.dk).

The price of the validity period of a Commuter Card is determined by each fare authority (public transport operator) on the basis of, among other things, the length of the commuter period, customer type and geographical validity (section/zones). For further information about prices, including Commuter Card surcharges for using the Metro, Rejsekort & Rejseplan A/S refer to the respective public transport operators' websites.

Prices for commuter products are adjusted on an ongoing basis as part of the annual adjustment of public transport fares. As a consequence, the price of a Commuter Card renewal agreement may change. Fare adjustments are published and notified by the fare authorities prior to the actual adjustment, and a renewal agreement may be terminated by the customer without notice, if requested, see section 3.3.

### **1.5. Commuter Card and expiry**

A Commuter Card is a personal card with a printed card number. In principle, a Commuter Card expires five years from the date of issue, after which a new Commuter Card must be purchased. See the Commuter Card prices in section 1.4.

### **1.6. Customer types**

A Commuter Card may be issued for the customer types 'Adult', 'Child', 'Disabled' or 'Pensioner'. A Commuter Card of the 'Children' customer type may be used by children up to and including 15 years of age. The Commuter Card must be purchased by a parent/legal guardian if the child is aged between 0 and 14.

For an overview of all customer types and details of how the individual Rejsekort types can be used, Rejsekort & Rejseplan A/S refer to <https://www.rejsekort.dk/Bestil> and the Joint National Travel Regulations at [www.rejsekort.dk/da/Det-Med-Smaat](http://www.rejsekort.dk/da/Det-Med-Smaat).

### **1.7. Obligations on using a Commuter Card**

When you register as a customer to purchase a Commuter Card, you must submit personal data (master data) such as your name, address and Danish civil registration (CPR) number. This information must be documented by valid proof of identity in accordance with the applicable procedures laid down by Rejsekort & Rejseplan A/S at any time.

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

- name, address, phone number and email address
- changes in the payment card or bank account linked to any renewal agreement.

The card holder is obliged to store and handle the Commuter Card used on a responsible basis, and the card number, as well as the printed name and, if applicable, photo, must be legible and a good likeness for the card to constitute a valid travel document.

If the information provided proves to be incorrect, Rejsekort & Rejseplan A/S will be entitled, without notice, to block or cancel the Commuter Card(s) held by the customer concerned. See sections 4.3 and 4.4 concerning the blocking/closure procedure and the legal effects thereof.

The card holder is obliged to check payment transactions carefully and continuously in connection with renewal of the validity period by either logging into online Self Service at [www.rejsekort.dk](http://www.rejsekort.dk) or by contacting Rejsekort Customer Service. The card holder is also obliged to contact Rejsekort Customer Service as soon as possible if unauthorised or incorrect entries are discovered, or if fares have been charged which the card holder believes to be incorrect.

If the card is lost or misuse is suspected, the card holder must block the Commuter Card or close the renewal agreement as soon as possible. See more about blocking Commuter Cards in section 4.1 and about ordering replacement cards in section 7.5.

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

### **1.8. Commuter Cards for children**

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

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



The child is registered as the card holder and all notifications regarding the Commuter Card are sent to the child as the card holder, while all notifications regarding financial liability for the Commuter Card are sent to the parent/legal guardian. The liability rules in section 5 below therefore apply to the parent/legal guardian.

The parent/legal guardian is liable until the child reaches the age of 18, after which the card holder is liable for the Rejsekort.

Children under the age of 18 are only personally liable to the extent that Danish legislation concerning legal guardianship provides a legal basis for this.

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

Children aged 15, 16 and 17 are eligible to purchase a Commuter Card with cash payment, including payment using a payment card. Children aged 15 pay fares according to the 'Child' customer type and children aged 16 and 17 pay fares according to the 'Adult' customer type.

Children under the age of 18 are only personally liable to the extent that Danish legislation concerning legal guardianship provides a legal basis for this.

### **2. Renewal of commuter period**

The commuter period can be renewed via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk), on a Rejsekort vending machine, at selected points of sale, or automatically via a renewal agreement, see section 3. Commuter periods expire at midnight on the expiry date.

#### **2.1. Renewal of commuter period via [www.rejsekort.dk](http://www.rejsekort.dk)**

After ordering a new commuter period for the Commuter Card via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk), the renewal will not be activated until the card has been checked in on a Rejsekort reader within the selected commuter area. Rejsekort readers at stations/on platforms are updated around every five hours, while Rejsekort readers on buses are updated around once a day (24 hours). Ordering a new commuter period via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk) should therefore take place at least five hours (train/Metro/Light Rail) or 24 hours (bus), respectively, before the commuter period on the Commuter Card is to be used. See more under 'Order a commuter area on Self Service' at [www.rejsekort.dk](http://www.rejsekort.dk).

If a period of more than 30 days elapses between ordering a new commuter period via [www.rejsekort.dk](http://www.rejsekort.dk) and your Commuter Card being used on Rejsekort equipment, the renewal ordered will be cancelled.

### **3. Renewal agreement for Commuter Cards**

A card holder can also enter into an agreement to automatically renew the commuter period; this is called a renewal agreement. To create a renewal agreement, a payment agreement must be created by linking a payment card (Dankort debit card, VISA or Mastercard). The card holder must choose a

specific public transport operator to administrate the renewal agreement. This administration includes handling the establishment, amendment and expiry of the renewal agreement, receipt of money transfers and ongoing customer service. The public transport operator which administrates the renewal agreement also handles debt collection if the renewal agreement is defaulted. Rejsekort Customer Service can also undertake administration and customer service on behalf of the public transport operator selected as administrator by the customer, for example to handle the establishment, amendment and expiry of the renewal agreement, as well as for ongoing customer service.

Renewal of the validity period takes place the first time a Commuter Card is checked in on a check in Rejsekort reader within the validity area, after the previous commuter period has expired.

If a payment agreement is not used for a period of 180 days, Nets will cancel the agreement. If this entails that subsequent payments are rejected, the customer will be notified of this. The customer can then either create a new payment agreement or renew the validity period manually.

The associated payment card can be changed manually, whereby the renewal agreement will remain active. If there is no longer a valid payment card associated with the renewal agreement, Rejsekort & Rejseplan A/S will send an invoice instead. If the customer does not update the payment details, the renewal agreement may be cancelled.

### **3.1. Linking of renewal agreements to Commuter Cards for children under the age of 18**

A child may set up a renewal agreement for a Commuter Card, if a parent/legal guardian pays for the child's travel by sharing their payment agreement with the child.

The child will then have access to Self Service at [www.rejsekort.dk](http://www.rejsekort.dk). Parents/legal guardians may administer attached children's Commuter Cards via their own login to Self Service at [www.rejsekort.dk](http://www.rejsekort.dk), if a guardianship has been registered. When the child reaches the age of 15, the parent/legal guardian will no longer have access to Self Service on behalf of the child.

The parent/legal guardian will be liable for the renewal agreement until the Commuter Card is blocked or cancelled, the parent/legal guardian cancels the shared payment agreement, or the renewal agreement is terminated by the card holder, and the termination is received by the public transport operator selected as administrator.

The renewal agreement remains in force until the agreement is cancelled or terminated by the card holder, or the payment agreement is terminated by the parent/legal guardian.

Children under the age of 18 are only personally liable to the extent that Danish legislation concerning legal guardianship provides a legal basis for this.

### **3.2. Changing a renewal agreement**

A renewal agreement may be changed via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk). A period of up to 24 hours may elapse before the change takes effect.

The card holder has an obligation to notify any changes concerning the registered payment card. For more information, see <https://www.rejsekort.dk/Hjaelp/Betaling#Skift-betalingskort>.

A child cannot change their own renewal agreement. Changing the agreement requires that the parent/legal guardian shares a new underlying payment agreement.

### **3.3. Terminating a renewal agreement**

A renewal agreement may be terminated without notice by the party that entered into the agreement via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk), or by contacting Rejsekort Customer Service. It can take up to 24 hours for the termination to enter into force. In the event of termination, the card holder will be liable for transactions carried out up to Rejsekort Customer Service's receipt of the notice of termination.

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

Rejsekort & Rejseplan A/S will be entitled to cancel a renewal agreement immediately in the event of breach in the form of payment default under the renewal agreement, or if the payment card linked to the agreement is no longer active, for example because it has been blocked or has expired, and the card holder has not linked another active payment card to the agreement when so requested.

Notice of termination will be served via email, letter or digital post.

## **4. Blocking and related reimbursement of remaining validity period**

### **4.1. Blocking of a Commuter Card by the card holder**

The card holder must immediately block a Commuter Card if:

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

The card holder or a parent/legal guardian liable on behalf of a child or ward may block a Commuter Card via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk), or by calling Rejsekort Customer Service on (+45) 70 11 33 33. Rejsekort Customer Service is open for blocking of cards 24 hours a day, seven days a week.

When a request to block a Commuter Card has been received, the date of blocking is confirmed in writing to the card holder, usually via email.

The card holder is liable for the payment of all renewals of the Commuter Card until the date of blocking. Read about the liability rules in section 5.

A blocked Commuter Card cannot be re-opened. When a card is blocked, the value of any remaining commuter period less eight days will be paid out, unless the customer orders a replacement card no later than when the card is blocked, see sections 4.4 and 7.5. The card holder will have to pay the Commuter Card price for a replacement Commuter Card ordered by the card holder on blocking a card, unless the reason for blocking the Commuter Card is attributable to Rejsekort & Rejseplan A/S. For more information about ordering replacement cards, see section 7.5.

#### **4.2. Blocking of a Commuter Card by Rejsekort & Rejseplan A/S**

If Rejsekort & Rejseplan A/S blocks a Commuter Card, the card holder will receive written notification as soon as possible of the reason for blocking the Commuter Card.

Rejsekort & Rejseplan A/S is entitled to block a Commuter Card without notice if:

- special circumstances apply, including justified suspicion of misuse;
- the card holder has terminated the customer account, requested blocking of the Commuter Card, or terminated the agreement concerning the card in question, see section 4.3, or has withdrawn consent to the processing of CPR numbers by Rejsekort & Rejseplan A/S and the affiliated public transport operators.

A Commuter Card may be blocked by Rejsekort & Rejseplan A/S if a new validity period via a renewal agreement is not paid for and, after two written reminders, the card holder has failed to remedy the situation.

**NOTE:** If a Commuter Card is topped up with money, the card will be blocked automatically, for technical reasons.

#### **4.3. Closure of Commuter Card and termination of customer relationship**

A card holder is entitled to either close the Commuter Card account and thereby terminate the agreement at any time. On receipt of a request for closure/termination, Rejsekort & Rejseplan A/S will block the Commuter Card.

See section 4.1 for details of the procedure for blocking a Commuter Card, and section 4.4 concerning reimbursement of the value of a remaining validity period or residual period.

#### **4.4. Reimbursement of a residual period or the value of a remaining validity period for a blocked/closed Commuter Card**

After blocking or closing a Commuter Card, Rejsekort & Rejseplan A/S will calculate the value of any residual period after deduction of an amount equivalent to the value of an eight-day period. The difference is paid to the NemKonto of the card holder or parent/legal guardian (for card holders under the age of 15). The Commuter Card price, see section 1.4, will not be reimbursed in the event of blocking/closure. If the period has not been utilised, it will be refunded in full.

If the customer orders a replacement card at the latest when the Commuter Card is blocked, the validity period will be transferred to the replacement card without deduction of the eight-day period, see section 7.5 for details.

If a card holder who is entitled to reimbursement of a residual period for a closed/blocked Commuter Card also has debt concerning a Commuter Card or renewal agreement, reimbursement will not be made until the debt has been paid.

A card holder may be reimbursed for a non-utilised period without blocking the card by contacting Rejsekort Customer Service or a point of sale. For a list of points of sale and the services they provide, see [https://www.rejsekort.dk/salgssteder?sc\\_lang=en](https://www.rejsekort.dk/salgssteder?sc_lang=en).

Reimbursement of the remaining validity period will be made as soon as possible to the card holder's NemKonto.

For card holders who do not have a NemKonto, payment will take place by transfer to an account at a Danish bank specified by the card holder. In exceptional circumstances, if the card holder does not have an account at a Danish bank, a refund can be paid out in cash to the card holder in person at a point of sale (for a list of points of sale and the services they provide, see [www.rejsekort.dk/salgssteder](http://www.rejsekort.dk/salgssteder)), or to an account in a foreign bank (contact Rejsekort Customer Service for more information). To receive a cash refund, the card holder must present valid proof of identity, such as a passport, driving licence or similar document.

If a card holder has an account at a Danish bank to which transfer is possible, but still prefers a cash refund, this can take place in accordance with the aforementioned procedure.

#### **4.5. Confiscation of a Commuter Card**

Only the card holder may use a Commuter Card as a legally valid travel document. If a person other than the card holder travels on a Commuter Card, this will be deemed to be misuse of the Commuter Card, which may be confiscated by a ticket inspector. See section 4.2 concerning blocking of a Commuter Card in connection with misuse.

#### **5. Liability for use of a Commuter Card**

The card holder, or a parent/legal guardian who is liable on behalf of a child or ward, is liable for payment for all renewals made using the Commuter Card, until the date on which Rejsekort & Rejseplan A/S is contacted in order to block the card in question. Rejsekort & Rejseplan A/S will hold liability as from the date of contact.

#### **6. Customer Register**

##### **6.1. Purpose of the Customer Register**

If a card holder owes Rejsekort & Rejseplan A/S or a public transport operator more than DKK 500, or if special circumstances apply, such as suspected misuse, the card holder may be added to the Rejsekort Customer Register and will not be able to purchase a Rejsekort Personal, Rejsekort Flex or Commuter Card for a period of up to two years.

In the Customer Register, Rejsekort & Rejseplan A/S register details of name, address and civil registration (CPR) number, and the reason that a Commuter Card was blocked, and that the card holder may not acquire a new Rejsekort Personal, Rejsekort Flex or Commuter Card for a specific period of time, see below. The purpose of the registration is to avoid losses due to payment default concerning use of a Commuter Card and Rejsekort by avoiding the issue of Rejsekort/Commuter Cards to, and entering into top-up agreements or renewal agreements with, persons who are listed in the Customer Register as a consequence of previous breach of agreement, see below.

On registration in the Customer Register, Rejsekort & Rejseplan A/S may block all of a customer's Rejsekort and Commuter Cards if, based on a specific assessment, there is justified suspicion of misuse.

## **6.2. Debt to Rejsekort & Rejseplan A/S or the public transport operators**

If a card holder, or a parent/legal guardian who is liable on behalf of a child or ward, owes Rejsekort & Rejseplan A/S or an affiliated public transport operator more than DKK 500 as a consequence of breach of a Commuter Card agreement, including a renewal agreement, Rejsekort & Rejseplan A/S may register this person in the Customer Register after a written warning and individual consideration. As soon as possible, the person who is registered will receive notification of registration via email, letter or digital post.

Rejsekort & Rejseplan A/S will delete the registration:

- when the debt has been paid, or
- no later than two years after the card holder was added to the Customer Register (the debt will not be cancelled).

### **6.2.1. Special circumstances, including justified suspicion of misuse**

In special circumstances, including justified suspicion of misuse, and on the basis of a specific assessment, Rejsekort & Rejseplan A/S may add a card holder or a parent/legal guardian who is liable on behalf of a child to the Customer Register. As soon as possible, the person who is registered will receive notification of registration via email, letter or digital post.

Rejsekort & Rejseplan A/S will delete the registration no later than two years from the date of inclusion of the card holder or parent/legal guardian in the Customer Register.

## **7. Other Rejsekort terms and conditions**

### **7.1. Processing of personal data**

At Rejsekort & Rejseplan A/S, we do our utmost to ensure that card holders can have confidence in using a Commuter Card and [www.rejsekort.dk](http://www.rejsekort.dk), and also in using renewal agreements.

All personal data, including details of name, address, phone number and civil registration (CPR) number, submitted on purchasing and using a Commuter Card or creating renewal agreements etc., is processed responsibly by Rejsekort & Rejseplan A/S, and in accordance with applicable data protection legislation. Reference is also made to Rejsekort & Rejseplan A/S' privacy policy, which is available at [www.rejsekort.dk/da/Det-Med-Smaat](http://www.rejsekort.dk/da/Det-Med-Smaat).

The privacy policy presents details of which data is registered, how the data is processed, who has access to the data and deadlines for erasure, etc.

## **7.2. Information about renewal of Commuter Cards**

The holder of a Commuter Card is entitled to have access to information about the transactions made on their Commuter Card, i.e. renewals. A parent/legal guardian who has entered into a Commuter Card agreement and is liable on behalf of a child under the age of 15 is also entitled to have access to any renewals of the child's Commuter Card.

The card holder or parent/legal guardian who is liable on behalf of a child or ward also has a duty to stay informed about any renewal of the Commuter Card, see section 1.7.

The card holder may access information about renewals of the Commuter Card via Self Service at [www.rejsekort.dk](http://www.rejsekort.dk), or by personal enquiry at a point of sale. This requires the card holder's presentation of proof of identity as requested by the staff, e.g. photo ID issued by a public authority, such as a passport or driving licence.

## **7.3. Errors and irregularities**

If an error in the Rejsekort system leads to transactions that impose a direct loss on the card holder, Rejsekort & Rejseplan A/S will accept liability for this.

Neither Rejsekort & Rejseplan A/S nor the affiliated public transport operators are liable for any losses incurred as a consequence of a Commuter Card having been rejected by an affiliated public transport operator in connection with a transaction. If a check in Rejsekort reader or Rejsekort vending machine proves to be out of order on attempting to activate a new period,commuter the customer must use another check in Rejsekort reader or Rejsekort vending machine. If the other check in Rejsekort readers or Rejsekort vending machines at the same location are also out of order, the customer must contact a member of staff (train staff, bus driver, station staff, etc.) or Rejsekort Customer Service as soon as possible. If no solution is found to the problem, the customer must obtain a single ticket by other means, except in very exceptional circumstances, such as extensive system disruption making it impossible to renew a Commuter Card, or if a notification at [www.rejsekort.dk](http://www.rejsekort.dk) under 'Traffic status updates' states that tickets are waived, or if the affiliated public

transport operators have announced via loudspeaker or by other means that passengers do not have to obtain tickets.

#### **7.4. Defective Commuter Card**

A Commuter Card that is assumed to be defective must not be blocked, but must be returned to Rejsekort Customer Service for inspection. Contact Rejsekort Customer Service on (+45) 70 11 33 33 for further guidance.

Rejsekort & Rejseplan A/S will replace all defective Commuter Cards free of charge for the customer. A defective Commuter Card concerns defects that are not due to negligent handling of the Commuter Card.

The Commuter Card may not be interfered with in any way (adhesion, perforation etc.).

#### **7.5. Replacement Commuter Card**

If a Commuter Card is lost, the customer can order a replacement card on blocking the lost card. On ordering a replacement card, the customer must pay the card price, see section 1.4. On ordering a replacement card for a defective Commuter Card, the card price will be reimbursed to the customer. A defective Commuter Card concerns defects that are not due to negligent handling of the Commuter Card.

On ordering a replacement card, the commuter period will be transferred to the replacement card. Please note that the replacement card must be ordered no later than at the same time as the Commuter Card is blocked. If a Commuter Card is blocked and the customer does not order a replacement card by the latest at the same time as the card is blocked, the value of the residual period will be paid to the card holder, less an amount equivalent to eight days of the commuter period's price, see section 4.4.

#### **7.6. Customer enquiries**

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

#### **7.7. Enquiries from Rejsekort & Rejseplan A/S – including via digital post**

Communication from Rejsekort & Rejseplan A/S to customers may take place via email, letter, text message or digital post.

#### **7.8. Complaints**

In the first instance, complaints must be addressed to Rejsekort Customer Service, using the contact form at [www.rejsekort.dk](http://www.rejsekort.dk)



If the customer does not accept Rejsekort Customer Service's decision in a case, the customer may submit an appeal to one of the following bodies. The choice of appeal body depends on the nature of the appeal.

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

Appeals concerning defective equipment, fines in connection with a ticket inspection, Commuter Card functionality, failure to check in/activation, or listing in the Customer Register, etc. may be submitted to the Appeal Board for Bus, Train and Metro via an appeal form that is available at [abtm.dk](http://abtm.dk)

Appeal Board for Bus, Train and Metro

Automatikvej 1, 1.

DK-2860 Søborg

[mail@abtm.dk](mailto:mail@abtm.dk)

[www.abtm.dk](http://www.abtm.dk)

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

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

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

You can also submit your complaint via the European Commission's Online Dispute Resolution portal. This is particularly relevant if the complainant is a consumer resident in another EU member state. Submit your complaint at [ec.europa.eu/odr](http://ec.europa.eu/odr). When a complaint is submitted, the complainant must include the email address: [administration@rejsekort.dk](mailto:administration@rejsekort.dk)

### **The Danish Consumer Ombudsman**

The Danish Consumer Ombudsman handles complaints regarding Rejsekort & Rejseplan A/S' general terms and conditions, as well as marketing and advertising (the Danish Marketing Practices Act).

The Danish Consumer Ombudsman

Carl Jacobsens Vej 35

DK-2500 Valby

[forbrugerombudsmanden@kfst.dk](mailto:forbrugerombudsmanden@kfst.dk)

[Forbrugerombudsmanden.dk](http://Forbrugerombudsmanden.dk)

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

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

The Danish Data Protection Agency

Carl Jacobsens Vej 35

DK-2500 Valby

[Dt@datatilsynet.dk](mailto:Dt@datatilsynet.dk)

[www.datatilsynet.dk](http://www.datatilsynet.dk)

You can also read the Appeal Guide at [rejsekort.dk](http://rejsekort.dk)

Questions and disputes concerning the interpretation of the Rejsekort Terms and Conditions are subject to Danish law.

**Valid as from 1 January 2023**

Version 3.2