

# **Joint National Travel Regulations**

**Valid from 1 November until 31 December 2023**

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## **Significant changes have been made since the last edition of the Joint National Travel Regulations (1 November 2022)**

- Arriva's Forgotten Card program has been discontinued
- Changes regarding possibility of purchase in ticket machines for journeys on city buses in Aarhus and on Lemvigbanen

## 1. General information

The Joint National 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 National 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, and Midtjyske Jernbaner A/S, which operates Lemvigbanen.

For journeys 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 the individual companies' regulations/terms and conditions.

The travel document is the customer's proof of the right to be transported. The Joint National 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](http://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. These changes will be made as soon as possible, including in Journey Planner (Rejseplanen).

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.

### Continuous ticket

A travel authorization for a continuous journey by train, light rail, local rail train and metro, which is purchased in one transaction (i.e. in a single purchase) is a continuous ticket. This gives special rights in relation to operational disturbances, cf. section 14.

### 2.1. Rules and prices

#### Travel by train

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 single tickets and cards at [www.dsb.dk](http://www.dsb.dk) and [www.arriva.dk](http://www.arriva.dk).

For travel by local train within Nordjyllands Trafikselskab's tariff area, see prices and product descriptions for Nordjyllands Trafikselskab's single tickets and cards at [www.NordjyllandsTrafikselskab.dk](http://www.NordjyllandsTrafikselskab.dk)

#### Travel across the Great Belt and across Øresund (the Sound)

For travel with DSB across the Great Belt, see prices and product descriptions for DSB's single tickets and cards at [www.dsb.dk](http://www.dsb.dk).

For travel to and from Sweden within the Øresund tariff area, see prices and regulations for single tickets and cards for the Øresund tariff area at [www.dsb.dk](http://www.dsb.dk).

[For travel to and from Bornholm](#), see prices and product descriptions for DSB single tickets and cards at [www.dsb.dk](http://www.dsb.dk)

Travel by bus west of the Great Belt

For travel by bus west of the Great Belt with FynBus, Sydtrafik, Midttrafik or Nordjyllands Trafikselskab buses and light rail services, see prices and product descriptions for FynBus, Sydtrafik, Midttrafik and Nordjyllands Trafikselskab single tickets and cards at [www.fynbus.dk](http://www.fynbus.dk), [www.sydtrafik.dk](http://www.sydtrafik.dk), [www.midttrafik.dk](http://www.midttrafik.dk) and [www.NordjyllandsTrafikselskab.dk](http://www.NordjyllandsTrafikselskab.dk).

Travel by bus, train and Metro east of the Great Belt

For travel on Zealand, Lolland, Falster and Møn, see prices and product descriptions for DOT (Din Offentlige Transport) single tickets and cards at [www.dinoffentligetransport.dk](http://www.dinoffentligetransport.dk) and [www.dsb.dk](http://www.dsb.dk).

Travel on Bornholm

For travel by bus on Bornholm, see prices and product descriptions for BAT's single tickets and cards at [www.bat.dk](http://www.bat.dk).

Other information

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

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](http://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:

- Adult (from 16 years of age)
- Pensioner (as from and including 67)
  - Disability pension recipients etc. (For documentation, see the individual companies' websites, see section 17)
- Young Person (persons from 16 up to and including 25 years of age, 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)
- Paying child (from 12 to 15 years of age or unaccompanied under 12 years of age)

- Free child accompanied by a paying adult (maximum two children up to and including 11 years of age), or accompanied by a paying child (one child up to and including 11 years of age)
- 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 traveling with DSB (does not apply on S-tog), a cycle space ticket is required, read more at [www.dsb.dk](http://www.dsb.dk). A Rejsekort set for a bicycle is not a valid travel documentation for journeys with DSB (bikes are free of charge on S-tog).

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.

Permanent changes can be made by the customer by contacting Rejsekort Customer Service or at selected points of sale (see [rejsekort.dk](http://rejsekort.dk)). In both cases, documentation may be required.

Temporary changes can be made at, for example, Check In Extra stands or on the Rejsekort vending machine.

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

A Rejsekort Anonymous 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](http://www.rejsekort.dk). See more about fares for travel on DSB 1' at [www.dsb.dk](http://www.dsb.dk)

When the customer has upgraded to DSB 1', the customer must be aware that the upgrade disappears after check in and changing means of transport. The customer must check out, upgrade to DSB 1' and then check in again. The journey is interconnected as one single journey, and the customer will only pay one surcharge.

### **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.

It is possible to buy a travel document in the following ways:

- To be able to travel by bus, a single ticket can be purchased with cash on boarding the bus. Certain Public Transport Operators/bus lines may be exempted from this; see the companies' websites (see section 21).
- Single tickets must be purchased before boarding when travelling on DSB, Arriva and Nordjyske Jernbaner trains, by Metro, by Lokaltog, by Vestbanen and by Midtjyske Jernbaner (Lemvigbanen og Holstebro-Skjern),, on the light rail services and with busses in Aarhus.
- Travel documents can be purchased from vending machines at the stations of DSB, Arriva Tog and the Letbane light rail service in Aarhus, and at Metro stations and selected Nordjyske Jernbaner stations (see [www.nj.dk](http://www.nj.dk)).
- In addition, single 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. Vending machines at stations operated exclusively for trains by Arriva and Nordjyske Jernbaner only accept payment cards.
- Travel documents can also be purchased from the companies' serviced retail outlets during opening hours and via the companies' websites (see section 17).
- 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**

Public transport in Denmark is an open system with widespread self-service, and it is therefore always the customer's responsibility to have a valid travel document upon boarding, including by ensuring that the Rejsekort has been checked in correctly. On receipt of a travel document, the customer must make sure that the single ticket is in accordance with requirements.

The customer can extend the journey by purchasing more zones/a new single ticket 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 single ticket/new single ticket adhere to the general rules for purchase of travel documents.

In DOT, the customer can extend the journey by purchasing a one-zone additional single ticket for a Commuter Pass. If the customer is to travel further than one zone, or if the customer is using another travel document, the journey may be extended by purchasing a new single ticket.

The driver can upon request provide guidance on travel documents but does not perform systematic single ticket inspection.

The travel document does not give access to a specific departure and seating is not guaranteed. Certain special single ticket types and train types have requirements concerning specific departures and seat reservations, which are stated in the purchase flow and in the purchase conditions. 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, and a final destination is printed on the travel document, it will not be valid for any further than the printed final destination. A zone single ticket is valid for travel throughout the area of validity if the last boarding takes place within the single ticket's period of validity.

The exception is travel by city bus in the City of Aarhus and with the Letbane light rail service in Aarhus, in which case the customer must alight by the time stamped on the single ticket (see [www.midttrafik.dk](http://www.midttrafik.dk)). In the Metro, the customer must alight by no later than 30 minutes after the expiry of the period of validity.

Information on specific rules regarding time limits/restricted periods on the travel document can be found on the companies' websites (see section 21). For Rejsekort, special rules apply (see [www.rejsekort.dk/kortbestemmelser](http://www.rejsekort.dk/kortbestemmelser)).

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

It is the customer's responsibility to ensure that cardboard or paper single tickets (e.g. the Pensioner's card) are correctly issued and are valid for the entire journey and the area of travel.

Single tickets or cards are valid for the period and on the line and in the transfer area or the number of zones printed on the single ticket or card.

Single tickets and mobile multi-trip 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 the pass is valid on the Metro or not. 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. However, Skånetrafiken's commuter card can be transferred to another person if this person also has Skånetrafiken's app - see conditions under [www.skandetrafiken.se](http://www.skandetrafiken.se). 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 will 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. In particular concerning use of mobile products (delivered via text message or app)**

It is the customer's responsibility to ensure that the travel document has been received on the mobile device before boarding. It is not sufficient that the order has commenced.

Throughout the journey, single tickets or cards must be available for inspection by staff. This takes place by scanning. The screen should be in such a condition that inspection is possible. No corrections may be made to the travel document.

The travel document is only valid for the phone number to which it was ordered and may not be forwarded and/or shared. Five times during the mobile product's term of validity, however, a customer profile on the RejseBillet app, 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.

With the purchase of mobile products, the terms and conditions for each product are accepted. The applicable terms and conditions are set out on the individual companies' websites (see section 17).

Midttrafik mobile multi-trip cards are valid for the period and on the line and in the transfer area or the number of zones equivalent to the number of stamps on the card.

### **2.4.3. Use of Rejsekort**

Rejsekort, issued by Rejsekort Rejseplanen A/S, can be used as a travel document, except on Bornholm and small islands. See travels at [www.rejseplanen.dk](http://www.rejseplanen.dk).

A Rejsekort must be checked in (see the list of validation rules below) before the start of the journey. For all means of transport for which check in takes place inside the means of transport, the customer must check in immediately after boarding, without any unnecessary delay, and before taking a seat. 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.

A Rejsekort Anonymous must have the 'rejse mellem landsdele' (inter-regional travel) setting to be valid for travel between regions of Denmark. Be aware of increased prepayment - see [Terms and conditions for Rejsekort](#).

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, and dogs and bicycles. For travel on the Metro, the Rejsekort card reader located on the Metro stations must be 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 must always check in on a bus and on the Letbane light rail service in Odense but 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 must always check in on a bus and on the Letbane light rail service in Odense, but does not need to check in on a train, Metro train or the Letbane light rail service in Aarhus, does not need to check in on changing to a train, Metro 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.

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 must always check in on a bus and on the Letbane light rail service in Odense, but 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.

#### Check In Extra:

Customers can check in fellow travellers, bicycles and dogs on their Rejsekort (called check in extra) at a special Check In Extra card reader or Rejsekort vending machine, or by asking the bus driver to adjust the Rejsekort equipment to check in, in order to make a check in. This does not apply to a Commuter Pass.

It is the customer's own responsibility to ensure that fellow passengers, bicycles and dogs are checked in correctly.

#### Validation rules:

Rejsekort type	Check In	Check Out	Check In Extra	Change check-in
Rejsekort Personal	Yes	Yes	Available	Yes
Commuter Pass	Yes, by bus and on the Letbane light rail service in Odense Yes, on activating a period <ul style="list-style-type: none"><li>• on trains</li><li>• in the Metro</li><li>• on the Letbane light rail service in Aarhus</li></ul> – otherwise not necessary	Optional	No – not possible	Yes, by bus and on the Letbane light rail service in Odense
Rejsekort with commuter Combi	Yes	Yes	Available	Yes
Rejsekort Flex	Yes	Yes	Available	Yes
Rejsekort Anonymous Including any upgrade to countrywide	Yes	Yes	Available	Yes

If the customer does not adhere to the aforementioned check in rules, the customer will be deemed to be without a valid single ticket, which incurs an inspection fee.

Please be aware that check in extra is deleted when checking out or when group composition is changed during the journey. If, for example, on one part of the journey one person is checked in and on another part of the journey several people are checked in, the journey will be split into two and each journey will be calculated as an independent journey.

On city buses in Aarhus, customers cannot check in bicycles or large dogs on a Rejsekort.

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 will be deducted from the Rejsekort. See the price at [www.rejsekort.dk](http://www.rejsekort.dk).

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.

### **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 has taken 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 at [www.rejsekort.dk](http://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.

For travel by Rejsekort, additional rules in the Rejsekort terms and conditions also apply, see [www.rejsekort.dk](http://www.rejsekort.dk).

## **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, see the Rejsekort terms and conditions at [www.rejsekort.dk](http://www.rejsekort.dk).

## **2.6. Inspection of travel documents**

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

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

Mobile products must be presented to the inspection staff – e.g. 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 single tickets and cards are accepted as valid travel documents. Copies and images of single tickets and cards (Print-Self single 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 request, see section 2.7.4.

If a valid travel document cannot be presented on request during inspection, it will not be possible to have to get a reduction or cancellation of a inspection fee by subsequent presentation of travel documents, 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 card that is valid for a specific period of time (e.g. a pensioner's card) outside the card's term of validity, or if other means of transport or travel time restrictions are not respected (e.g. lack of surcharge for DSB 1' or for the Metro, or carrying a bicycle outside the times when they are permitted) is also deemed to be a customer without a valid travel document.

Customers travelling alone on someone else's Rejsekort Personal 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.

If the maximum time for a Rejsekort is exceeded, the Rejsekort will no longer be valid as a ticket and the customer risks being charged an inspection fee.

#### **2.7.2. Fees**

The Public Transport Operators determine the size of Inspection fees. The size of inspection fees can therefore be changed following a decision by the individual Public Transport Operator. This will be notified within one month and will appear on the website of the Public Transport Operator in question (see section 17).

The Inspection fee is issued by the Public Transport Operator the customer has travelled with and at the Public Transport Operators tariff.

The Inspection fee for the individual customer groups in the individual Public Transport Operator currently amounts to:

Public Transport Operator	Adult and Youth	Children and dogs	Bicycles
DSB	DDK 750	DDK 375	DDK 100
Arriva Tog	DDK 1.000	DDK 500	DDK 250
Nordjyllands Trafikselskab	DDK 1.000	DDK 500	DDK 100
Midttrafik	DDK 1.000	DDK 500	DDK 100
Sydtrafik	DDK 1.000	DDK 500	DDK 100
Fynbus	DDK 1.000	DDK 500	DDK 100
Trafikselskabet Movia	DDK 1.000	DDK 500	DDK 100
Metroselskabet I/S	DDK 750	DDK 375	DDK 250
BAT	DDK 750	DDK 375	DDK 100

### **2.7.3. Validity of the inspection fee**

In the aforementioned case, the inspection fee will 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 of the other children have valid travel documents. In this case, the inspection fee for one 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. If a child under the age of 16 travels with more than one child under the age of 12, the inspection fee will be charged to the paying child, at the rate for children. If a child travels alone without a valid travel document, the inspection fee will be issued to the child.

### **2.7.4. Identification**

When tickets are inspected, the customer must be able to present proof of identify in the form of a driving 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.

The customer must, on request, acknowledge receipt of the inspection fee. When required, the customer must confirm the accuracy of the information provided with a signature.

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

#### **2.7.5. Commuters**

Customers who hold 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 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 with DSB and are unable to produce their Commuter Pass when requested on one of DSB's trains in the forgotten commuter products validity area, can under the company's rules and conditions for the scheme travel 6 times without having to pay an inspection fee. See rules and conditions on the companies' websites

#### **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. For certain companies, payment reminders can be sent via e-Boks to the recipient of the inspection fee. If the debt is not paid after one or more reminders, the claim is transferred for collection via the Danish Debt Collection Agency. On taking over the debt, the Danish Debt Collection Agency will calculate a charge that will be added to the debt.

Any payment of the inspection fee will 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,
- the customer repeatedly presents an expired Commuter Pass.

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.

Read more about the individual companies' blocking rules on the companies' websites (see section 17).

### **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 and Lokaltog (excluding the section Roskilde – Køge)**

It is not necessary to book assistance in advance when travelling by S-tog, and Local trains. For the section Roskilde – Køge see section below.

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 about the disability service on Lokaltog can be obtained by contacting the company's Customer Centre (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 for boarding or alighting, the customer can contact the Metro'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 the event of acute danger, the red ALARM button).

#### **DSB, Midtjyske Jernbaner, Arriva Tog, Nordjyske Jernbaner, Lokaltog (the section Roskilde – Køge) and Skånetrafikken**

Information about the services of DSB, Arriva Tog, Midtjyske Jernbaner, Nordjyske Jernbaner, Skånetrafikken and Lokaltog section Roskilde - Køge 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.

Assistance on the Vestbanen must be ordered in advance as described on Arriva's website.

### **Buses and light rail services**

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.

For travel by light rail, it is not necessary to book assistance in advance, as there is one-level entry. Be aware that there may be a horizontal gap between the light rail train and the platform on the Letbane light rail service in Aarhus. The access conditions for the individual stops are described here:

<https://www.midttrafik.dk/koreplaner/letbanen/standsningsteder>

The wheelchair user must place the wheelchair as instructed on the bus or light rail train. Manual wheelchairs must be secured using the brake and any the seat belt installed on the bus. Electric wheelchairs must be switched off while the vehicle is moving and it is recommended that any seat belt installed on the bus is used.

Weight and measurement specifications are available on the companies' websites, see section 17.

### **3.2. Companion scheme**

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).

Any additional rules can be found on the companies' websites (see section 17).

DSB has special rules in relation to staying in quiet zones (guide and service dogs).

### **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.

On buses, there may be no more than two units, 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 single ticket for their unit.

An electric scooter (mini-crosser) may only be carried on DSB, Arriva and Lokaltog trains, on the Metro, on the light rail services, 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 must arrange for loading and unloading of their own personal luggage, bicycles and other items brought with them, without delaying services. The luggage etc. must be placed so as not to present an obstruction or hazard.

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.

Folded bicycles, folded strollers and folded (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 light rail services**

Bicycles may be carried on trains, including local trains, as well as Metro trains, harbour buses, the Letbane light rail service in Aarhus and the Letbane light rail service in Odense. Please note that there may be special rules for DSB as well as local rules concerning bicycles, including periods during which no bicycles are allowed and prices for transporting bicycles. See further information on the companies' websites (section 17)

### **Buses**

Bicycles may be carried on a number of buses. See further information on the companies' websites (section 17)

Bicycles carried inside the bus must be kept under surveillance throughout the journey and, if possible, attached and secured while the bus is moving.

#### **4.3.1 General**

There may be times when bicycles are not permitted to be carried. If there are time restrictions during certain periods, it is not permitted to complete the journey with the bicycle, even if the journey commenced before the start of the restricted period (see further information about restricted periods on the companies' websites, see section 21).

One bicycle per customer may be carried. It is the staff who assess whether there is room.

Only ordinary two-wheeled bicycles may be carried, and not carrier bicycles, tandem bicycles, trailers, Segways and the like. However, there are certain 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. These may therefore be carried free of charge.

There are special rules for carrying bicycles on trains between Denmark and Germany.

For prices and further provisions, see the companies' websites (see section 17).

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

(Electrical) scooters that do not fulfil the luggage requirements under section 4.2 must comply with other rules for carrying bicycles, see section 4.3.1. DSB may have special rules for carrying (electrical) scooters on InterCity, InterCityLyn and IntercityLyn+ trains. Please see DSB's website (see section 17).

At Arriva Tog, tandem bicycles may be carried on certain trains when the access conditions so permit and the train staff otherwise estimate that there is room.

Disabled people have the opportunity to carry a tandem bicycle in DSB's trains.

Tandem bicycles may not be carried on international trains. For prices and terms, see the companies' websites (see section 17).

#### **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, 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, light rail 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 transport case. 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.

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 large dogs may not be carried on city buses.

Under 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.

At Nordjyllands Trafikselskab, larger dogs cannot be taken on city buses on weekdays at 7.00-9.00 and at 14.30-17.00, unless they are in a closed dog carriage.

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

Under Trafikselskabet Movia, large dogs may furthermore not be carried on other buses on business days between 07:00 and 09:00, or between 15:30 and 17:30, 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 and light rail trains. 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 need to board or alight from the train.

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 the passenger signal on the platform, if available. 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. Such a stretch is a wave-down section. The wave-down sections can be seen by searching the Journey Planner (Rejseplanen). Special line types (e.g. X buses, R buses, S buses or U 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 Public Transport Operators' websites (section 17).

### **Travel with Rejsekort on buses with check in mini terminals or self-single ticketing**

Read more at [www.midttrafik.dk](http://www.midttrafik.dk).

## **9. Emergency brakes and doors on trains and Metro trains and in underground stations**

It is prohibited to prevent train and 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. A smoking ban applies at DSB's stations, Metro stations, Arriva Tog's stations, the Letbane light rail service in Odense's stations and 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 (see section 17 for contact details).

## 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 single 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, behave violently or commit vandalism
- 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 18,200 (2022) [2] for each customer.

For disabled people's aids (mobility equipment, assistive devices or guide and service dogs), there is no limit to the amount of compensation if the company is responsible for full or partial damage to the aid.

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 (EU) 2021/782 of 29 April 2021 on rail passengers' rights and obligations (recast) (recast) (EEA-relevant text).

[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 respective 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, Lokaltog and DSB including S-tog trains, or
- Travel guarantee for travel with transport companies (bus, local train, the Letbane light rail service in Aarhus and the Letbane light rail service Odense), Nordjyske Jernbaner or Metro
- 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 single ticket, or as financial compensation based on the extent of the delay.

No reimbursement of expenses for alternative transport arranged by the passenger (e.g. taxi) is offered. A travel time guarantee can be applied for by customers who have experienced delays on journeys with Arriva Tog, Nordjyske Jernbaner and DSB.

A travel guarantee concerns the reimbursement of the costs of alternative transport (e.g. taxi) when delay or failing to stop causes waiting time. The customer's ticket is not refunded. A travel guarantee can be applied for by customers who have experienced delays on journeys by bus, local train, Metro, the Letbane light rail service in Aarhus and the Letbane light rail service Odense).

The customer must seek further information from the company that was used at the time of the delay:

- DSB travel time guarantee
- Arriva travel time guarantee
- Metro travel guarantee
- Movia travel guarantee
- Lokaltog travel guarantee
- FynBus travel guarantee
- Sydtrafik travel guarantee
- Midttrafik travel guarantee
- Lokaltog travel guarantee
- Nordjyllands Trafikselskab travel guarantee
- Nordjyske Jernbaners guarantee
- BAT travel guarantee

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

In addition to the companies' travel time guarantees and travel guarantee, the rules laid down in the Regulation on the rights of rail passengers (trains, including the Metro, local railways and light rail

services) will apply. 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 if a continuous ticket is used, cf. section 2. For travel by train, the Regulation's rules on refund and rescheduling of compensation and assistance, cf. articles 18-20.(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 any lack of space on a bus, train or the Metro.

## **15. Lost property**

Found items must be handed to the staff. Documents with sensitive personal information, mobile phones, tablets, money, valuable jewellery and the like are handed over to the police shortly thereafter. Other forgotten items will be disposed of after 30 days, see the Danish Lost Property Act.

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 must be addressed to the Rejsekort Customer Service.

All complaints can be submitted in writing, preferably with an exact specification 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](http://www.abtm.dk)), Automatikvej 1, DK-2860 Søborg, tel. (+45) 22 62 65 00.

Customers have the opportunity to complain to Jernbanenævnet if the complaint concerns the railway companies' general compliance with the regulation of the European Parliament and the Council on the rights and obligations of rail passengers. Jernbanenævnet (<https://www.jernbanenaevnet.dk>), Carsten Niebuhrs Gade 43, 1577 Copenhagen V, tel. 41 78 03 86.

Customers who have received a written decision from DSB also have the opportunity to pursue the claim to DSB's Customer Ambassador ([DSB Kundeambassadør](#)).

## **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 Services

Tel. (+45) 70 11 33 33

[www.rejsekort.dk](http://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](mailto:kundehenv@dsb.dk)

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

Arriva Tog Customer Centre

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

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

NT Sales and Service Centre

Tel. (+45) 98 11 11 11

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

**For information and inquiries regarding Zealand**

DOT Customer Centre

Tel. (+45) 70 15 70 00

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

**For information and enquiries regarding Bornholm:**

BAT-din Bus at Bornholm Customer Centre

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

[www.bat.dk](http://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](mailto:kundeservice@Arriva.dk)

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FynBus Customer Centre

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Midttrafik Customer Centre

Tel.: (+45) 70 21 02 30

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

NT Sales and Service Centre

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Sydtrafik Customer Centre

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

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

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Metrovej 5  
DK-2300 Copenhagen S

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

Changes as a consequence of new legislation or regulatory requirements brought into force at short notice may, in exceptional cases, result in non-compliance with the stated warnings.

## **19. Entry into force**

Date of entry into force: 1 November 2023.

At the same time the following are cancelled: [Joint National Travel Regulations - 1 June 2023](#).

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. 215 of 1 March 2023.

Danish Traffic Act, cf. Consolidated Act no.1324 of 21 November 2018.

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

Danish Act no. 1666 of 26 December 2017 on package trips and combined travel arrangements.

Executive order on railway activities on light rails (the Copenhagen Metro), Executive Order no. 1125 of 10 September 2017.

Executive Order regulating claim and insurance amounts under the Danish Railway Act, Order no.1125 of 9 October 2017.

[Regulation \(EU\) 2021/782 of the European Parliament and of the Council of 29 April 2021 on the rights and obligations of rail passengers \(recast\) \(EEA-relevant text\)](#)

## 21. Details of products and prices

DSB: [www.dsb.dk/find-produkter-og-services/](http://www.dsb.dk/find-produkter-og-services/)

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

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

BAT: <https://bat.dk/rejs-med-bussen/billetter-og-takster/>

Arriva: [arriva.dk/kort-og-billetter](http://arriva.dk/kort-og-billetter)

FynBus: [www.fynbus.dk/find-den-rigtige-billet](http://www.fynbus.dk/find-den-rigtige-billet)

Midtjyske Jernbaner: <https://mjba.dk/english/>

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

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

Sydtrafik: [www.sydtrafik.dk/billetter-og-priser/billetter-og-kort](http://www.sydtrafik.dk/billetter-og-priser/billetter-og-kort)

## 22. Annex

[Regulation \(EU\) 2021/782 of the European Parliament and of the Council of 29 April 2021 on the rights and obligations of rail passengers \(recast\) \(EEA-relevant text\)](#)

### CHAPTER IV

#### DELAYS, MISSED CONNECTIONS AND CANCELLATIONS

##### *Article 17*

##### **Liability for delays, missed connections and cancellations**

Subject to the provisions of this Chapter, the liability of railway undertakings in respect of delays, missed connections and cancellations shall be governed by Chapter II of Title IV of Annex I.

##### *Article 18*

##### **Reimbursement and re-routing**

1. Where it is reasonably to be expected, either at departure or in the event of a missed connection or a cancellation, that arrival at the final destination under the transport contract will be subject to a delay of 60 minutes or more, the railway undertaking operating the delayed or cancelled service shall immediately offer the passenger the choice between one of the following options, and shall make the necessary arrangements:

- a) reimbursement of the full cost of the ticket, under the conditions by which it was paid, for the part or parts of his or her journey not made and for the part or parts already made if the journey is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return service to the first point of departure at the earliest opportunity;
  - b) continuation or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;
  - c) continuation or re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's convenience.
2. Where, for the purposes of points (b) and (c) of paragraph 1, comparable re-routing is operated by the same railway undertaking or another undertaking is commissioned to perform the re-routing, this shall not generate additional costs to the passenger. This requirement also applies where the re-routing involves the use of transport of a higher service class and alternative modes of transport. Railway undertakings shall make reasonable efforts to avoid additional connections and to ensure that delay in the total travel time is as short as possible. Passengers shall not be downgraded to transport facilities of a lower class unless such facilities are the only re-routing means available.
3. Without prejudice to paragraph 2, the railway undertaking may allow the passenger, at his or her request, to conclude contracts with other providers of transport services which enable the passenger to reach the final destination under comparable conditions, in which case the railway undertaking shall reimburse the passenger for the costs that he or she incurs.
- Where the available re-routing options are not communicated to the passenger within 100 minutes from the scheduled departure time of the delayed or cancelled service or the missed connection, the passenger shall be entitled to conclude such a contract with other providers of public transport services by rail, coach or bus. The railway undertaking shall reimburse the passenger for the necessary, appropriate and reasonable costs that he or she incurs.
- This paragraph shall not affect national laws, regulations or administrative provisions which grant more favourable re-routing conditions to passengers.
4. Re-routing transport service providers shall provide persons with disabilities and persons with reduced mobility with a comparable level of assistance and accessibility when offering an alternative service. Re-routing transport service providers may provide persons with disabilities and persons with reduced mobility with alternative services which are appropriate to their needs and which differ from those offered to other passengers.
5. The reimbursements referred to in point (a) of paragraph 1 and in paragraph 3 shall be paid within 30 days after the receipt of the request. Member States may require railway undertakings to accept such requests by particular means of communication, provided that the request does not create discriminatory effects. The reimbursement may take the form of vouchers and/or the provision of other services provided that the terms of those vouchers and/or services are sufficiently flexible, in particular regarding the validity period and destination, and that the passenger agrees to accept those vouchers and/or services. The reimbursement of the ticket

price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps.

6. The Commission shall adopt an implementing act establishing a common form for reimbursement requests under this Regulation by 7 June 2023. That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38(2).
7. Passengers shall have the right to submit their requests using the common form referred to in paragraph 6. Railway undertakings shall not reject a request for reimbursement solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the railway undertaking shall ask the passenger to clarify the request and shall assist the passenger to do so.

#### *Article 19*

#### **Compensation**

1. Without losing the right of transport, a passenger is entitled to compensation for delays from the railway undertaking if he or she is facing a delay between the places of departure and final destination stated in the ticket or through-ticket for which the cost has not been reimbursed in accordance with Article 18. The minimum compensation for delays shall be as follows:
  - a) 25 % of the ticket price for a delay of 60 to 119 minutes;
  - b) 50 % of the ticket price for a delay of 120 minutes or more.
2. Paragraph 1 shall also apply to passengers who hold a travel pass or season ticket. If those passengers encounter recurrent delays or cancellations during the period of validity of the travel pass or season ticket, they shall be entitled to adequate compensation in accordance with the railway undertaking's compensation arrangements. These arrangements shall state the criteria for determining delay and for the calculation of the compensation. Where delays of less than 60 minutes occur repeatedly during the period of validity of the travel pass or season ticket, the delays may be counted cumulatively and passengers may be compensated in accordance with the railway undertaking's compensation arrangements.
3. Without prejudice to paragraph 2, compensation for delay shall be calculated in relation to the full price which the passenger actually paid for the delayed service. Where the transport contract is for a return journey, compensation for delay on either the outward or the return leg shall be calculated in relation to the price indicated for that leg of the journey on the ticket. Where there is no such indication of the price of the individual legs of the journey, the compensation shall be calculated in relation to half of the price paid for the ticket. In the same way, the price for a delayed service provided under any other form of transport contract entitling the passenger to travel for two or more subsequent legs shall be calculated in proportion to the full price.
4. The calculation of the period of delay shall not take into account any delay that the railway undertaking can demonstrate as having occurred outside the Union.
5. The Commission shall adopt an implementing act establishing a common form for compensation requests under this Regulation by 7 June 2023. That common form shall be established in a

format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38(2).

6. Member States may require railway undertakings to accept requests for compensation by particular means of communication, provided that the request does not create discriminatory effects. Passengers shall have the right to submit their requests using the common form referred to in paragraph 5. Railway undertakings shall not reject a request for compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the railway undertaking shall ask the passenger to clarify the request and shall assist the passenger to do so.
7. The compensation of the ticket price shall be paid within one month after the submission of the request for compensation. The compensation may be paid in vouchers and/or other services if the terms are flexible, in particular regarding the validity period and destination. The compensation shall be paid in money at the request of the passenger.
8. The compensation of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps. Railway undertakings may introduce a minimum threshold under which payments for compensation will not be paid. This threshold shall not exceed EUR 4 per ticket.
9. Passengers shall not have any right to compensation if they are informed of a delay before buying a ticket, or if a delay due to continuation on a different service or re-routing remains below 60 minutes.
10. A railway undertaking shall not be obliged to pay compensation if it can prove that the delay, missed connection or cancellation was caused directly by, or was inherently linked with:
  - a) extraordinary circumstances not connected with the operation of the railway, such as extreme weather conditions, major natural disasters or major public health crises, which the railway undertaking, in spite of having taken the care required in the particular circumstances of the case, was unable to avoid and the consequences of which it was unable to prevent;
  - b) fault on the part of the passenger; or
  - c) the behaviour of a third party which the railway undertaking, in spite of having taken the care required in the particular circumstances of the case, was unable to avoid and the consequences of which it was unable to prevent, such as persons on the track, cable theft, on-board emergencies, law enforcement activities, sabotage or terrorism.

Strikes by the personnel of the railway undertaking, acts or omissions by another undertaking using the same railway infrastructure and acts or omissions of the infrastructure and station managers are not covered by the exemption referred to in point (c) of the first subparagraph.

#### *Article 20*

#### **Assistance**

1. In the case of a delay in arrival or departure, or cancellation of a service, passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time of

the service or the replacement service by the railway undertaking or by the station manager as soon as such information is available. Where ticket vendors and tour operators have such information, they shall also provide it to the passenger.

2. Where the delay referred to in paragraph 1 amounts to 60 minutes or more, or the service is cancelled, the railway undertaking operating the delayed or cancelled service shall offer the passengers the following, free of charge:
  - a) meals and refreshments in reasonable relation to the waiting time, if they are available on the train or in the station, or can reasonably be supplied, taking into account criteria such as the distance from the supplier, the time required for delivery and the cost;
  - b) hotel or other accommodation, and transport between the railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible. In cases where such a stay becomes necessary due to the circumstances referred to in Article 19(10), the railway undertaking may limit the duration of accommodation to a maximum of three nights. The access requirements of persons with disabilities and persons with reduced mobility and the needs of assistance dogs shall be taken into account, whenever possible;
  - c) if the train is blocked on the track, transport from the train to the railway station, to the alternative departure point or to the final destination of the service, where and when physically possible.
3. If the railway service is interrupted and cannot be continued anymore or cannot be continued within a reasonable period, railway undertakings shall provide passengers as soon as possible with alternative transport services and make the necessary arrangements.
4. Railway undertakings shall inform affected passengers how to request certification that the rail service has suffered a delay, led to a missed connection or that it has been cancelled. This certification shall also apply in connection with the provisions laid down in Article 19.
5. In applying paragraphs 1 to 4, the operating railway undertaking shall pay particular attention to the needs of persons with disabilities and persons with reduced mobility, as well as to those of any accompanying persons and assistance dogs.
6. Where contingency plans are established pursuant to Article 13a(3) of Directive 2012/34/EU, the railway undertakings shall coordinate with the station manager and infrastructure manager in order to prepare them for the possibility of major disruption and long delays leading to a considerable number of passengers being stranded in the station. Such contingency plans shall include requirements for the accessibility of alert and information systems.

## **Extract from Annex to the Regulation on rail passengers' rights and obligations**

### **CHAPTER II**

#### **Liability in case of failure to keep to the timetable**

##### *Article 32*

### **Liability in case of cancellation, late running of trains or missed connections**

1. The carrier shall be liable to the passenger for loss or damage resulting from the fact that, by reason of cancellation, the late running of a train or a missed connection, his journey cannot be continued the same day, or that a continuation of the journey the same day could not reasonably be required because of given circumstances. The damages shall comprise the reasonable costs of accommodation as well as the reasonable costs occasioned by having to notify persons expecting the passenger.
2. The carrier shall be relieved of this liability, when the cancellation, late running or missed connection is attributable to one of the following causes:
  - a) circumstances not connected with the operation of the railway which the carrier, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which he was unable to prevent;
  - b) fault on the part of the passenger; or
  - c) the behaviour of a third party which the carrier, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which he was unable to prevent; another undertaking using the same railway infrastructure shall not be considered as a third party; the right of recourse shall not be affected.
3. National law shall determine whether and to what extent the carrier must pay damages for harm other than that provided for in paragraph 1. This provision shall be without prejudice to Article 44.

## **23. Earlier versions**

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