Joint National Travel Regulations

Valid from 22 October 2026

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Significant changes have been made since the last edition of the Joint National Travel Regulations (1 September 2026)

- For journeys made with the Rejsekort app, if a customer checks in again within 30 minutes after checking out, the price will be calculated as for a single journey. See section 2.4.3.
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1. General information

The Joint National Travel Regulations are published by DSB, DSB Vores Tog A/S 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 DSB Vores Tog, DSB and Nordjyske Jernbaner (hereinafter referred to as bus, train, metro and light rail).

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 extra transport to increase capacity is implied.

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 and the Holstebro–Skjern route via Vemb

For journeys by train between Denmark and other countries, the 'General Conditions of Carriage' where the most recent version is published on DSB's website (DSB | Terms and Conditions for International Travel) and the terms of the operating companies apply.

For journeys by train exclusively outside of Denmark, the terms and rights of the operating company apply. The operating companies are shown on the travel entitlement and reference is made to the individual companies' regulations/terms and conditions.

The travel entitlement is the customer's proof of the right to be transported. The Joint National Travel Regulations, together with a valid travel entitlement, form the agreement between the customer and the chosen company. For certain types of proof of travel entitlement, specific rules ("Card Regulations", "Terms and Conditions of Sale", "Business Terms and Conditions" or "Terms and Conditions" – collectively referred to in this document as the "Terms and Conditions") apply and form an integral part of the agreement. This will be communicated in connection with the purchase.

In addition, travel by bus, train, metro and light rail 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 metro and light rail and, in connection with this, provide timetables and inform about departures and changes thereto through continuous updates and information at www.rejseplanen.dk, at stations and bus terminals, on their own websites and via other appropriate media.

The companies can change departures, routes and stopping points on an ongoing basis. These changes will be made public on appropriate platforms including the Journey Planner (Rejseplanen) as soon as possible

It is the customer's own responsibility to stay informed of changes to the timetable. The companies endeavor 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 organizing the journey, must allow a reasonable amount of time to arrive at the destination or connection point. Delays can be the cause of missed 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 entitlement

A travel entitlement is the ticket or card with which the journey is made, including Basiskort, and tickets and cards issued on apps.

Continuous ticket

A travel authorization for a continuous journey by train, local rail train, metro, and light rail 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 DSB Vores Tog's single tickets and cards at www.dsb.dk and www.vorestog.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.NTrejse.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.
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.
For travel to and from Bornholm, see prices and product descriptions for DSB single tickets and cards at 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, www.sydtrafik.dk, www.midttrafik.dk and www.NTrejse.dk.

Travel by bus, train, metro, and light rail 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 and 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.

Other information
There may be individual products for which the regulations differ from the above. Please refer to the individual companies' websites as mentioned above.
An overview of tariff areas and tariff zones can be found on the companies' websites (see section 21).
Travel is possible with the Rejsekort app, Basiskort, and by checking in via the DSB app.in most of the country. Prices and discounts vary depending on where the journey is made.

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

2.2. Customer type
It is the customer's own responsibility to have a valid travel entitlement issued for the correct customer category.

For public transport there are the following common customer types:

- 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 reservation ticket is required for the bicycle, read more at www.dsb.dk.

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

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).

2.3. Purchase of travel entitlements

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

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

- Most transport operators offer the purchase of travel entitlement via apps; however, this service may not always be accessible through all mobile network operators, as not all operators provide the necessary network coverage at all times and in all locations. Some transport operators also offer the sale of travel entitlement via websites – see Section 17.
- Basiskort can be purchased at points of sale listed on Rejsekort
- To be able to travel by bus, a single ticket can be purchased with cash when 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, DSB Vores Tog and Nordjyske Jernbaner trains, by metro, by Lokaltog, by Vestbanen and by Midtjyske

Jernbaner (Lemvigbanen og Holstebro-Skjern), on the light rail services, Plusbus and with busses in Aarhus.

- Travel documents can be purchased from vending machines at the stations of DSB, DSB Vores Tog and the Letbane light rail service in Aarhus, and at metro stations and selected Nordjyske Jernbaner stations (see www.NTrejse.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 DSB Vores Tog and Nordjyske Jernbaner and Plusbus only accept payment cards.
- In some points of sales, it might be possible to purchase travel entitlements during opening hours.

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

2.4. Use of travel entitlement

Public transport in Denmark is an open system with widespread self-service, and it is therefore always the customer's own responsibility to have a valid travel entitlement upon boarding,
including ensuring that the customer has checked in correctly. When receiving the travel entitlement, the customer must make sure that the ticket is in accordance with the desired requirements.

The customer can extend the journey by purchasing more zones/a new single ticket for the ordinary travel entitlement. The purchase must be made while the ordinary travel entitlement 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 entitlements.

The customer can extend the journey by purchasing a one-zone supplementary single ticket for a Commuter card. If the customer is to travel further than one zone, or if the customer is using another travel entitlement, the journey may be extended by purchasing a new single ticket. This does not apply to travel with DSB Vores Tog services or DSB train services west of the Great Belt.

When travelling on buses where boarding is only permitted through the front door, valid proof of travel entitlement must be presented to the driver without being requested to do so. The driver may carry out an electronic spot check of the travel entitlement.

It is the customer's responsibility to hold a valid travel entitlement for the entire journey. Any inspection of the travel entitlement carried out by the driver does not prevent a penalty fare from subsequently being issued, for example if the customer travels beyond the validity of the relevant travel entitlement.

Upon request the driver can provide guidance on travel entitlements

A travel entitlement does not provide access to a specific departure, nor does it guarantee a seat. Certain special ticket types are valid only for specific departures and modes of transport and may be subject to mandatory seat reservation. This will be stated during the purchase process.There can be special charges on certain buses and trains, e.g. night supplements. This will be shown on the timetables.

If the travel entitlement is valid for a specific period, which expires during the journey, and a final destination is printed on the travel entitlement, it will not be valid for any further than the printed final destination. A single zone ticket is valid for travel throughout the area of validity if the last boarding takes place within the single ticket's period of validity.

However, for journeys on Metro line M3 (the City Ring), passengers must leave the train 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 entitlement can be found on the companies' websites (see section 21 or in the Terms and Conditions applicable to the specific travel entitlement (e.g. the Rejsekort app).
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2.4.1. Use of single tickets and cards issued on cardboard, paper or via mobile phone

It is the customer's own responsibility to ensure that cardboard or paper tickets (e.g. a 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 must also be valid in the furthest (most expensive) zone that the journey passes through.

Commuter cards and season tickets are valid for the time period that is printed on them. Commuter cards and season tickets must be valid for all the zones that the journey passes through. The text on a Commuter card 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 card not valid for the metro does not have a valid travel entitlement.

Tickets or cards that are personalized 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.skanetrafiken.se. The customer must board the means of transport 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 operating according to a timetable, but at intervals, the ticket or card will be valid from the time the customer boards the bus, train, metro, or light rail.

The customer must leave the means of transport at the next terminus after the expiration of the validity period of the travel entitlement. However, this does not apply to the Cityring of the metro, which must be exite ikke noget punctum 30 minutes after the expiry of the travel entitlement's period of validity.

2.4.2. Concerning the use of mobile products in particular

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

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

The travel entitlement is valid only for the telephone number or customer profile to which it has been issued and must not be forwarded and/or shared. A customer profile is personal and may not be used by others for travel unless the profile holder is participating in the journey. For rules regarding the transfer of a customer profile (e.g. when changing mobile phone), please refer to the Terms and Conditions for the individual products.

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) .as well as in the Terms and Conditions for the individual products.

2.4.3. Use of the Rejsekort app, Check-in via the DSB app and Basiskort.

The Rejsekort app and Basiskort, issued by Rejsekort & Rejseplan A/S, as well as Check-in via the DSB app, may be used as travel entitlement, except on Bornholm and certain smaller islands. Available journeys can be found at Rejseplanen.

It is the customer's responsibility to ensure that check-in via an app has been completed before boarding, that Basiskort has been checked in before the start of the journey and that check out in the apps is completed after disembarking from the means of transport at the end of the journey. For modes of transport where check-in of Basiskort takes place on board, the customer must check in without undue delay immediately after boarding and before taking a seat. Similarly, check-out must be completed before or when disembarking from the means of transport.

For the Rejsekort app specifically, no transfer check-ins are required when changing to another means of transport during a journey. In addition, if a customer checks out and then checks in again with Rejsekort,

the journeys will generally be calculated as separate journeys. However, if the customer checks out and checks in again and continues travelling less than 30 minutes after the latest scheduled arrival time according to the published timetables, the journeys will be combined for fare calculation purposes.

For rules governing the use of these products, please refer to the Terms and Conditions applicable to the relevant product: the Rejsekort app, Check-in via the DSB app, or Basiskort.

2.5. Refunds and exchanges

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

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

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

For further information about refunds and exchanges, please refer to the Terms and Conditions for the individual products and/or the websites of the transport operators (see Section 21).

2.6. Inspection of travel entitlements

Throughout the journey, the customer is obligated to participate in the implementation of ticket inspection. 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 section 2.7.4 concerning identification.

Some tickets can be purchased as a Print-Self single ticket. In the event of a ticket inspection, a Print-Self single ticket (paper or mobile) must be presented together with the relevant ID. The ticket must be presented in its entirety, and it must also be possible to scan.

Mobile products must be presented to the inspection staff – e.g. by scrolling or navigating as required on the device, or by the customer handing the device to the inspection staff.
The validity of the mobile product must be verifiable by scanning (see Section 2.4.2) or by
by sending a message or making a verification call to the telephone number for which the mobile product was ordered. The screen of the device must be in such a condition that inspection is possible.

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

If the customer travels on his/her Rejsekort under a customer category to which the customer is not entitled, the customer may be charged an inspection fee.

A customer travelling on a travel entitlement linked to a personal customer profile (e.g. the Rejsekort app) must present a form of ID if the inspection staff so request, see section 2.7.4.

If a valid travel entitlement cannot be presented upon request during inspection, it will not be possible to get a reduction or cancellation of an inspection fee by a subsequent presentation of travel entitlements, see section 2.7.5, however, concerning travel without a Commuter card.

2.6.1. Entry control by invoking carrier liability

If the Danish authorities introduce carrier liability, DSB Vores 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 entitlement, 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. Validity of travel entitlements

Customers who do not, when requested, present valid travel entitlements, including having checked in correctly on Basiskort, Rejsekort appen or via DSB app for their travel, must pay an inspection fee. This also applies if the customer has purchased a travel entitlement via a mobile device that cannot be inspected, for example if it has run out of power or is 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 allotted time) is also deemed to be a customer without a valid travel entitlement.

Customers travelling alone on someone else's personal Basiskort or under a customer category to which they are not entitled will be travelling without a valid travel entitlement.

2.7.2. Fees

The Public Transport Operators determine the size of inspection fees. The size of an inspection fee 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 with which the customer has travelled and at the Public Transport Operators tariff.

The inspection fee for the individual customer categories for the individual Public Transport Operator currently amounts to:

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

2.7.3. Validity of the inspection fee

In the aforementioned case, an inspection fee will constitute a travel entitlement for an uninterrupted journey to the station indicated by the customer, and only with the company which issued the fee.

In buses, Midtjyske Jernbaner, Nordjyske Jernbaner and the light rail service in Aarhus, the inspection fee constitutes a travel entitlement to the bus/trail/light rail terminus.

In the case of inspection fees issued to children, the inspection fee may be used as a travel entitlement in buses, trains and the light rail service from the time of issue and for the remainder of the day (until 03.59). However, children can only use the inspection fee for one return journey when travelling with DSB and DSB Vores Tog.

2.7.3.1. Concerning children under 12 years of age

Adults travelling with children, in addition to the two free of charge children under 12 years of age are responsible for ensuring that all the other children have valid travel entitlements. In this case, the inspection fee for one child without a valid travel entitlement will be charged to the adult travelling with the child. The inspection fee is charged at children's rate. 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 children's rate. If a child travels alone without a valid travel entitlement, the inspection fee will be issued to the child itself.

2.7.4. Identification

When tickets are inspected, the customer must be able to present proof of identify in the form of a driving license or other legally valid document. Look-ups can be made in the CPR (Det Centrale Person Register) for identification or verification of the customer's information. Photographs may be taken of any identification, ticket, or other documentation presented.

The customer must, upon request, acknowledge receiving 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 card, but cannot present it for inspection, may have the inspection fee reduced to DKK 125. This also applies to customers travelling within the validity area covered by their Pendler Combi during an active validity period who have not checked in correctly.
. A copy of the Commuter card/season ticket or Rejsekort number must be sent to the customer contact centre of the transport company which issued the inspection fee, and by no later than 14 days after the issuance of the inspection fee.

Customers who have signed up for the Forgotten Card-service with DSB and are unable to produce their Commuter card 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 www.DSB.dk.

2.7.6. Payment

The companies may change the amount of the inspection fee or, in special circumstances, reduce an inspection fee that has already been issued.

The companies may charge a fee for sending payment reminders. For certain companies, payment reminders can be sent via e-Boks or digital post 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 add a charge 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 entitlement

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

- the date or zones have been corrected, or other changes have been made,
- the number on the information card of the Commuter card and the value entries are not identical,
- the travel entitlement has been forged, shared or forwarded,
- the photo on the Commuter card 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 using another person's personal customer profile in the Rejsekort app or via Check-in in the DSB app; the owner of the personal customer profile must always be checked in and travelling on journeys made using the Rejsekort app or Check-in in the DSB app;
- the customer travels alone using another person's personal Basiskort; the cardholder must always be checked in on journeys where a personal Basiskort is used;
- the customer checks in via the Rejsekort app or the DSB app after boarding, or checks out while the journey is still in progress; the customer repeatedly presents an expired Commuter card.

Misuse of the travel entitlement may constitute a criminal offence. Misuse will result in the travel entitlement 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 event of misuse of mobile tickets, including tickets purchased via apps, the following shall apply: where there is reasonable suspicion of misuse or a breach of the rules, both the sender and any recipient of the travel entitlement and/or the owner of the customer profile may be subject to legal proceedings and/or barred from making future purchases.

Read more about the individual companies' rules regarding blocking of a telephone number on the companies' websites or in the Terms and Conditions for the individual products (see section 17).

3. Passengers with permanent or temporary disabilities

3.1. Assistance

Wheelchair users and people 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 signaling 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 is available on the company's website (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 from the train, the customer can contact the metro's stewards or the control room using the yellow dial-up points on the metro and on the platforms (the green INFO button or, in the event of acute danger, the red ALARM button).

DSB, Midtjyske Jernbaner, DSB Vores Tog, Nordjyske Jernbaner, Lokaltog (the section Roskilde – Køge) and Skånetrafikken
Information about the services of DSB, DSB Vores 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 DSB Vores Tog's website.

Buses and light rail services
As a main rule, when travelling by bus, the wheelchair user is solely responsible for ensuring assistance with laying out the ramp, as well as getting the wheelchair on and off the bus. When travelling by bus that has an electric ramp, the driver can assist wheelchair users and people with walking disabilities to activate the electric ramp, as long as this can be done without the driver leaving his or her seat. However, not all electric ramps in NT's area can be operated from the driver's seat, and in these specific cases the driver must help the customer.
Get more information on the companies' respective websites (see section 17) regarding the possibility of carrying wheelchairs as well as information about which bus lines are served by buses equipped with electric ramps.

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/standsningssteder

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.

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 children’s rate on their Rejsekort-app, Check in via DSB app or Basiskort journey. Read more about the scheme in the Terms and Conditions for the individual products.

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

A guide dog or a service dog may always be brought along free of charge. It should be indicated that the dog is a guide or service dog, e.g. the dog wearing an ID vest, a sign, or similar, or by providing other documentation.
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. Bringing 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, DSB Vores Tog and Lokaltog trains, on the metro, on the light rail services, on Movia harbour buses and on Midttrafik’s city buses provided that sufficient space is available, as determined by the staff.

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 carried items

4.1. General information

The companies only transport luggage that the individual customer can take with them themselves. 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 room for the luggage, and whether the luggage is too dirty or would cause an obstruction and passengers must comply with the instructions of staff.

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, harbour buses and light rail services

Bicycles may be carried on trains, including local trains, as well as metro, harbour buses, and the light rail services in in Aarhus, Odense, as well as the capital. 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 In 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 RE-trains, InterCity, InterCityLyn and IntercityLyn+ trains. Please see DSB's website (see section 17).

People with disabilities and limited mobility have the opportunity to bring special cargo bikes (rickshaw bikes) on board Odense Light Rail. Please refer to the website for further details and conditions.

At DSB Vores 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 room, and instructions from the 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, metro, and light rail 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 full control. ‘Larger dogs’ is dogs that are not transported in a bag, cage or transport case. For large dogs and dogs in ‘dog carts’, the children’s rate must be paid. No more than 1 dog, on a lead or in a ‘dog cart’, may be carried per customer (a guide dog or service dog is considered an assistive device). It is always the staff who assess whether there is room, 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.

For rules relating to guide dogs and assistance dogs, see Section 3.2.

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 7.00-8.30 and at 14.30-17.00, unless they are in a closed dog carriage.

Under Trafikselskabet Movia, large dogs may not be carried on 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. For guidance, see the companies' websites (see section 21) or any signs on the bus or the train.

6. Food and beverages

On trains and the metro, the consumption of food and beverages, including a 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 as described in Section 7.1.

When playing music, movies, etc., headphones must be used. The staff may ask the customer to turn off 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 a quiet zone 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 Vores 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 from the train at a request-stop station must use the ‘Stop’ button on the train prior to arrival. Customers wishing to board the train 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 Rejseplanen.

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). Some special line types ONLY stop at the designated bus stops - see the companies’ websites (see section 17).
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 from the bus.

For rules governing check-in and check-out in the Rejsekort app and the DSB app, as well as travel with Basiskort on request stops, please refer to the applicable Terms and Conditions.

9. Emergency brakes and doors on trains and metro 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 is 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, metro and light rail, irrespective of whether it is tobacco smoke, steam or similar. A smoking ban applies at DSB's stations, metro stations, DSB Vores Tog's stations, the Letbane light rail service in Odense's stations, Hovedstadens Letbane light rail 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, stations or waiting rooms 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 do not give cause for a claim for a refund of unused or partially used tickets or cards.

13. Compensation

13.1. Compensation in connection with train services (including local trains), light rail 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 from the train, 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 willfully or through serious negligence contributed to the injury.

The railway company will compensate for 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 21.100 (2026) for each customer.

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

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

If a customer is injured or killed, the company shall pay such advances as may be necessary to cover immediate financial needs and proportionate to the extent of the damage suffered, see the Regulation on rail passengers' rights.
[1] Regulation (EC) No 1371/2007 of the European Parliament and of the Council of (EU) 2021/782 af 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 contact 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 DSB Vores Tog, 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, metro or, Hovedstadens Letbane light rail service, or
- The Regulation on rail passengers' rights (trains including local railways, metro, and light rails) (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. However, Nordjyske Jernbaner and Lokaltog do not provide compensation in the form of a replacement ticket.

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 DSB Vores 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, and the light rail services in Aarhus, Odense, and the capital).

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

- DSB travel time guarantee
- DSB Vores Tog travel time guarantee
- Metro travel guarantee
- Hovedstadens Letbane travel guarantee

- Movia travel guarantee
- FynBus travel guarantee
- Sydtrafik travel guarantee
- Midttrafik travel guarantee
- Nordjyllands Trafikselskab (including Nordjyske Jernbaner) travel guarantee guarantee
- BAT travel guarantee

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

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 local railways, metro 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 (including the metro, local railways and light rail services), the Regulation's rules on refund and rescheduling of compensation and assistance, cf. articles 18-20 (see Section 22 for the Annexes). The Copenhagen, Odense and Aarhus Light Rail systems, Midtjyske Jernbaner, and the Metro are exempt from the provisions of Articles 18, 19 and 20 concerning reimbursement/re-routing, compensation, and assistance/care. Nordjyske Jernbaner is exempt from the provisions of Article 20 concerning assistance/care.

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 available room or space on a bus, train, metro, or light rail.

15. Lost property

Found items must be handed to the staff. Documents with sensitive personal information, mobile phones, tablets, money, valuable jewelry 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 entitlement for the processing of a complaint or for an application for reimbursement, compensation or similar.

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

For information and inquiries regarding Rejsekort-appen, Basiskort and Rejsebillet:
Rejsekort Customer Services
Tel. (+45) 70 11 33 33
www.rejsekort.dk

For information and enquiries concerning DSB-app, regional and national journeys by train:
DSB Customer Centre
Tel. (+45) 70 13 14 15, E-mail: kundehenv@dsb.dk
www.dsb.dk

DSB Vores Tog Customer Centre
Tel. (+45) 70 80 44 44, E-mail: kundeservice@vorestog.dk
www.vorestog.dk

NT Sales and Service Centre
Tel. (+45) 98 11 11 11
www.NTrejse.dk

For information and inquiries regarding Zealand
DOT Customer Centre
Tel. (+45) 70 15 70 00
www.dinoffentligetransport.dk

For information and enquiries regarding Bornholm:
BAT-din Bus at Bornholm Customer Centre
Tel. (+45) 56 95 21 21, E-mail: post@bat.dk
www.bat.dk

For information and enquiries regarding Funen and Jutland:
DSB Vores Tog Customer Centre
Tel.: (+45) 70 27 74 82, E-mail: kundeservice@vorestog.dk
www.vorestog.dk

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

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

Midttrafik Customer Centre
Tel.: (+45) 70 21 02 30
www.Midttrafik.dk

NT Sales and Service Centre
Tel. (+45) 98 11 11 11
www.NTrejse.dk

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

Other addresses
Lokaltog A/S
Thistedgade 10
DK-2630 Høje Tåstrup
www.lokaltog.dk
E-mail: post@lokaltog.dk

Metroselskabet I/S
Metrovej 5
DK-2300 Copenhagen S

Hovedstadens Letbane I/S
Metrovej 5
DK-2300 Copenhagen S

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

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

Trafikselskabet Movia
Hanne Varmings Plads 4
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: 22 October 2026.
At the same time any previous versions of: Joint National Travel Regulations are cancelled.
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/
Metro: https://dinoffentligetransport.dk/find-billetter
Hovedstadens Letbane: https://dinoffentligetransport.dk/find-billetter
Movia: https://dinoffentligetransport.dk/find-billetter
BAT: https://bat.dk/billetter-og-kort/
DSB Vores Tog: www.vorestog.dk/kort-og-billetter
FynBus: www.fynbus.dk/find-den-rigtige-billet
Midtjyske Jernbaner: https://mjba.dk/english/
Midttrafik: https://www.midttrafik.dk/english/tickets/
NT: https://www.ntrejse.dk/billetter-and-kort
Sydtrafik: 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 under-taking 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 favorable 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 per-sons 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 behavior of a third party which the railway undertaking, in spite of having taken the care re-quired 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 be-comes 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 behavior 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.