

Terms and Conditions for School Pass

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Version 1

Content

Terms and Conditions for School Pass	3
1. General information about School Pass	3
2. Travel rules	4
3. About School Pass	4
3.1 How to use a School Pass	4
3.2. Prices and fees	5
3.3. Validity of School Pass	5
3.4. Additional travelers (Children) on School Pass	5
3.5. Obligations when using School Pass	6
3.6. Handling and storage of School Pass.....	6
5. Payment.....	7
5.1. Non-payment	7
6. Replacement card	7
7. Ticket inspection.....	7
8. Communication	7
8.1. Enquiries from the cardholder and pupils	7
8.2. Enquiries to cardholders	7
9. Right of withdrawal	8
10. Sanctions in case of misuse of School Pass	8
11. Cardholder's option to block School Pass	8
12. Termination of the customer relationship	8
13. Rejsekort & Rejseplan A/S' option to block School Pass	8
14. Reservations	9
15. Liability for use of School Pass.....	9
16. Changes to these terms and conditions	9
17. Errors and irregularities.....	10
17.1. Operational issues	10
17.2. Defective School Pass	10
18. Complaints	10

Terms and Conditions for School Pass

A School Pass is a personal chip card and may only be used by the pupil whose name appears on the front of the School Pass. School Pass is offered and owned by Rejsekort & Rejseplan A/S, CVR no. 27332072.

These terms and conditions for School Pass are issued by Rejsekort & Rejseplan A/S and constitute a binding agreement between Rejsekort & Rejseplan A/S and the school as customer. The terms include obligations for both the cardholder (the school) and the pupil using the School Pass. The school accepts the terms and conditions when ordering School Pass. Failure to comply with these terms and conditions or other misuse of the solution may result in sanctions.

There is no right of withdrawal for the purchase of a School Pass or for the purchase of a period.

When using School Pass, both these terms and conditions and the applicable National Travel Rules, including any supplements in force at any time, apply. The applicable terms and conditions can be found at www.rejsekort.dk or by contacting the administering transport operator.

It is the cardholder's responsibility to ensure that pupils are aware of the applicable terms and conditions for School Pass and the National Travel Rules, including requirements for the use of Check Points. Read more in Joint National Travel Regulations and the Price List for travel, which can be found at www.rejsekort.dk under "Terms & Conditions".

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the School Pass system. Information about the processing of personal data can be found in the Privacy and Cookie Policy on our website www.rejsekort.dk under "Terms & Conditions".

1. General information about School Pass

The cardholder is the school whose name and other master data are registered in the School Pass system in connection with the creation of the cardholder when joining the School Pass solution, and whose name is printed on the card.

The cardholder's contact person is the person or persons at the cardholder authorised by the cardholder to access all information relating to School Pass and to whom enquiries regarding School Pass must be addressed. Contact details for the cardholder's contact person appear in the cardholder's master data.

The cardholder's school user is the person or persons at the cardholder who have been created as users in the ordering portal at www.mitSchoolPass.dk and who are responsible for ordering School Pass on behalf of the cardholder. The cardholder's school user appears in the cardholder's master data.

The pupil is the school pupil who, by agreement with the cardholder, is in possession of and uses a School Pass, and whose name is printed on the card.

A School Pass is a card that can be used for travel between the pupil's home and the school during the purchased validity period. School Pass therefore functions as a prepaid ticket. School Pass and validity periods can only be ordered by the school and not by the pupil.

The card may be used for travel by bus, train, metro and light rail within the area for which the card is valid, with the transport operators affiliated with Rejsekort & Rejseplan A/S. Some municipalities or transport operators may have other rules for the valid travel area. Read more on the websites of the transport operators that offer School Pass.

The affiliated transport operators are:

- GoCollective, Skøjtevej 26, 2770 Kastrup, www.gocollective.dk
- Trafikselskabet Movia, Hanne Varmings Plads 4, 2500 Valby, www.moviatrafik.dk

- DSB, Telegade 2, 2630 Taastrup, www.dsb.dk
- Metroselskabet, Metrovej 5, 2300 København S, www.m.dk
- FynBus, Tolderlundsvej 9, 5000 Odense C, www.fynbus.dk
- Nordjyllands Trafikselskab, J. F. Kennedys Plads 1T,3. sal, 9000 Aalborg www.NTRejse.dk
- Midttrafik, Søren Nymarks Vej 3, 8270 Højbjerg, www.midttrafik.dk.
- Sydtrafik, Banegårdspladsen 5, 6600 Vejen, www.sydtrafik.dk
- Hovedstadens Letbane, Metrovej 5, 2300 København S, <https://dinletbane.dk/da/>

School Pass is offered by selected transport operators affiliated with Rejsekort & Rejseplan A/S:

- Trafikselskabet Movia, Hanne Varmings Plads 4, 2500 Valby, www.moviatrafik.dk og www.dinoffentligetrafik.dk/skolekort
- FynBus, Tolderlundsvej 9, 5000 Odense C, www.fynbus.dk
- Nordjyllands Trafikselskab, J. F. Kennedys Plads 1T,3. sal, 9000 Aalborg www.NTRejse.dk
- Midttrafik, Søren Nymarks Vej 3, 8270 Højbjerg, www.midttrafik.dk.
- Sydtrafik, Banegårdspladsen 5, 6600 Vejen, www.sydtrafik.dk

These transport operators administer School Pass. The transport operator responsible for administration is the direct contact for the cardholder.

2. Travel rules

When using a School Pass, both these terms and conditions and the applicable Joint National Travel Regulations, including applicable supplements, apply.

Joint National Travel Regulations and supplements contain information about general rules for travelling by public transport, as well as rules on liability, additional travelers, and animals, luggage, food, and drink, etc.

Joint National Travel Regulations can be found on our website www.rejsekort.dk under "Terms & Conditions".

3. About School Pass

3.1 How to use a School Pass

A School Pass is a personal card and may only be used by the pupil whose name appears on the card. In some cases, the pupil may bring a child under the age of 12. Read more about additional travelers in section 3.4. The School Pass may only be used in the assigned zones, for the assigned period length and within the time frame stated in the cover letter for the issued School Pass, which can be obtained by contacting the pupil's school. Changes to the period length and/or assigned zones in subsequent periods can be obtained by contacting the pupil's school.

School Pass works by requiring pupils to use Check Points to tap in and out on buses and at stations connected to train, metro and light rail, including when changing means of transport. The School Pass must be tapped in before the start of the journey, and tap-in and tap-out must be carried out in connection with the same means of transport.

- When travelling by bus, the pupil must tap in front of the Check Point in the bus when boarding and tap again immediately before leaving the bus.

- When travelling by train, metro or light rail, the pupil must tap in front of the Check Point on the platform or at the station before boarding and tap again when leaving the train, metro or light rail.

If the pupil changes means of transport during the journey (i.e. change between two busses or change between train and metro), the journey will consist of several sub-journeys, and the pupil must tap at start and end of each sub-journey.

It is the pupil's responsibility to ensure that travel takes place within the area and period for which the School Pass is valid. This applies even if the pupil has tapped in and out using Check Points during the journey.

A School Card is valid from the start date until the end date chosen by the cardholder when ordering the School Card.

The first time a cardholder orders a School Card for a pupil, a physical card will be ordered. The card is sent either to the cardholder or directly to the pupil, depending on the delivery option selected by the cardholder.

When placing the order, the cardholder specifies the zones in which the pupil may validly use the School Card.

The cardholder has access to an overview of the validity of all ordered cards at www.mitSkolekort.dk.

3.2. Prices and fees

The following prices and fees apply to the purchase of School Pass and related services:

- Card price (purchase and replacement), School Pass: DKK 50.
- For School Passes administered by FynBus, the card price is DKK 0.

The price for purchasing a School Card and the period of validity of a School Card is determined by each fare authority (the transport operators) and depends, among other things, on the length of the period, the type of card, and the geographical area of validity.

For more detailed information about the current prices, please refer to the relevant transport operators' websites or the relevant links at www.mitSkolekort.dk.

3.3. Validity of School Pass

A School Card is a personal chip card that has a printed card number as well as the name of the pupil and the cardholder. The validity period of the card is not affected by any printed date, provided that the card meets the requirements for handling and storage. Read more about the requirements for handling and storage of School Cards in section 3.6.

A School Card may only be used for travel within the area and during the period for which the card is valid. The pupil must therefore have other valid travel authorisation for journeys outside the area and the period for which the relevant School Card is valid.

The pupil can obtain more information about the validity of their School Card by contacting their school. Cardholders (schools) can find more information about validity at www.mitskolekort.dk.

3.4. Additional travelers (children) on School Pass

If the specific School Card is administered by Fynbus, Midttrafik or Movia, the pupil may bring one child under the age of 12 free of charge as an additional traveller.

If the specific School Card is administered by Sydtrafik or Nordjyllands Trafikselskab, the pupil may not bring additional travelers, and only the pupil is permitted to travel using the relevant School Card.

3.5. Obligations when using School Pass

When ordering School Pass, the cardholder must provide information about the school ordering the card, such as name, address and CVR number. In addition, the cardholder must provide either an EAN number, NemKonto or a registration and account number. This information must be documented in accordance with the procedures laid down by Rejsekort & Rejseplan A/S at any time.

The cardholder is obliged to inform Rejsekort & Rejseplan A/S of any changes to the information provided, including:

- The school's name, address, telephone number and email address
- Contact person and their contact details
- Changes to the EAN number or bank account linked to School Pass

If the information provided proves to be incorrect, Rejsekort & Rejseplan A/S is entitled to block the School Pass/Passes issued to the school without prior notice. For procedures and legal effects related to blocking, see section 13.

The cardholder is obliged to ensure that pupils are familiar with the applicable terms and conditions for School Pass and the Joint National Travel Regulations.

The cardholder must regularly and carefully monitor payment transactions related to the purchase of School Pass and new validity periods by logging in to www.mitskolekort.dk or by contacting the relevant transport operator.

If the cardholder becomes aware of unauthorised or incorrect transactions, or price calculations that appear incorrect, the cardholder must contact the relevant transport operator as soon as possible and no later than 36 months after the date of the transaction.

A pupil must contact their school as soon as possible if their School Pass is lost, so that the cardholder can block the card.

The cardholder must block a School Pass as soon as possible if it is lost or if there is suspicion of misuse. See section 11 for more information on blocking School Pass.

3.6. Handling and storage of School Pass

If School Passes are delivered to the cardholder, the cardholder is obliged to store and handle the cards responsibly from the time of receipt until they are handed over to the pupils.

After receiving their School Pass, the pupil is obliged to store and handle the card responsibly. The card must be kept in a condition where the printed card number, pupil name and school name are readable, and the card can be scanned.

If the printed card number, pupil name and/or school name are not readable, the card cannot be used as valid travel documentation.

Any form of physical alteration to the card (holes, bending, etc.) may result in the card no longer being valid travel documentation.

4. Renewal of validity period

School Pass must be renewed by the cardholder well in advance of the start of each new school year via www.mitSkolekort.dk. Further information can be found on the relevant transport operators' websites.

When the cardholder orders a new validity period for an existing pupil, the period is automatically linked to the pupil's existing card, which can be used as valid travel documentation as soon as the new validity period begins.

5. Payment

Invoicing for purchased School Passes and validity periods is calculated and sent daily. The invoice may also include refunds resulting from blocked cards or refunded periods.

If the agreement is registered with an EAN number, the invoice will be sent via EAN. For payers without an EAN number, the invoice will be sent via e-Boks.

5.1. Non-payment

If an invoice for purchased School Passes and/or validity periods are not paid on time, a reminder procedure will be initiated.

If the cardholder fails to meet its payment obligations to Rejsekort & Rejseplan A/S and owes more than DKK 1,000, Rejsekort & Rejseplan A/S is entitled to terminate the School Pass agreement and prevent the cardholder from ordering School Passes in the future, after prior notice by email.

6. Replacement card

If a School Pass is defective or lost, the cardholder can order a replacement card at www.mitSkolekort.dk. Any remaining validity period on the old card will be transferred to the new card. The same price applies for replacement cards as for new School Pass. See section 3.2.

7. Ticket inspection

During ticket inspection, the pupil must present the School Pass as valid travel documentation upon request from inspection staff or other personnel. The inspection staff must be able to verify the validity of the School Pass by scanning the card. It is the pupil's responsibility to ensure that the School Pass can be scanned. See section 3.6 on handling and storage.

For further information about ticket inspection rules, reference is made to Joint National Travel Regulations and supplements at www.rejsekort.dk.

8. Communication

8.1. Enquiries from the cardholder and pupils

The cardholder must contact the relevant transport operator through which the School Pass was ordered.

The pupil must contact the school that ordered and issued the School Pass.

8.2. Enquiries to cardholders

Enquiries from transport operators or Rejsekort & Rejseplan A/S to the cardholder regarding School Pass will be made via the email address provided by the cardholder.

9. Right of withdrawal

There is no right of withdrawal for the purchase of School Pass or validity periods.

10. Sanctions in case of misuse of School Pass

If a School Pass is used by someone other than the pupil, this is considered misuse.

The School Pass may be confiscated or blocked if it is established, for example during ticket inspection, that the card is being used by someone other than the pupil. Reference is made to section 13 regarding blocking in connection with misuse.

11. Cardholder's option to block School Pass

A pupil must contact their school as soon as possible if the School Pass is lost, so that the cardholder can block the card.

The cardholder must immediately block a School Pass if:

- The card is lost or stolen
- There is suspicion that the School Pass has been or is being misused

The cardholder can block School Pass at www.mitSkolekort.dk. Blocked status will appear on www.mitSkolekort.dk.

A blocked School Pass cannot be reopened. When a School Pass is blocked, any remaining validity period on the pass will automatically be refunded to the payer's NemKonto or to another bank account number specified by the cardholder for refunds.

The cardholder may also choose to block one or more School Pass at any time by contacting the relevant transport operator.

If a pupil no longer needs their School Pass, the card must be returned to the cardholder for blocking.

12. Termination of the customer relationship

The cardholder may terminate the agreement relating to School Pass at any time by contacting the relevant transport operator. Upon termination, Rejsekort & Rejseplan A/S or the relevant transport operator will block all School Pass issued to the cardholder, and the agreement will terminate.

Rejsekort & Rejseplan A/S, including the administering transport operator, may terminate the customer relationship if the cardholder enters bankruptcy proceedings, suspends payments, persistently fails to pay due amounts or if one or more School Pass are blocked due to the cardholder's breach of obligations.

The customer relationship does not terminate until all the cardholder's School Passes have been blocked and all outstanding amounts have been paid. The cardholder is obliged to inform all pupils that their School Passes have been blocked because of termination of the customer relationship.

13. Rejsekort & Rejseplan A/S' option to block School Pass

If Rejsekort & Rejseplan A/S blocks a School Pass, the cardholder will receive written notification of the reason as soon as possible.

Rejsekort & Rejseplan A/S is entitled to block a School Pass without prior notice if:

- The cardholder has terminated the School Pass agreement or has requested that a School Pass be blocked
- Special circumstances apply, including justified suspicion of misuse
- The cardholder breaches the terms and conditions for School Pass
- The pupil's parent or legal guardian has withdrawn consent for the cardholder to disclose the pupil's personal data to Rejsekort & Rejseplan A/S and the affiliated transport operators

Rejsekort & Rejseplan A/S is entitled to block a School Pass **after prior notice by email** if:

- A School Pass has not been used for more than 13 months
- Payment obligations are breached, see section 5.1
- There is justified suspicion of misuse, including repeated breaches by the pupil of the terms and conditions or travel rules

14. Reservations

Reservations are made for printing errors in these terms and conditions and for errors in the School Pass system.

Rejsekort & Rejseplan A/S also disclaims all liability for loss or damage, including indirect loss, arising because of School Pass not functioning correctly or if the purchase of a validity period is not possible due to technical issues.

Under no circumstances does lack of functionality of the card entitle travel without valid travel documentation. This means that if it is not possible to purchase a new validity period for School Pass, the pupil must obtain valid travel documentation by other means.

15. Liability for use of School Pass

The cardholder is liable for payment of purchased cards and validity periods.

Rejsekort & Rejseplan A/S is not liable for payment or any losses incurred by the cardholder because of unauthorised use of a School Pass prior to the time when the relevant transport operator has been contacted for the purpose of blocking the card.

See more about the cardholders' blocking of School Pass in section 11.

16. Changes to these terms and conditions

Rejsekort & Rejseplan A/S may change the terms and conditions, including prices, fees and services, in the following situations:

- Changes in legislation or practice
- Changes resulting from technical or security requirements
- Changes to the affiliated transport operators
- Decisions by affiliated transport operators to discontinue, introduce or change services or ticket types related to School Pass
- Increased costs for services, including administration, distribution and staffing
- Significant changes to the services offered by Rejsekort & Rejseplan A/S, including how School Pass is used
- To accommodate inflation

If changes are to the detriment of the cardholder or the pupils, the cardholder will be notified one month before the changes take effect. The cardholder will be informed of the changes and the content of the new terms and conditions by email. Within one month of notification, the cardholder may block issued School Pass without additional costs if the cardholder does not wish to be subject to the new terms and conditions. If Rejsekort & Rejseplan A/S does not receive a response from the cardholder within this period, the changes will be deemed accepted.

Changes that are not to the detriment of the cardholder will be implemented without prior notice. The applicable terms and conditions can be found at www.rejsekort.dk under Terms and Conditions.

Changes of a purely beneficial nature, including general price reductions, may be implemented without notice or publication.

17.Errors and irregularities

17.1. Operational issues

If errors in the School Pass system result in transactions that cause the cardholder a direct loss, Rejsekort & Rejseplan A/S assumes liability for such loss.

Neither Rejsekort & Rejseplan A/S nor the affiliated transport operators are liable for any losses incurred by the cardholder or the pupil as a result of School Pass not being usable as valid travel documentation, including situations where inspection staff cannot verify the validity of the School Pass.

If the issue cannot be resolved, the pupil must obtain valid travel documentation by other means and contact their school.

Only in very special cases is it permitted to travel with School Pass without a valid period. This applies, for example, in the event of major system outages where the purchase of new validity periods is impossible and where this is stated in notices under a banner on www.rejsekortrejseplan.dk or www.mitskolekort.dk or where equivalent information has been provided by the affiliated transport operators.

17.2. Defective School Pass

The cardholder must contact the transport authority administering the School Pass if the cardholder believes that a School Pass is defective. The transport authority will assess whether the School Pass in question needs to be sent to the transport authority and will, if applicable, advise the cardholder on how to send the pass in. Please note that, as a rule, any defective School Pass must be sent to the transport authority in order for the pass to be examined.

Rejsekort & Rejseplan A/S will replace defective School Pass at no cost to the cardholder.

If the defect is due to incorrect handling of the card, the cardholder must order and pay for a new School Pass as described in section 6. Read more about handling and storage in section 3.6.

18.Complaints

Questions and disputes concerning the interpretation of these terms and conditions are governed by Danish law.

Complaints relating to School Pass must initially be submitted to the transport operator administering the School Pass. See the relevant transport operators' websites or contact information at www.mitskolekort.dk.

Please note: Complaints regarding penalty fares must be submitted to the transport operator that issued the penalty fare.

Objections to unauthorised or incorrect transactions on School Pass must be received by the relevant transport operator as soon as possible and no later than 36 months after the date of the transaction, pursuant to section 3(1) of the Danish Limitation Act.

In assessing whether objections have been submitted in due time, emphasis will be placed, among other things, on the cardholder's obligation to continuously monitor payment transactions, see section 3.5.

If the cardholder disagrees with the transport operator's decision, the matter may be brought before one of the complaint authorities listed below, depending on the subject of the complaint.

The Danish Consumer Ombudsman

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

The Danish Consumer Ombudsman

Address: Carl Jacobsens Vej 35

2500 Valby

FO@forbrugerombudsmanden.dk

www.forbrugerombudsmanden.dk

The Danish Data Protection Agency

Complaints regarding Rejsekort & Rejseplan A/S' processing of personal data are handled by the Danish Data Protection Agency.

The Danish Data Protection Agency

Address: Carl Jacobsens Vej 35

2500 Valby

dt@datatilsynet.dk

www.datatilsynet.dk

See also the complaints guidance at www.rejsekort.dk.

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