

Terms and Conditions for the Rejsekort App

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Version 8

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Terms and Conditions for the Rejsekort App

The Rejsekort App is a mobile application (hereinafter referred to as the “app” or “the app”) developed by Rejsekort & Rejseplan A/S for Android and iOS smartphones (hereinafter referred to as “mobile devices”). The Rejsekort App can be downloaded free of charge from Google Play and the App Store.

The Rejsekort App is offered and owned by Rejsekort & Rejseplan A/S, CVR no. 27332072. Rejsekort & Rejseplan A/S has issued these Terms and Conditions. These Terms and Conditions for the Rejsekort App constitute a binding agreement between Rejsekort & Rejseplan A/S and you as the customer. You accept the Terms and Conditions when you create your account for the Rejsekort App. We therefore recommend that you read the Terms and Conditions carefully before using the app. 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 tickets/travel authorisation purchased using the Rejsekort App.

The Rejsekort App (including when used with Pendler Kombi) must be linked to an account with a valid payment method in order to be used to check in.

The Terms and Conditions applicable at any given time can be found directly in the app, at www.rejsekortrejseplan.dk or via the self-service solution.

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the Rejsekort App. You can find further information about the processing of your personal data in the Privacy Policy for the Rejsekort App, which is available on our website www.rejsekortrejseplan.dk under Terms and Conditions.

1. General

In the Rejsekort App, you can purchase a ticket/travel authorisation and thereby pay for journeys by bus, train, metro and light rail with the transport operators affiliated with Rejsekort & Rejseplan A/S.

Please note: The Rejsekort App can only calculate your route and therefore the correct ticket price if your mobile phone is switched on throughout your entire journey. If your mobile phone is not switched on throughout the entire journey, you do not have a valid ticket.

It is your responsibility to be familiar with the rules for using the Rejsekort App.

You must have created an account, linked a valid payment method and installed the Rejsekort App to use the Rejsekort App for travel. Once you have checked in correctly using the Rejsekort App, the app can be used as a valid ticket/travel authorisation.

You can read more about check-in and check-out in section 3.3.1.

You can read more about how to add additional passengers, dogs and bicycles when travelling with the Rejsekort App in section 3.3.2.

You can purchase Pendler Kombi periods for the Rejsekort App, allowing you unlimited travel within a selected geographical area (selected based on a route or specific zones) and for a selected period (e.g. 30 days). Read more about Pendler Kombi in section 3.2.

1.1. Affiliated transport operators

The affiliated transport operators are:

- DSB Vores tog, Drewsensvej 1a, 8600 Silkeborg, www.vorestog.dk
- Trafikselskabet Movia, Hanne Varmings Plads 4, 2500 Valby, www.moviatrafik.dk
- DSB, Telegade 2, 2630 Taastrup, www.dsb.dk
- Metroselskabet, Metrovej 5, 2300 Copenhagen S, www.m.dk
- FynBus, Tolderlundsvej 9, 5000 Odense C, www.fynbus.dk
- Nordjyllands Trafikselskab, J. F. Kennedys Plads 1T, 3rd floor, 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 Copenhagen S, <https://dinletbane.dk/da/>

You can also use the app on Skånetrafiken trains in Denmark and at selected stations in Sweden (Malmö C., Hyllie St. and Triangeln St.), as well as on one bus route in Northern Germany (bus route 110 Sønderborg-Flensburg). You cannot use the Rejsekort App on Bornholm or other small islands. See www.rejsekort.dk/da-dk/get-help/generel/how-to-travel-with-the-app for information about travel.

1.2. Transitional provisions

The system behind the Rejsekort App is a separate system and is not connected to the system associated with the physical Rejsekort and card readers featuring the 'Blue Point', which was closed in 2026. If you have used the physical Rejsekort system, please note the following:

- Your personal data, any discount level you have earned, and your travel history are not shared between the two systems.
- Any balance on your physical Rejsekort cannot be transferred to your account.
- Different rules apply to correct check-in and check-out in the two systems.

2. Travel regulations

When you use the Rejsekort App, both these Terms and Conditions and the applicable Joint National Travel Regulations, including any applicable supplements, apply.

The Joint National Travel Regulations and supplements contain information about the general rules for travelling by public transport, such as bringing animals, luggage, food and drink. They also contain rules concerning travel time guarantees or travel guarantees, compensation for delays, replacement transport, liability, etc.

The Joint National Travel Regulations and supplements also contain information about through tickets (tickets purchased as a single transaction for one continuous journey involving several of the following: trains, light rail, local trains and metro).

You can find the Joint National Travel Regulations at www.rejsekortrejseplan.dk under Joint National Travel Regulations.

3. About the Rejsekort App

The Rejsekort App is a mobile application that can be used to purchase tickets/travel authorisation.

3.1. Creating an account

You must create a personal account to use the Rejsekort App. You can create an account directly on the app, online via the self-service solution or with assistance from Rejsekort Customer Centre. You must then log in to the Rejsekort App to check in.

If you have already created an account for your Basiskort, you must also use this account for the Rejsekort App.

Your account information must always be correct, and you may only have one active account. In addition, your account is personal and can therefore only be linked to one email address, one telephone number and one customer/you as an individual. Failure to comply with this requirement is considered misuse. You can read more about the consequences of misuse in section 9.

With your account, you can use both the Rejsekort App and Basiskort. If you change your account information, change your payment method or transfer a volume discount, the change will be made to your account and will apply to both the Rejsekort App and Basiskort. You can edit your information yourself in the app or via the self-service solution. You can also get assistance from Rejsekort Customer Centre.

3.2. Pendler Kombi

Pendler Kombi is a combined solution that allows you to have a prepaid ticket valid for a selected period and within a selected commuter area while using the Rejsekort App to purchase tickets on an ongoing basis in areas and/or for periods not covered by your prepaid ticket.

You can purchase Pendler Kombi periods at any time, and you do not need to do anything special to activate this purchase option on your account or in the Rejsekort App.

If you travel outside your selected commuter area, or if you do not have an active Pendler Kombi period, the Rejsekort App works in the same way as without Pendler Kombi, meaning that you pay for each individual journey you make.

The Pendler Kombi period is linked to your account and can be used with both the Rejsekort App and Basiskort.

You must have the Rejsekort App or a Basiskort to use Pendler Kombi. If you have neither the Rejsekort App nor a Basiskort, you cannot use a purchased Pendler Kombi period linked to your account.

3.3. How to use the Rejsekort App

The Rejsekort App (including with Pendler Kombi) may only be used by the account holder. The account holder is the person identified on the account linked to the Rejsekort App. This means that you may not allow anyone else to travel using your Rejsekort App login unless you are also checked in for the journey.

You are responsible for ensuring that check-in and check-out are completed correctly.

3.3.1. Check in and check out – continued

The Rejsekort app works by having you check in and check out in the app. You must check in before your journey begins. This also applies when using Pendler Kombi, even if you are using the Rejsekort app within your prepaid commuter area. Your ticket/travel authorization is valid from the time you check in until the time you check out.

A successful check-in will be confirmed by the app on your mobile phone, and your ticket will be available in the app, which can be displayed by selecting "Show ticket". If check-in cannot be completed due to technical issues, you must purchase a ticket by other means. Otherwise, you will be regarded as travelling without a valid ticket during ticket inspection. For more information about operational disruptions, see section 15.

After you check out, the app calculates the price of your journey based on your travel activity from your departure point to your final destination.

A correct and successful check-in must be completed in the app before you board the means of transport. If check-in has not been completed correctly, or if you check in only after boarding the means of transport, this will be considered misuse of the system, and you and any fellow travellers will be regarded as travelling without a valid ticket. If you are travelling without a valid ticket, you and any fellow travellers will be issued a penalty fare during ticket inspection.

Failure to check in at the start of your journey means that you are travelling without a valid ticket/travel authorization, even if you have a valid Pendler Kombi period. If you are inspected without having checked in, you will be issued a penalty fare.

You must not check out in the app until your journey has ended, i.e. after you have left the final means of transport on your journey. Once you have checked out, the validity of the ticket ends and the price of the journey is calculated. If you need to change means of transport to continue your journey, you must not check out. You must only check out once your entire journey has ended. If you check out and then check in again later to continue your journey, the journeys will generally be charged as separate journeys. If you check out and check in again between two means of transport and there are less than 30 minutes between the scheduled arrival time of the first means of transport and the scheduled departure time of the next means of transport, the two journeys will be considered one continuous journey and the price will be calculated accordingly. The journeys will be shown in your travel history as two journeys, with the price of the first journey shown as a separate journey and the calculated price of the second journey reflecting the pricing effect of combining the journeys.

If you change the number of passengers or change customer type during your journey, or if your Pendler Kombi period covers one of the journeys, your journeys will not be considered continuous and will therefore be priced as separate journeys.

Checking out during the journey will be considered misuse of the system. Misuse may result in sanctions in accordance with the applicable rules. Read more about the consequences of misuse in section 9. If you have another valid ticket/travel authorisation for part of the journey, for example a commuter pass, you are permitted to check in and out during the journey, provided that you have a valid ticket/travel authorisation for the entire journey, that you check in and out while the means of transport is stationary, and that your other use of the system is not considered misuse.

If you wish to split your journey across several tickets or travel authorisation products, you may be asked to submit or present documentation for another valid ticket/travel authorisation, either during a ticket inspection or in connection with a subsequent objection concerning the calculated route compared with your actual journey. In cases of doubt, Rejsekort & Rejseplan A/S, including Rejsekort Customer Centre, may contact the issuer of the other ticket/travel authorisation to verify the validity of the documentation submitted or presented.

If the Rejsekort App uses your phone's built-in sensors to determine that you are most likely no longer travelling, but you have not checked out, a warning will be displayed on your mobile device informing you that you may have forgotten to check out. In order for the warning to be displayed, you must allow notifications on your mobile device.

If, for technical reasons, it is not possible to check out after your journey has ended, you must contact Rejsekort Customer Centre as soon as possible and provide details of the journey, including the place and time at which the journey ended.

You can only check in using the Rejsekort App if a valid payment method is linked to your account. This also applies to the Rejsekort App with Pendler Kombi, even if the app is used within the prepaid commuter area and period. If a payment cannot be completed, for example because the linked payment method has been blocked, you will subsequently be unable to check in again until a valid payment method has been registered in the app and any outstanding payment has been completed.

It is neither possible nor permitted to start a journey by checking in using the Rejsekort App and end the same journey by checking out using your Basiskort. If you are checked in using the Rejsekort App and subsequently check in using your Basiskort, your journey in the Rejsekort App will automatically be ended (and will no longer constitute a valid ticket/travel authorisation), and you will start a new journey using your Basiskort. Similarly, a journey started using Basiskort will be ended if you subsequently check in using the app. Journeys made using the Rejsekort App and Basiskort respectively will be priced separately. Checking in using both products on the same journey may be considered misuse and may result in your account being blocked (see section 9 for further details).

The maximum journey time is the maximum number of hours that may elapse between checking in for your journey and checking out. The maximum journey time varies from one fare area to another. See further information at www.rejsekortrejseplan.dk under Terms and Conditions. If the maximum journey time is exceeded, you will still have a valid ticket/travel authorisation, but payment for your journey will be split so that you pay for two separate parts of the journey.

3.3.2. Additional passengers

When travelling with the Rejsekort App, you can add up to 28 additional adults, children, dogs or bicycles when you check yourself in using the app. However, you can check in a maximum of two different customer types as additional passengers.

You must add all types and numbers of accompanying passengers before checking yourself in. Once you have checked in, the number of passengers is locked until the journey ends when you check out. This means that you pay for yourself and all registered passengers accompanying you for the entire journey until the journey ends when you check out.

Pendler Kombi does not cover additional passengers, and only you are covered by the prepaid ticket within the selected commuter area. If you check in additional passengers using the app within your selected commuter area and period, a fare will be calculated for the additional passengers in the same way as when you use the Rejsekort App outside your commuter area or period.

3.4. Prices (fares) for journeys

The price of a ticket/travel authorisation depends on your customer type, any applicable volume discount, means of transport, route selected, the duration and start and end times of the journey, whether you have added additional passengers, a dog or a bicycle to the journey, and whether you have purchased Pendler Kombi. For further information, please refer to the transport operators' fare rules, which are available at www.rejsekortrejseplan.dk under "Price List for Journeys" (in Danish only).

The price of your journey is calculated on the basis of the scheduled timetable. This means that the system uses the scheduled departure and arrival times rather than the times at which you check in and check out to calculate the route and price. Consequently, in some cases the calculated route and price may differ from the journey you actually made. See section 3.9 if you believe the calculated price is incorrect.

The prices applicable at any given time are available at www.rejsekortrejseplan.dk under Terms and Conditions and “Price List for Journeys”.

Under the Danish Act on Transport Companies, prices (“fares”) for public transport journeys are determined by the transport operators, which are also responsible for publishing changes to fares.

The price of Pendler Kombi is determined by the transport operators and depends, among other things, on the duration of the period, the customer type and the selected commuter area. Prices for journeys, Pendler Kombi and supplements to Pendler Kombi for use of the metro are adjusted on an ongoing basis as part of the annual fare adjustments in public transport. Fare changes are published and announced by the transport operators within a reasonable period before the changes take effect. You can find more information on the transport operators’ websites.

3.5. Validity of the Rejsekort App and Pendler Kombi

The validity period for tickets purchased in the Rejsekort App begins when you check in and ends when you check out. You can reverse your check-out by checking in again and starting a new journey within 30 minutes after your previous journey ended, based on the scheduled timetable; see section 3.4 for further information. If more time passes, this will not be considered a reversed check-out, and the next journey will be priced separately from the previous journey.

The Rejsekort App can be used to purchase tickets/travel authorisation until your account is blocked, the customer relationship is terminated in accordance with section 8, or Rejsekort & Rejseplan A/S ceases to offer the Rejsekort App and/or replaces the Rejsekort App with a new solution.

Pendler Kombi is valid from the start date of the selected period and expires at midnight on the final date of the period.

It is always your responsibility to be able to present a valid ticket during a ticket inspection while travelling.

3.6. Purchasing Pendler Kombi periods

When purchasing a Pendler Kombi period, you must select the following:

- Period duration – i.e. a start date and an end date for the period during which the prepaid ticket is to be valid
- Period area – i.e. the geographical area in which the prepaid ticket is to be valid

You pay for your Pendler Kombi period in advance.

The Pendler Kombi period will be linked to the customer type registered on your account at the time you purchase the Pendler Kombi period. This means that you can change the customer type on your account, but the changed customer type will only apply to Pendler Kombi purchases after the change to your customer type has taken effect. This applies regardless of whether the changed customer type makes subsequent purchases of Pendler Kombi periods more or less expensive.

If you are the holder of parental responsibility or guardian of a user under the age of 18 and the user is linked to your account, you can purchase Pendler Kombi for your child’s account. Please note that special rules apply when the child turns 18. Read more in section 3.8.4.

3.7. Age requirements

If you are aged 18 or over, you can create an account in the Rejsekort App yourself and purchase a Pendler Kombi period.

For users under the age of 18, please refer to section 3.8.4.

3.8. Customer type

3.8.1. General

When you create an account, you will automatically be assigned one of the following customer types: 'Child', 'Young', 'Adult' or 'Pensioner', based on the date of birth you enter. Your customer type is registered on your account and will therefore apply to both the Rejsekort App and Basiskort if you use both products.

Your customer type may affect prices and any discounts, depending on where and when you travel. It is your responsibility to ensure that you travel using the customer type to which you are entitled.

- To travel with the 'Child' customer type, you must be under 16 years of age. Read more in section 3.8.4 'Special provisions for users under the age of 18'.
- To travel with the 'Young Person' customer type, you must be between 16 and 25 years of age. Read more in section 3.8.4 'Special provisions for users under the age of 18'.
- To travel with the 'Adult' customer type, you must be between 26 and 66 years of age.
- To travel with the 'Pensioner' customer type, you must be aged 67 or over or have been assigned this customer type following an application. Read more in section 3.8.2 'Special provisions for pensioners under the age of 67'.
- To travel with the 'Disabled' customer type, you must have been assigned this customer type following an application. Read more in section 3.8.3 'Special provisions for the Disabled customer type'.

For all customer types, you must be able to provide proof of your age and name during a ticket inspection.

3.8.2. Special provisions for pensioners under the age of 67

If you are under the age of 67, you may be entitled to travel with the 'Pensioner' customer type. You must be at least 18 years old, receive disability pension, senior pension or early retirement pension (including partial pension) from Udbetaling Danmark, and complete an application process in which you verify your identity using either MitID or other documentation. You can find information on how to apply at www.rejsekortrejseplan.dk.

Until your application has been processed, you can continue to travel using the customer type determined on the basis of the date of birth you provided. You are not entitled to travel at the reduced fare until you have been assigned the 'Pensioner' customer type.

3.8.3. Special provisions for the 'Disabled' customer type

If you wish to travel with the 'Disabled' customer type, you must apply for it. You must have either Ledsagekort Danmark or a membership card from Dansk Blindesamfund or Synscenter Refsnæs, and you must verify your identity using either MitID or other documentation.

You can find information on how to apply at www.rejsekort.dk/en-us/get-help.

Until your application has been processed, you can continue to travel using the customer type determined on the basis of the date of birth you provided. You are not entitled to travel at the reduced fare until you have been assigned the 'Disabled' customer type.

If you travel with the 'Disabled' customer type using the Rejsekort App, you may bring one companion who can travel at the child fare. You must check your companion in using the Rejsekort App with the 'Child' customer type. You can find more information about the companion scheme on the transport operators' websites.

3.8.4. Special provisions for users under the age of 18

Users under the age of 18 (the child) must have their account created by an adult via the adult's own account. Please note that this section is addressed to the adult account holder.

When creating an account for a user under the age of 18, you must:

- Confirm that you are the holder of parental responsibility or guardian of the user under the age of 18
- Be at least 18 years old
- Accept the Terms and Conditions for the Rejsekort App on behalf of the user under the age of 18
- Undertake to pay for journeys made by the user under the age of 18 using the payment method that you have registered in the Rejsekort App (see section 5)
- Accept personal liability for outstanding payments for journeys made by the user under the age of 18 (including any accompanying passengers)

If you no longer wish to be liable for the child's journeys, you can withdraw your acceptance of this liability. The child will then no longer be able to use either the app or any Basiskort they may have. If you withdraw your acceptance of liability while the child is checked in, you will remain liable for the journey in progress.

As the adult, you will have access to the child's travel history and will be able to raise objections. See section 17 for further details.

If the child is to have the 'Disabled' customer type, the adult must apply on behalf of the child. See section 3.8.3 for further details.

When the child logs in to the Rejsekort App for the first time, the child must provide and verify their telephone number. See section 3.9 for further information about the other conditions for purchasing electronic tickets.

When the child turns 18, the adult's payment for the child's journeys will automatically end. Continued use of the Rejsekort App is conditional on the user, after turning 18, accepting the Terms and Conditions for the Rejsekort App and adding an email address and payment method, as the user is now of legal age.

3.9. Obligations when using the Rejsekort App (including Pendler Kombi)

For the Rejsekort App to be used as a valid ticket, the following conditions must be met:

1. You must have downloaded and installed the app on a mobile phone, completed the creation of an account, including accepting the Terms and Conditions, and be logged in to the app
2. Your account information must always be correct
3. Your account is personal and may therefore only be linked to one telephone number, one email address and one customer/person
4. You must have added at least one valid payment method (either MobilePay or a payment card) in order to travel. This also applies if you are travelling with a valid Pendler Kombi period
5. Your phone must use an official version of Android (Google) or iOS (Apple), meaning that the operating system must not have been technically modified or unlocked ("rooted" or "jailbroken"). You can see which operating system versions are required to use the app in the App Store (iPhone), Google Play (Android) or at www.rejsekort.dk/da-dk/faa-hjaelp/generelt/saadan-rejser-du-med-appen
6. Your phone must have an activated and operational SIM card that enables mobile data to be sent and received via a mobile network

7. Your phone must remain switched on throughout your entire journey. If your phone is switched off or runs out of battery, the correct route and ticket price cannot be calculated, and you will be considered to be travelling without a valid ticket in the event of a ticket inspection
8. Location services (high accuracy) must, as a minimum, be enabled on your phone throughout your entire journey. To use the app, you must allow location sharing on iOS and Android phones by selecting "While Using the App"
9. You must enable the app to access the motion sensors built into your phone

If you use the Rejsekort App on an Android phone, you must allow the app to run in the background and set battery usage to "Unrestricted".

Special requirements for account creation and payment apply to users under the age of 18. See section 3.8.4 above.

Tickets in the app are personal and may not be transferred or forwarded to another mobile device. You may not allow anyone else to use your account to purchase a ticket.

You must be able to document your account information, including by presenting valid identification, in accordance with the procedures determined from time to time by Rejsekort & Rejseplan A/S or the affiliated transport operators. Further information is available on the individual transport operators' websites and at www.rejsekortrejseplan.dk.

If it becomes apparent that you have provided or entered incorrect information on your account, Rejsekort & Rejseplan A/S is entitled to block your account without notice. You can read more about the blocking procedure and any legal consequences in sections 9 and 10.

Rejsekort & Rejseplan A/S recommend that power-saving mode is switched off. This will help ensure that your location data is recorded correctly while you are checked in. Power-saving mode may affect the calculation of your route and therefore your ticket price.

If your phone is set to airplane mode, you may be checked out automatically. You should therefore avoid using airplane mode when travelling with the Rejsekort App.

You are responsible for ensuring that your phone has sufficient battery power throughout your entire journey and that nothing prevents your phone's built-in sensors and installed software from functioning correctly.

Check-in and check-out can only be carried out when there is a data connection.

You are required to regularly and carefully check your travel history and the calculated price for each journey by logging in to the app or the self-service solution, or by contacting Rejsekort Customer Centre.

If you discover unauthorised or incorrect transactions, or fare calculations that you believe are incorrect, you must contact Rejsekort Customer Centre as soon as possible.

Please note that objections concerning an unauthorised or incorrect transaction in the Rejsekort App must be submitted as soon as possible and no later than 36 months after the date of the transaction in question, cf. section 3(1) of the Danish Limitation Act. If an incorrect amount has been charged for a completed journey, you should expect Rejsekort Customer Centre to require processing time to correct it.

If anyone other than you uses your account, this is considered misuse and your account may be blocked. See sections 9 and 10 for further information about account blocking.

3.10. Smart check out

With the “Smart check out” feature, the Rejsekort App can automatically check you out under certain conditions:

You must activate “Smart check out” yourself in the app. If the feature is activated, you will receive a notification on your phone as soon as the app determines that your journey by public transport has most likely ended. The notification contains a timer that counts down from 5 minutes. The timer shows the remaining time until you are automatically checked out. You can stop the timer manually if you wish to continue your journey by public transport. If you do not stop the timer manually, you will automatically be checked out when the time has elapsed. Your journey will then end and the price of the journey will be calculated.

To use “Smart check out”, you must allow notifications on your phone and your phone must have a data connection.

Regardless of whether you choose to use the “Smart check out” feature, it is your responsibility to ensure that check-out is completed correctly.

3.11. Automatic check-out of unfinished journeys

At 04:00 every night, the Rejsekort App automatically checks out journeys that began before 22:00 and have not been checked out. This ends the journey, and a price will be calculated for the journey that was not ended using either manual check-out or “Smart check out”.

Automatic check-out only occurs for journeys where no travel activity has been registered immediately before 04:00.

4. Ticket inspection

During a ticket inspection, you must, at the request of ticket inspection staff or similar personnel, present a valid ticket via the Rejsekort App. As your account, and therefore your ticket, is personal, you may also be asked to present identification.

Ticket inspection staff must be able to verify the validity of your ticket both visually and by scanning the ticket on your phone. It is therefore your responsibility to ensure that your phone is in a condition that allows the inspection to be carried out. Please note that a cracked screen may prevent the phone screen from being scanned. If scanning is not possible, this may mean that the Rejsekort App cannot be used as a valid ticket/travel authorisation and that you are considered to be travelling without a valid ticket/travel authorisation.

For further information about the rules on ticket inspection, please refer to the National Travel Regulations, including supplements to the National Travel Regulations, available at www.rejsekortrejseplan.dk.

5. Payment methods

Payment for tickets/travel authorisation purchased using the Rejsekort App and for purchases of Pendler Kombi periods is made using the payment method (MobilePay or payment card) linked to your account and shown in the overview in the app.

You can link several payment methods to your account. If payment using the primary payment method is not possible, payment will instead be made using the secondary payment method, and so on.

If you make changes to the linked payment methods, the changes will apply to your account and therefore to both journeys made using the Rejsekort App and journeys made using Basiskort, if you use Basiskort. If you have unpaid journeys, you cannot remove your linked payment method.

If you are the holder of parental responsibility or guardian of a linked user under the age of 18, your payment method will also be used to pay for this user's journeys (including any accompanying passengers).

Journeys completed by you and any linked users under the age of 18 during a single calendar day are combined and paid once per day. As charges for journeys and any refunds resulting from incorrect calculations of previous journeys and prices may be processed at irregular times, separate services and refunds may be charged to or refunded to your payment method together.

It is your responsibility to ensure that the payment method used has a sufficiently high spending limit to cover your own travel and that of any linked users under the age of 18, and that the payment method is not blocked (for example, because it has expired). If a transaction fails and payment for your own travel or that of any linked users under the age of 18 therefore cannot be completed, neither you nor the user under the age of 18 will be able to check in using either the Rejsekort App or Basiskort until the outstanding amount has been paid and a valid payment method is once again linked to your account. As a result, the Rejsekort App cannot be used to check in even if you have a valid Pendler Kombi period and are using the app within the selected commuter area.

6. Receipts and information about journeys and purchases

You can view an overview of paid journeys in the app under 'Travel history', where the 'Payments' tab is available, or in the self-service solution under 'History'. You can view your payment and travel history for the past 36 months, including information about your journeys and the price of each journey. For each completed payment, you can view a combined overview of the journeys covered by the payment, including journeys made by any linked users under the age of 18.

A user under the age of 18 cannot view payment history because users under the age of 18 cannot pay for their own journeys.

By default, "Receipt – via email" is enabled in the app, which means that you will also receive receipts by email. You can disable the "Receipt – via email" feature in the app if you no longer wish to receive receipts by email.

Receipts cannot be used as a valid ticket/travel authorisation. The receipt is sent to the account holder who pays for the journey. This means that if you, as an adult, pay for a user under the age of 18 in the Rejsekort App, you will receive the receipt. You can also obtain information about your purchases by contacting Rejsekort Customer Centre or by visiting one of the transport operators' points of sale.

7. Right of withdrawal

There is no right of withdrawal for tickets/travel authorisation purchased using the Rejsekort App.

You can cancel your check-in without being charged for a completed journey if you check out again without having started a journey by public transport. Please note that you cannot cancel your check-in if you have already started a journey by public transport.

Repeatedly cancelling your check-in is considered misuse of the Rejsekort App. Misuse may result in sanctions as described in section 9 and in the National Travel Regulations, including supplements to the National Travel Regulations, available at www.rejsekortrejseplan.dk under Terms and Conditions.

A Pendler Kombi period can be fully refunded before the first day of the selected period begins. Once the first day of the selected period has begun, the remaining period can be refunded subject to a deduction corresponding to the proportional price of 8 days of validity. Once the final day of the selected period has ended, no refund is available. A refund of a Pendler Kombi period cannot be reversed.

8. Termination of the customer relationship

You can terminate your customer relationship with Rejsekort & Rejseplan A/S directly via the app or by contacting Rejsekort Customer Centre. When you terminate your customer relationship, Rejsekort & Rejseplan A/S will close your account, after which you will no longer be able to use either the Rejsekort App or any Basiskort you may have.

If you have unpaid journeys, you must still pay for them even if you have terminated your customer relationship.

Rejsekort & Rejseplan A/S may choose to terminate your customer relationship if you have not used the Rejsekort App or the self-service solution for 2 years. You will be notified in advance and will have the option to choose not to have your customer relationship terminated.

9. Sanctions in the event of misuse

If misuse of the Rejsekort App and/or Basiskort is suspected, Rejsekort & Rejseplan A/S reserves the right to block your account from future use of both the app and Basiskort as a valid ticket/travel authorisation. If your account is blocked due to misuse, you will not be able to check in using the Rejsekort App or Basiskort (this also applies even if you have a valid Pendler Kombi period), and you will lose any entitlement to a volume discount (discount level) earned through the Rejsekort App or Basiskort.

An account may be blocked from future use of the app and Basiskort temporarily, for a period ranging from one month to three years. Whether a user is to be blocked and the duration of the blocking period will be determined based on an individual assessment of the identified misuse. Factors such as the extent of the misuse and whether the user has previously been blocked will be taken into account when determining the duration of the blocking period.

Following an individual assessment, Rejsekort & Rejseplan A/S may either shorten or extend the blocking period. Rejsekort & Rejseplan A/S will provide written notification if the period is extended.

Rejsekort & Rejseplan A/S will notify you via SMS and app notifications before your account is blocked if misuse is suspected and there is therefore a risk that your account will be blocked. In special circumstances, however, an account may be blocked without prior notice.

10. Rejsekort & Rejseplan A/S' right to block an account

If Rejsekort & Rejseplan A/S blocks your account, you will receive written notification as soon as possible via an app notification or email stating the reason for the blocking and its duration.

Rejsekort & Rejseplan A/S is entitled to block your account **without prior notice** if:

- There are special circumstances, including a justified suspicion of misuse
- You have terminated your customer relationship with Rejsekort & Rejseplan A/S, cf. section 8

Rejsekort & Rejseplan A/S is entitled to block your account **after giving prior notice** in the following circumstances:

- In the event of a justified suspicion of misuse, including failure to check out, failure to pay an outstanding amount or the provision of incorrect information
- In the event of a period of 2 years without travel activity or completed payments in the Rejsekort App
- If Rejsekort & Rejseplan A/S stops offering and/or replaces the Rejsekort App with a new solution

11. Rights

The Rejsekort App and the associated intellectual property rights belong to Rejsekort & Rejseplan A/S.

When you register, Rejsekort & Rejseplan A/S grants you a personal, limited, non-exclusive, non-transferable and non-sublicensable right to install and use the Rejsekort App on your own devices in accordance with these Terms and Conditions. Neither the content of the app nor the underlying material forming part of, or elements of, the content may be modified, adapted, disassembled or altered.

All other rights are reserved by Rejsekort & Rejseplan A/S.

12. Reservations

These Terms and Conditions and the Rejsekort App are subject to printing and other errors.

Rejsekort & Rejseplan A/S also disclaims all liability for loss or damage, including indirect loss, arising as a result of the Rejsekort App not functioning correctly or electronic tickets being unavailable for purchase due to technical problems.

If the app is not functioning, this does not under any circumstances entitle you to travel without a valid ticket/travel authorisation. This means that if you are unable to check in using the Rejsekort App, you must obtain a valid ticket/travel authorisation by another means.

Rejsekort & Rejseplan A/S also reserves the right for the Rejsekort App to no longer be usable on older operating systems once those operating systems are no longer maintained by Apple and Google.

13. Liability for use of the Rejsekort App

You are liable for payment for all journeys made using the Rejsekort App (including any additional passengers). If you have created an account for one or more users under the age of 18, you are also liable for payment for journeys made using these users' Rejsekort Apps (including any additional passengers).

Rejsekort & Rejseplan A/S is not liable for payments or any losses you may incur as a result of another person's unauthorised use of your account or phone.

14. Changes to these Terms and Conditions

Rejsekort & Rejseplan A/S may change the Terms and Conditions for use of the app at any time, including introducing or changing prices, fees and services, in the following circumstances:

- In the event of changes to legislation or legal practice
- In the event of changes arising from technical or security requirements
- In the event of changes to the affiliated transport operators
- In the event of decisions by the affiliated transport operators to discontinue, introduce or change services or ticket types associated with the Rejsekort App

- In the event of increased costs relating to services, including administration, distribution and staffing costs
- In the event of changes to the services offered by Rejsekort & Rejseplan A/S, including how the Rejsekort App is used
- To take account of inflation

If the changes are to your disadvantage, you will be given at least one month's notice before they take effect. In that case, you will be informed of the changes and the content of the new Terms and Conditions via the app and www.rejsekort.dk/da-dk. Within one month of receiving notice, you will have the option to log out of the app or close your account at no cost if you do not wish to be bound by the new Terms and Conditions. If Rejsekort & Rejseplan A/S does not hear from you within this one-month period, this will be regarded as your acceptance of the changes. If you, as an adult, have linked a user under the age of 18 to your account, the above also applies to your acceptance of the Terms and Conditions on behalf of the child.

Changes that are not to your disadvantage may be made without prior notice. The Terms and Conditions applicable at any given time are available on the Rejsekort & Rejseplan A/S website.

Changes that are solely beneficial, including, for example, general price reductions, may be implemented without prior notice or publication.

15. Operational issues

Neither Rejsekort & Rejseplan A/S nor the affiliated transport operators are liable for any losses resulting from the Rejsekort App being unavailable for use as a valid ticket/travel authorisation, including if you are unable to check in using the Rejsekort App or if ticket inspection staff are unable to verify the validity of your ticket.

If the issue cannot be resolved, you must obtain a valid ticket/travel authorisation by another means.

Only in exceptional circumstances are you permitted to travel without having checked in using the Rejsekort App. This applies, among other things, in the event of a major system outage where it is not possible to use the Rejsekort App and where a banner on www.rejsekort.dk simultaneously states that you may travel using the Rejsekort App without checking in, or where equivalent information has been communicated by the affiliated transport operators via station announcements or by other means.

16. Communication

16.1. Enquiries to Rejsekort & Rejseplan A/S

If you need assistance with the Rejsekort App, you can contact Rejsekort Customer Centre using the contact form in the app or the self-service solution.

You can also contact Rejsekort Customer Centre by telephone on 70 11 33 33 or via the contact form on the website. The contact form is available at: www.rejsekort.dk/en-us/contact.

16.2. Communications from Rejsekort & Rejseplan A/S

Rejsekort & Rejseplan A/S may contact you via notifications in the Rejsekort App, SMS or email. You will also receive relevant service information via the app's message centre. Please note that this feature cannot be disabled.

17. Complaints and objections

Questions and disputes concerning the interpretation of these Terms and Conditions are governed by Danish law.

Complaints relating to the Rejsekort App must initially be submitted to Rejsekort Customer Centre.

Please note that complaints concerning penalty fares must be submitted to the transport operator that issued the penalty fare.

Objections concerning an unauthorised or incorrect transaction in the Rejsekort App must be received by Rejsekort Customer Centre as soon as possible and no later than 36 months after the date of the transaction in question, cf. section 3(1) of the Danish Limitation Act.

When assessing whether objections have been submitted within the applicable time limit, consideration will be given, among other things, to your obligation to regularly check journey transactions; see section 3.9.

If you disagree with Rejsekort Customer Centre's decision in a case, you can submit a complaint to one of the bodies listed below. The appropriate complaints body depends on the subject matter of the complaint.

Ankenævnet for Bus, Tog og Metro

You can submit a complaint to Ankenævnet concerning a civil dispute between you and a transport operator in Denmark relating to travel by public transport. Ankenævnet primarily handles disputes concerning financial claims, such as penalty fares and ticket refunds. You can submit a complaint using the complaint form at www.abtm.dk.

Before you can submit a complaint to Ankenævnet, you must first have submitted a written complaint to Rejsekort Customer Centre or the relevant transport operator. If you are not satisfied with the response, you can submit a complaint to Ankenævnet.

Ankenævnet for Bus, Tog og Metro
mail@abtm.dk
www.abtm.dk

DSB's Customer Ambassador

If you have received a written response concerning a journey with DSB and are not satisfied with the decision, you can contact DSB's Customer Ambassador at kundeambassadoren@dsb.dk.

Danish Consumer Ombudsman

The Danish Consumer Ombudsman handles complaints concerning Rejsekort & Rejseplan A/S' general Terms and Conditions as well as marketing and advertising under the Danish Marketing Practices Act.

The Danish Consumer Ombudsman may also handle complaints concerning failure to comply with information requirements, misuse by third parties, good business practices, etc. under the Danish Payments Act.

Danish Consumer Ombudsman
Carl Jacobsens Vej 35
2500 Valby
FO@forbrugerombudsmanden.dk
www.forbrugerombudsmanden.dk

Danish Data Protection Agency

Complaints concerning Rejsekort & Rejseplan A/S' processing of your personal data, including registration and disclosure, are handled by the Danish Data Protection Agency.

Danish Data Protection Agency

Carl Jacobsens Vej 35

2500 Valby

dt@datatilsynet.dk

www.datatilsynet.dk

Also see the complaints guidance at: www.rejsekort.dk/en-us/contact.

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