Terms and Conditions for the Physical Youth Card

Effective from 20 April 2026

Version 2

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Terms and Conditions for the Physical Youth Card

The physical Youth Card is a chip card for obtaining valid prepaid proof of travel. The card is personal and may be used for travel as described in the terms of trade laid down by the transport company administering your Youth Card agreement.

The physical Youth Card is offered and owned by Rejsekort & Rejseplan A/S, Automatikvej 1, 1st floor, 2860 Søborg, CVR no. 27332072. These terms and conditions for the physical Youth Card are issued by Rejsekort & Rejseplan A/S and constitute a binding agreement between Rejsekort & Rejseplan A/S and you as a customer. You accept the terms and conditions in connection with ordering a physical Youth Card. We therefore recommend that you read the terms and conditions carefully before using your physical Youth Card. Failure to comply with these terms and conditions or other misuse of the solution may result in sanctions.

The applicable terms and conditions for the physical Youth Card can at any time be found at www.rejsekort.dk. The terms and conditions can also be ordered by contacting the transport company administering your Youth Card agreement. Please note that the terms and conditions for the physical Youth Card apply only to the physical plastic card, while the general terms for the Youth Card appear at www.ungdomskort.dk and in the terms of trade set by the transport company through which you ordered your Youth Card.

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data in the physical Youth Card system. You can read about the processing of your personal data in the Privacy and Cookie Policy, which you can find on our website www.rejsekort.dk under “The small print”.

1. General information about the Youth Card

To obtain a Youth Card while enrolled in an approved education programme, prior approval from the Danish Agency for Higher Education and Science is required. You apply for approval at www.ungdomskort.dk. You can also obtain a Youth Card without prior approval if you are between 16 and 19 years old.

On the website of the Danish Agency for Higher Education and Science, www.ungdomskort.dk, you can read more about the conditions and prices for the Youth Card.

A physical Youth Card is a prepaid card that allows unlimited travel within a selected or predetermined geographical area (e.g. a route or certain zones) and for a selected period length (e.g. one month). You can read more at www.ungdomskort.dk.

Your Youth Card may be used for travel described in the terms of trade set by the transport company administering your Youth Card agreement, and within your validity area, with the transport companies affiliated with Rejsekort & Rejseplan A/S:

The affiliated transport companies are:

DSB Vores tog, C/O DSB Telegade 2, 2630 Taastrup, 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/

2. Travel rules

When you use the physical Youth Card, both these terms and conditions for the physical Youth Card, the applicable Joint National Travel Regulations, including applicable supplements, and the terms of trade set by the transport company administering your Youth Card agreement apply. It is your responsibility to know the rules for using the Youth Card as travel authority.

In the Joint National Travel Regulations and supplements, you will find information about general rules for travelling by public transport, such as bringing fellow passengers and animals, baggage, food & drink. In addition, you will find rules on travel time guarantees or travel guarantees, compensation in the event of delays, alternative transport, liability, etc.

You can find the Joint National Travel Regulations at Read more about the Joint National Travel Regulations on our website rejsekort.dk under Terms and Conditions: www.rejsekort.dk/Det-Med-smaat

3. About the Youth Card

3.1. How to use a physical Youth Card

A physical Youth Card is a personal card that may only be used by you as the cardholder. The cardholder is the person who has entered into an agreement with a transport company regarding a physical Youth Card and whose name is linked to the specific physical Youth Card. This means that you may not allow others to travel using your physical Youth Card.

You may only travel within the area and during the period for which your Youth Card is valid. It is your responsibility to ensure that you travel within the area and period for which your Youth Card is valid. This applies even if you have used Checkpoints during your journey to tap in. For further information, please refer to the terms of trade set by the transport company administering your Youth Card agreement.

If you travel outside the area for which your Youth Card is valid, you must have separate travel authority.

You register as a customer and order your Youth Card by logging in with MitID at www.mitungdomskort.dk. At www.mitungdomskort.dk you can also purchase new periods and change individual periods linked to your Youth Card.

When you order a physical Youth Card, it will be sent to you by post. If you are over 18, you can purchase the first period at the same time as ordering your physical Youth Card. If you choose standard delivery of your physical Youth Card, your first period can start no earlier than 10 business days after your purchase. If you choose express delivery, your first period can start no earlier than 5 business days after your purchase.

If you are under 18, you can only purchase the first period once your card has been sent by post and you have received notification of this by SMS and email.

When you purchase a new period, the period will automatically be linked to the physical Youth Card you already have and will be valid from the first day of the ordered validity period.

You can purchase a period at www.mitungdomskort.dk either by making a one-off payment or by setting up a payment agreement. Read more about purchasing a new period in section 4 and about payment agreements in section 5.

It is the transport company administering your Youth Card that determines how you must use your Youth Card when travelling, and you can familiarise yourself with the rules on their website and in the terms of trade for your Youth Card agreement.

3.2. Prices and fees

The applicable prices for obtaining a Youth Card can at any time be found at www.ungdomskort.dk and on the transport companies' websites.

The price of a Youth Card is set by the Danish Agency for Higher Education and Science and is adjusted annually in January. The price of a Youth Card may change in connection with the price adjustment.

3.3. Validity of the physical Youth Card

A physical Youth Card is a personal chip card with a printed card number. The card may be used as long as it meets the requirements for handling and storage, regardless of any printed date. Read more about requirements for handling and storage of the physical Youth Card in section 3.7.

You can read more about validity at www.ungdomskort.dk, www.mitungdomskort.dk and in the terms of trade set by the transport company administering your Youth Card agreement.

3.4. Age requirements

If you are 18 years or older, you may enter into an agreement to purchase a period either by one-off payment or by setting up a payment agreement linked to a valid payment method at www.mitungdomskort.dk.

If you are under 18, you may enter into an agreement to purchase a period by one-off payment with a valid payment method at www.mitungdomskort.dk.

3.5. Customer types

A Youth Card is issued to the customer type "Adult".

3.6. Obligations when using the Youth Card

To order a physical Youth Card, you must log in to www.mitungdomskort.dk with MitID and register as a customer.

You must at all times ensure that your email address and telephone number are correct, including continuously updating any changes for the payment method linked to any payment agreement.

Your information must be documented, among other things by valid identification, according to the procedures set at any time by Rejsekort & Rejseplan A/S or the affiliated transport companies. Read more about this on the individual transport companies' websites and at www.rejsekort.dk.

If it turns out that you have provided incorrect personal data, Rejsekort & Rejseplan A/S is entitled without notice to block or close the physical Youth Card you hold. You can read more about the procedure for blocking/closing and any legal effects in sections 12 and 13.

You are obliged to continuously and carefully monitor payment transactions related to purchases of validity periods by logging in to self-service at www.mitungdomskort.dk or by contacting the transport company administering your Youth Card agreement. For further information, please refer to the terms of trade set by the transport company administering your Youth Card agreement.

As cardholder, you must block your physical Youth Card or close your payment agreement as soon as possible if the card is lost or if misuse is suspected. See further details on blocking physical Youth Cards in section 6.

If someone other than you as cardholder uses your physical Youth Card, this is considered misuse. Your physical Youth Card may be confiscated if it is established, for example during ticket inspection, that the card is being used by someone other than you as cardholder. See further details on confiscation of Youth Cards in section 9.

3.7. Handling and storage of the physical Youth Card

As cardholder, you are obliged to store and handle your physical Youth Card responsibly, and the card must be kept in such condition that the card number and printed name are legible and the card can be scanned.

If the card number and printed name are not legible, the card cannot be used as valid travel authority. No modifications may be made to the card (holes, bending, etc.).

4. Purchase of a new period on the physical Youth Card

You can purchase a new period on your physical Youth Card at www.mitungdomskort.dk. You select a period and complete a one-off payment for the selected period. After payment, the new period will automatically be linked to your physical Youth Card and can be used as valid travel authority from the first day of the selected period.

You will receive a receipt either via SMS or email when payment for a period has been completed.

5. Payment agreement for the physical Youth Card

If you are 18 or older, you may enter into an agreement with Rejsekort & Rejseplan A/S for automatic purchase of a new period, a so-called payment agreement. This requires that you as cardholder link a payment method to the payment agreement. When you have set up a payment agreement, a new period will automatically be linked to your physical Youth Card when the previous period expires, and payment for the new period will be made automatically via the linked payment method.

If you are under 18, you cannot set up a payment agreement. Instead, you must purchase individual periods by one-off payments.

The payment agreement is administered by Rejsekort & Rejseplan A/S. Debt collection in the event of breach of the payment agreement will be handled by Rejsekort & Rejseplan A/S.

You are obliged to ensure that a valid payment method is always linked to your payment agreement. You can change the payment method at mitungdomskort.dk.

You will receive a receipt either via SMS or email when payment for a period has been completed.

If there is no longer a valid payment method linked, automatic purchase of a new period will not occur, and after expiry of the purchased period your physical Youth Card cannot be used as valid travel authority until you purchase a new period.

5.1. Changes to the payment agreement

You can change the period length, validity area and payment method at www.mitungdomskort.dk. See more at www.mitungdomskort.dk.

5.2. Termination of the payment agreement

You can terminate the payment agreement at any time without notice at www.mitungdomskort.dk by changing the payment method to one-off payment. Your termination of the payment agreement is not considered termination of the Youth Card agreement.

5.3. Breach of the payment agreement

Rejsekort & Rejseplan A/S is entitled to terminate a payment agreement if no valid payment method is linked and the cardholder, despite being requested to do so, has not linked another valid payment method.

Notification of termination will be sent by email, SMS or Digital Post.

6. Cardholder blocking of the physical Youth Card

You must immediately block your physical Youth Card if:

The card is lost or stolen

You suspect that the card has been or is being misused

As cardholder, you can block your physical Youth Card by contacting the transport company administering the Youth Card agreement by telephone.

If you need a new physical Youth Card, you can order a replacement card at www.mitungdomskort.dk. You are liable for payment for all purchases of periods on your physical Youth Card until the time of blocking. Read about the rules on liability for use of the Youth Card in section 15.

A blocked physical Youth Card cannot be reopened.

When you have blocked your physical Youth Card, any remaining value will be transferred if you have ordered a replacement card, while any remaining value will be paid out if you terminate your Youth Card agreement.

Read more in section 7 on replacement cards and section 8 on closure of the physical Youth Card.

7. Replacement card

If your physical Youth Card is defective or lost, you can order a replacement card at www.mitungdomskort.dk. When you order a replacement card, your current physical Youth Card will automatically be blocked.

When ordering a replacement card, the following applies:

An ongoing period will be transferred to the replacement card

Unused, paid periods will be transferred to the replacement card

8. Closure of physical Youth Card and termination of the customer relationship

You may at any time choose to close your physical Youth Card and terminate your agreement linked to the physical Youth Card or Youth Card agreement by contacting the transport company administering your agreement.

Rejsekort & Rejseplan may terminate your customer relationship if you have not used the Youth Card or the self-service solution for 5 years. You will be notified in advance and will have the opportunity to choose not to have your customer relationship terminated.

8.1. Refund of unused period or ongoing period from closed Youth Card

If you block your physical Youth Card without ordering a replacement card, or if you terminate your Youth Card agreement, the following rules apply:

Remaining value of an ongoing period, minus an amount corresponding to the price of eight days will be paid to the payment method linked to your profile

Unused, paid periods will be paid out without deduction

Payment will be made as a full or partial refund of the amount charged to your payment card for the specific period.

9. Inspection

Your use of your physical Youth Card may be inspected. For further information, please refer to the terms of trade set by the transport company administering your Youth Card agreement.

10. Communication

10.1. Customer enquiries

All enquiries must be directed to the transport company administering your Youth Card agreement. Find contact details on the transport company’s website.

10.2. Enquiries from Rejsekort & Rejseplan A/S

Enquiries from Rejsekort & Rejseplan A/S to you in relation to your physical Youth Card may be made via email, SMS or Digital Post.

11. Right of withdrawal

There is no right of withdrawal when purchasing a period for the physical Youth Card.

For further information, please refer to the terms of trade set by the transport company administering your Youth Card agreement.

12. Sanctions for misuse of the Youth Card

If someone other than you as cardholder uses your physical Youth Card, this is considered misuse.

Your physical Youth Card may be confiscated or blocked if it is established, for example during ticket inspection, that the card is being used by someone other than you as cardholder.

13. Rejsekort & Rejseplan A/S blocking of your physical Youth Card

If Rejsekort & Rejseplan A/S blocks your physical Youth Card, you will receive written notification as soon as possible stating the reason.

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

Special circumstances exist, including justified suspicion of misuse

You as cardholder have terminated your customer relationship or withdrawn your consent to Rejsekort & Rejseplan A/S and affiliated transport companies processing your CPR number

14. Reservations

Reservations are made for printing errors in these terms and conditions and errors in the Youth Card system.

Rejsekort & Rejseplan A/S also disclaims any liability for loss or damage arising from your physical Youth Card not functioning correctly or purchase of a period not being possible due to technical problems. The card's lack of functionality does not under any circumstances entitle you to travel without valid travel authority. This means that if you cannot purchase a new period for your physical Youth Card, you must find another way to obtain valid travel authority.

15. Liability for use of the Youth Card

Rejsekort & Rejseplan A/S is not liable for payment and any losses you may incur because of unauthorised use of your physical Youth Card by others before the time you contact the transport company to block the relevant physical Youth Card. From the time of contact, Rejsekort & Rejseplan A/S is liable for unauthorised payments for new periods. See more about cardholder blocking in section 6.

16. Changes to these terms and conditions

Please note that 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 due to technical or security needs

Changes in affiliated transport companies

Decisions by affiliated transport companies to discontinue, introduce or change services or ticket types linked to the physical Youth Card

Increased costs for services, including administration, distribution and staff

Significant changes in the services offered by Rejsekort & Rejseplan A/S, including how the physical Youth Card is used

To accommodate inflation

If the changes are to your disadvantage, they will be notified at least one month before they take effect. You will be informed of the changes and the content of the new terms by email. Within one month after notification, you may close your Youth Card free of charge if you do not wish to be covered by the new terms. See section 8 on closure of the Youth Card. If Rejsekort & Rejseplan A/S does not hear from you within this month, it will be regarded as your acceptance of the changes.

Changes not to your disadvantage may be made without notice. The applicable terms and conditions can at any time be found on the Rejsekort & Rejseplan website.

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

17. Errors and irregularities

17.1. Operational problems

Neither Rejsekort & Rejseplan A/S nor the affiliated transport companies are liable for any losses resulting from a physical Youth Card not being usable as valid travel authority, including if inspection staff cannot verify the validity of your physical Youth Card.

If the problem cannot be resolved, you must obtain valid travel authority in another way.

Only in very special cases is it permitted to travel with a Youth Card without a valid period. This applies, for example, in the event of major system outages where purchase of new periods is impossible and where it is stated in a banner at www.basiskort.dk that travel without a valid period on your physical Youth Card is permitted, or where similar information is announced by affiliated transport companies via station loudspeakers or otherwise.

18. Complaints

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

Complaints related to the physical Youth Card must initially be directed to the transport company administering your Youth Card agreement.

Please note that complaints regarding penalty fares must be submitted to the transport company that issued the penalty fare.

Objections to an unauthorised or incorrect transaction on the physical Youth Card must be received by the transport company administering your Youth Card agreement as soon as possible and no later than 36 months after the date of the relevant transaction, cf. section 3(1) of the Danish Limitation Act.

When assessing whether objections have been submitted in due time, emphasis will be placed, among other things, on your duty as cardholder to monitor payment transactions continuously; see section 3.6 on obligations when using the Youth Card. If you disagree with the transport company’s decision in a case, you

may complain to one of the complaint bodies below. The relevant complaint body depends on what your complaint concerns.

Appeals Board for Bus, Train and Metro

Complaints concerning defective equipment, penalty fare charges, functionality of the physical Youth Card, failure to complete purchase of a new period, etc., may be submitted to the Appeals Board for Bus, Train and Metro via a complaint form available at www.abtm.dk.

Before complaining to the Appeals Board for Bus, Train and Metro, you must first submit your complaint to the relevant transport company.

Appeals Board for Bus, Train and Metro
mail@abtm.dk
www.abtm.dk

DSB's Customer Ambassador

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

Consumer Ombudsman

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

Consumer Ombudsman
Address: Carl Jacobsens Vej 35, 2500 Valby
FO@forbrugerombudsmanden.dk
Forbrugerombudsmanden.dk

Danish Data Protection Agency

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

Danish Data Protection Agency
Address: Carl Jacobsens Vej 35
2500 Valby
dt@datatilsynet.dk
Datatilsynet.dk

Read also the complaint guidance at www.rejsekort.dk

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