Terms and Conditions for the Anonymous Basiskort

Version 1

Please note that not all functionality and services will be available from the launch of the anonymous Basiskort but will be added later in 2026. This appears from the list below:

- Information about your anonymous Basiskort is initially *not* available on www.rejsekort.dk
- Information about travel history *cannot* initially be provided at all sales outlets
- Refunds of balance *cannot* initially take place at sales outlets
- Change of customer type and travel setting (local travel and travel between regions) ***cannot*** initially take place via Rejsekort Customer Centre

Read more about the functionality offered at the individual sales outlets on www.basiskort.dk

You are obliged to keep yourself informed of all changes to the terms and conditions for the anonymous Basiskort on www.rejsekortrejseplan.dk.

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Terms and Conditions Applicable to the Anonymous Basiskort

The anonymous Basiskort is a chip card for obtaining travel authority. The card must be topped up with money, and after each journey an amount corresponding to the price of the specific journey is deducted from the balance.

The Basiskort is offered and owned by Rejsekort & Rejseplan A/S, CVR no. 27332072. Rejsekort & Rejseplan A/S has issued these terms and conditions and is the card issuer of the Basiskort.

These terms and conditions for the anonymous Basiskort constitute a binding agreement between Rejsekort & Rejseplan A/S and you as a customer. You accept the terms and conditions in connection with your purchase of an anonymous Basiskort. We therefore recommend that you read the terms and conditions carefully before using your anonymous Basiskort. 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 an anonymous Basiskort or for tickets/travel authority purchased using an anonymous Basiskort.

The terms and conditions applicable at any time can be found at www.rejsekortrejseplan.dk or by contacting a sales outlet. You can find an overview of current sales outlets and their offered services at www.basiskort.dk under Sales and service locations.

When you use anonymous Basiskort, both these terms and conditions for anonymous Basiskort and the applicable Joint National Travel Regulations apply.

1. General Information About the Anonymous Basiskort

An anonymous Basiskort can be used to purchase a ticket (travel authority) and thereby pay for travel by bus, train, metro and light rail with the transport operators affiliated with Rejsekort & Rejseplan A/S. The anonymous Basiskort is a bearer card that is not linked to a specific person. The anonymous Basiskort may therefore be used by anyone who is in physical possession of the card (referred to as the card holder). Consequently, the card holder has the rights and obligations listed in these terms and conditions in relation to the use of an anonymous Basiskort.

It is the card holder’s responsibility to know the rules for using an anonymous Basiskort.

When an anonymous Basiskort has been correctly checked in at a Check Point, the card can be used as a valid ticket by the person who is in physical possession of the card. You can read more about check in and check out in section 3.1.1.

You can add additional travellers, dogs and bicycles when travelling with your anonymous Basiskort. You can read more about this in section 3.1.2.

1.1 Affiliated Transport Operators

The anonymous Basiskort can be used to purchase tickets (travel authority) for travel with one of the affiliated transport operators, which are the following:

- 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, www.dinletbane.dk/da/

You may additionally use the app on Skånetrafiken's trains in Denmark and at selected stations in Sweden (Malmö C, Hyllie Station and Triangeln Station), as well as on one bus route in Northern Germany (bus line 110 Sønderborg–Flensburg). The Rejsekort app cannot be used on Bornholm and certain smaller islands.

See www.rejseplanen.dk for journeys.

1.2 Transitional Rules

The Basiskort system is an independent system that is not connected to the system linked to the physical Rejsekort system and card readers with the "Blue Point", which will close during 2026. If you have used the physical Rejsekort system, you should be aware of the following:

- You cannot transfer any balance from your Rejsekort Anonymous to your anonymous Basiskort
- Different rules apply for correct check in and check out in the two systems

2. Travel Rules

When you use the Basiskort, both these terms and conditions and the applicable Joint National Travel Regulations apply.

In the Joint National Travel Regulations, you will find information about general rules for travelling by public transport, such as bringing animals, luggage, food and beverages. You will also find rules regarding travel time guarantees or travel guarantees, compensation for delays, replacement transport, liability for damages, etc.

In the Joint National Travel Regulations, you will also find information about through tickets (tickets purchased as one purchase for a continuous journey involving several of the following: train, light rail, local railway train and metro).

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

3. About the Anonymous Basiskort

3.1 How to Use Your Anonymous Basiskort

You can use an anonymous Basiskort as a valid ticket/travel authority by purchasing the card, topping it up with money, and after each completed journey an amount corresponding to the specific journey is deducted from the balance on the card.

An anonymous Basiskort can be set for either local journeys or journeys between regions. Read more about travel settings in section 3.7 and on www.basiskort.dk, where you can also see the division of regions.

At the start of the journey/first check in there must be a minimum balance on the card. On www.basiskort.dk under Terms and conditionsand under Price Sheet for Journeys, you can see an overview of the minimum balance that must be available on your anonymous card. The size of the minimum balance depends on the selected customer type, setting for either local travel or travel between regions, as well as the number of travellers.

General information about the anonymous Basiskort, how an anonymous Basiskort must be used, and detailed descriptions of how to check in and check out, etc. can be found on www.basiskort.dk.

3.1.1 Check in and Check Out

The anonymous Basiskort works by you, as the card holder, checking in and checking out at Check Points located on buses and at stations connected to train, metro or light rail services, also when changing means of transport. A Check Point is the card reader that must be used both for check in and check out.

Your ticket/travel authority is valid from the time of check in until the time of check out.

You can only check in with your anonymous Basiskort if the balance on the card meets the minimum balance requirements.

You can only check in if your Basiskort is active. This means that you cannot use your anonymous Basiskort as a valid ticket/travel authority if your card is blocked or closed.

You must check in your anonymous Basiskort before the start of the journey. Check in and check out must be carried out in connection with the same means of transport. For all means of transport where check in takes place inside the means of transport, you must check in immediately after boarding and before finding your seat. This means:

- When travelling by bus, you must check in at a Check Point in the bus immediately after boarding the bus, and check out again immediately before leaving the bus
- When travelling by train, metro or light rail, you must check in on the platform/station before boarding the train/metro/light rail, and check out again after leaving the train/metro/light rail

If you change means of transport (for example, changing between two buses or between train and metro) during your journey, your journey will consist of several partial journeys, and you must check in and check out for each partial journey.

If you change means of transport (for example, changing between two buses or between train and metro) during your journey, your journey will consist of several partial journeys, and you must check in and check out for each partial journey. This means that you must check in when a partial journey begins and check out when the partial journey ends and you leave the means of transport. For example, when travelling by bus, followed by travel by train: you must check in at a Check Point in the bus when boarding the bus, and check out again when leaving the bus. You must then check in again on the platform before boarding the train, and check out again after leaving the train.

If your journey consists of several partial journeys, they may be linked together into one combined journey for which one total price is charged. Linking takes place if you check out and check in again within 30 minutes. If your new check in takes place more than 30 minutes later, you will be charged for two separate journeys. If you change the number of travellers, customer type or travel setting during a journey, the partial journeys will also not be linked together. It will be calculated as one journey until the change, and a new independent journey after the change has been made.

Failure to check in at the start of the journey or failure to check out and check in during a journey consisting of several partial journeys means that you, as the card holder, are travelling without a valid ticket/travel

authority. In the event of ticket inspection, you will be charged a penalty fare as a result of failure to check in or failure to check out and check in in connection with a partial journey. This also applies if you are automatically checked out after 12 hours.

If it is not possible to calculate where you have travelled, including because you have not checked out at the end of the journey, or you have not checked out and checked in again when changing means of transport, the journey may instead be priced according to a so-called “standard price” for missing route calculation for anonymous Basiskorts. See the rates applicable at any time for standard prices and minimum balances on www.rejsekortrejseplan.dk under Terms and conditions and Price Sheet for Journeys.

The standard price corresponds to the minimum balance applicable at any time for the anonymous Basiskort. The specific standard price is determined based on the selected customer type and travel setting registered on your anonymous Basiskort at the time of travel and is increased by the number of any additional travellers registered on your anonymous Basiskort. Read more in sections 3.10 and 3.11.

If a system technical error occurs that is not caused by your behaviour, and this happens while you are checked in, it may result in it not being possible to calculate where you have travelled. In the event of system technical errors, your journey may be priced according to a so-called “standard price for system technical errors”. See the standard prices and minimum balances applicable at any time on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

Journeys priced according to a standard price for the anonymous Basiskort will not count towards earning discount levels.

3.1.2 Additional Travellers

When you, as the card holder, travel with your anonymous Basiskort, you can add up to 28 additional adults, children, dogs or bicycles when checking in at a Check Point. However, you can check in a maximum of two different customer types as additional travellers.

The additional travellers will remain checked in for the entire journey, including if you change means of transport, unless you choose for the journey to end for the additional travellers.

When you have checked in additional travellers, your card balance will be used to pay for both you and all registered additional travellers for the entire journey, or until you choose at a Check Point during check in that the journey should end for the additional travellers. If you choose to continue your journey alone or with a different composition of additional travellers, the subsequent journey will be calculated as an independent journey without connection to the previous one.

If you add additional travellers, this affects the size of the minimum balance that must be on the card at check in. Read more about minimum balances on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

3.2 Prices

The card price for purchasing the anonymous Basiskort is DKK 80.

You can find the prices applicable at any time for obtaining the anonymous Basiskort and related services on www.basiskort.dk.

Please note that you are not entitled to either full or partial refund of the card price, regardless of whether you close your anonymous Basiskort yourself, or the card can no longer be used – including, among other things, as a result of the condition of the card, the card being blocked, or if Rejsekort & Rejseplan A/S ceases to offer the anonymous Basiskort and/or replaces the anonymous Basiskort with a new solution.

The price of journeys with the anonymous Basiskort depends on the selected customer type, any quantity discount, means of transport, choice of route, duration and timing of the start and end of the journey, as well as whether you have added additional travellers, a dog or a bicycle to the journey. For further information, please refer to the fare rules of the transport operators, which can be found on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

According to the Danish Public Transport Companies Act, prices ("fares") for journeys in public transport are determined by the transport operators, who are also responsible for publishing fare changes.

3.3 Validity of the Anonymous Basiskort

Anonymous Basiskortare issued with a printed card number. Read more about handling and storage requirements in section 3.9.

The anonymous Basiskort can be used at Check Points to purchase a valid ticket/travel authority until the time when the card is blocked or closed, or Rejsekort & Rejseplan A/S ceases to offer the anonymous Basiskort and/or replaces the anonymous Basiskort with a new solution.

Please note that you are not entitled to either full or partial refund of the card price, regardless of whether you close your anonymous Basiskort yourself, or the card can no longer be used – including, among other things, as a result of Rejsekort & Rejseplan A/S ceasing to offer the anonymous Basiskort and/or replacing the anonymous Basiskort with a new solution.

3.4 Age Requirements

There are no age requirements for purchasing, topping up or using an anonymous Basiskort.

3.5 Customer Types

An anonymous Basiskort can be set to one of the following customer types:

- Child
- Adult

The customer type may be relevant in relation to prices and possible discounts depending on where and when you travel. If you wish to travel with a customer type other than "Child" or "Adult", you must use another type of travel authority than the anonymous Basiskort.

It is your responsibility as the card holder to travel with the customer type to which you are entitled:

- To travel with the customer type "Child", you must be under 16 years old
- To travel with the customer type "Adult", you must be 16 years old or older

If you travel with the customer type "Child", you must be able to present documentation of your age during inspection.

All anonymous Basiskort are initially set to the customer type "Adult", unless you change this at the time of purchase.

You can have the customer type set on your anonymous Basiskort changed at a sales outlet or by contacting Rejsekort Customer Centre. **Please note that Rejsekort Customer Centre will only be able to offer this service later in 2026.**

Changing the customer type affects the size of the minimum balance that must be on the card at check in. This means that you cannot change from the customer type "Child" to the customer type "Adult" unless the card balance at least corresponds to the minimum balance for the customer type "Adult". Read more about

minimum balances on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

3.6 Balance, Payments and Top-Ups

An anonymous Basiskort has a balance, i.e. the amount available for travel. When you top up the card, the balance increases. An anonymous Basiskort can be topped up at selected sales outlets. See an overview of the sales outlets and their services at www.basiskort.dk under Sales and service locations. The card price does not form part of the balance.

When you purchase an anonymous Basiskort, you as the card holder must top it up with money in order to travel with the card. You must top up your anonymous Basiskort so that the card balance at least meets the minimum balance requirements, which are then used to pay for journeys on the card. When you have completed a journey with your anonymous Basiskort, the price of the journey will subsequently be deducted from the card balance. If your journey consists of several partial journeys, the price of the total journey is calculated and then deducted from the card balance.

You can view selected information about journeys on your anonymous Basiskort on www.basiskort.dk, including the price of each journey. **Please note that it is initially not possible to access information about your anonymous Basiskort on www.basiskort.dk. This will become possible later in 2026**.

You can also obtain information about travel history and balance by contacting Rejsekort Customer Centre or at a sales outlet. Read more about information regarding journeys and card balances in section 7. **Please note that initially only selected sales outlets offer this service.** Read more about the functionality offered at the individual sales locations on www.basiskort.dk.

The balance on an anonymous Basiskort cannot exceed DKK 2,200. A top-up on an anonymous Basiskort cannot be completed if it would cause the balance to exceed DKK 2,200.

If the price of the journey exceeds the balance on your anonymous Basiskort, the balance will become negative. As the card holder, you are obliged to immediately settle a negative balance by topping up the anonymous Basiskort. It is your responsibility to ensure that the card balance is sufficiently high for journeys with your anonymous Basiskort to be paid.

The size of the minimum balance depends on the selected customer type, travel setting and number of travellers at check in. Read more about minimum balances on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

3.7 Travel Setting (Local/Between Regions)

An anonymous Basiskort can be set to one of the following travel settings:

1. Local (within one region)
2. Journeys between regions

If your anonymous Basiskort is set to “Local”, you only have a valid ticket/travel authority within the region where you started your journey with your first check in.

If you wish to use your anonymous Basiskort for journeys from one region to another, your card must be set to “Journeys between regions” in order to be used as a valid ticket/travel authority.

Journeys between regions means:

- Journeys crossing the Great Belt or the Little Belt
- Journeys between the areas of Sydtrafik, Midttrafik and Nordjyllands Trafikselskab

All anonymous Basiskortare initially set to the travel setting “Local”, unless you change this at the time of purchase. See the division into regions in the accompanying letter for your anonymous Basiskort and at www.basiskort.dk under The anonymous Basiskort.

You can have your travel setting changed at a sales outlet or by contacting Rejsekort Customer Centre. **Please note that Rejsekort Customer Centre will only be able to offer this service later in 2026.**

Changing the travel setting affects the size of the minimum balance that must be on the card at check in. This means that you cannot change the travel setting from “Local” to “Journeys between regions” unless the card balance at least corresponds to the minimum balance for “Journeys between regions”.

Read more about minimum balances on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

3.8 Obligations When Using the Anonymous Basiskort

As the card holder, you are obliged to continuously and carefully check your travel history, the calculated price for each journey, and the balance on the card. Read more about how you can access this information in section 5.

If you discover that unauthorised or incorrect transactions have been made, price calculations that in your opinion are incorrect, or if you have been prevented from checking out, you are obliged to contact Rejsekort Customer Centre as soon as possible.

Please note that objections against an unauthorised or incorrect transaction on an anonymous Basiskort must be submitted 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. If an incorrect amount has been charged for a completed journey, you should expect case processing time for Rejsekort Customer Centre to correct it.

3.9 Handling and Storage of Your Anonymous Basiskort

As the card holder, you are obliged to store and handle your Basiskort responsibly, and the card must be kept in such a condition that the card number is readable, and the card can be scanned. If the card number is not readable, the card cannot be used as a valid ticket/travel authority.

Any form of interference with the card (holes, bending, etc.) may result in the card not being usable as valid travel authority.

3.10 Automatic Check Out of Unfinished Journeys

The system will automatically check you out 12 hours after the first check in if you have not checked out yourself beforehand. This applies regardless of whether you are in the process of travelling or not. This means that after 12 hours you no longer have a valid ticket/travel authority. Failure to check out may also lead to your card being blocked (read more in section 8).

3.11 Prevented from Checking Out

For anonymous Basiskorts, it specifically applies that the card may be blocked by Rejsekort & Rejseplan A/S immediately if check out has been omitted at least twice within a 12-month period.

If you have been prevented from checking out, you must report this to Rejsekort Customer Centre as soon as possible in order to minimise the risk of sanctions.

4. Inspection

During inspection, you must upon request from inspection staff or similar present your checked-in anonymous Basiskort as a valid ticket/travel authority. When travelling with an anonymous Basiskort set to the customer type “Child”, you may also be asked to present identification confirming your age.

The inspection staff must be able to verify the validity of your ticket/travel authority by scanning your anonymous Basiskort. It is your responsibility to ensure that your anonymous Basiskort can be scanned. Read more about handling and storage of your anonymous Basiskort in section 3.9.

For further information about the rules for ticket inspection, please refer to the Joint National Travel Regulations, which can be found on www.rejsekortrejseplan.dk under Terms and conditions and under Joint National Travel Regulations.

5. Information About Journeys, Card Settings and Balance

As the card holder, you have access to view selected information about journeys on your anonymous Basiskort, including the price of each journey as well as the current card settings on www.rejsekort.dk after entering the card number and a code. You receive the code when purchasing an anonymous Basiskort. As the card holder, you can obtain a new code at a sales outlet. It will always be the most recently issued code together with the card number that provides access to information about the card via www.rejsekort.dk.

Please note that it is initially not possible to receive a code and gain access to view information about your anonymous Basiskort on www.basiskort.dk. This will become possible later in 2026.

You can obtain the above information about your anonymous card, including the balance, at a sales outlet. **Please note that initially only selected sales outlets offer this service. Read more about the functionality offered at the individual sales outlets on rejsekort.dk.**

You can also gain access to information about top-ups, travel history, balance, transactions for the last 36 months and card settings by contacting Rejsekort Customer Centre.

When contacting Rejsekort Customer Centre, you must provide your card number or present your anonymous Basiskort in person at a sales outlet. In addition, you must make it probable that you have travelled using the card in order to gain access to information about journeys made on an anonymous Basiskort or obtain a new code. This may, for example, take place by the employee asking you as the card holder questions about which journeys have most recently been made on the card.

If you share your code together with either your anonymous Basiskort or card number with others, you should be aware that they will thereby also have access to information about journeys and card balance. Therefore, keep the code to yourself if you do not want others to have access to information linked to the card, including travel history.

6. Right of Withdrawal

There is no right of withdrawal for the purchase of a Basiskort or for tickets/travel authority purchased using a Basiskort.

You have the option to cancel your check in without being charged for a completed journey if you check out again without having started a journey by public transport. You must check out again within 20 minutes at a Check Point at the same station or on a bus at the same stop. If more than 20 minutes pass between check in and check out again, an amount will be deducted from your Basiskort. This also applies even if your check out takes place at the same location as your check in.

Please note that you cannot cancel your check in if you have started a journey by public transport. If your check out takes place at a different location than your check in, your check out is not considered a cancelled check in. Read more about the different price rates on www.rejsekortrejseplan.dk under Terms and conditions and under Price Sheet for Journeys.

It is considered misuse of your anonymous Basiskort if you repeatedly cancel your check in. Misuse may lead to sanctions, which appear in section 8 as well as in the Joint National Travel Regulations, which can be found on www.rejsekortrejseplan.dk under Terms and conditions and under Joint National Travel Regulations.

7. Card Holder's Option to Close the Basiskort and Receive a Balance Refund

You cannot block your anonymous Basiskort if you lose it.

The holder of the anonymous Basiskort may close the card by contacting a sales outlet or by contacting Rejsekort Customer Centre. In order to have your anonymous Basiskort closed, you must bring your card to a sales outlet or send it by post to Rejsekort Customer Centre at the following address: DSB, Telegade 2, 2630 Taastrup, Att: Rejsekort Customer Centre.

Contact Rejsekort Customer Centre for further guidance before sending the card. Please note that you can no longer remain anonymous if you choose to have Rejsekort Customer Centre close your card and refund your balance.

If you close your card, your agreement with Rejsekort & Rejseplan A/S regarding use of the anonymous Basiskort ends.

A negative balance on an anonymous Basiskort must be paid immediately before the card is closed.

If you wish to receive a refund of a positive balance on an anonymous Basiskort, the card must be handed in at a sales outlet. **Please note that sales outlets will only be able to offer this service later in 2026**. Refund of a positive balance may also take place by sending the card by post to Rejsekort Customer Centre at the following address: DSB, Telegade 2, 2630 Taastrup, Att: Rejsekort Customer Centre.

Read more on www.basiskort.dk or contact Rejsekort Customer Centre for further guidance before sending the card. Please note that you can no longer remain anonymous if you choose to have Rejsekort Customer Centre close your card and refund your balance.

You cannot receive a refund of part of the balance – only the full amount.

Refund of balance always results in your anonymous Basiskort being closed. As the card holder, you may in specific cases, in order to prevent misuse, be asked to present identification in the form of a passport, driving licence or similar when the refund takes place at a sales outlet.

In the event of a refund to a foreign account, a fee may be charged by the receiving bank. As the card holder, you must pay this fee. Further information can be obtained from your own bank.

8. Rejsekort & Rejseplan A/S' Option to Block and Close the Basiskort

Rejsekort & Rejseplan A/S is entitled to block your anonymous Basiskort without notice if:

- Special circumstances exist, including justified suspicion of misuse
- Check out has been omitted at least twice within a 12-month period

Rejsekort & Rejseplan A/S is entitled to close your anonymous Basiskort **after giving notice** through updated terms and conditions for anonymous Basiskortor on www.basiskort.dk if:

- Rejsekort & Rejseplan A/S ceases to offer the anonymous Basiskort and/or replaces the anonymous Basiskort with a new solution, cf. section 3.3

Rejsekort & Rejseplan A/S is entitled to close your anonymous Basiskort **without notice** if:

- You have received a refund of the balance on your card
- You have not used your anonymous Basiskort for 5 years, and the card balance is zero or negative

In the event of blocking or closure of an anonymous Basiskort, you can no longer use your anonymous Basiskort as valid travel authority, and you lose the rights to any quantity discount (discount level) earned on your anonymous Basiskort.

9. Reservations

Reservations are made for printing errors in these terms and conditions as well as errors in the Basiskort system.

Rejsekort & Rejseplan A/S also disclaims all liability for loss or damage, including indirect losses, arising as a result of your anonymous Basiskort not functioning correctly, or if the purchase of electronic tickets is not possible due to technical problems.

Under no circumstances does the Basiskort's lack of functionality entitle you to travel without a valid ticket/travel authority. This means that if you cannot check in with the Basiskort, you must find another option to purchase a valid ticket/travel authority.

10. Liability for Use of the Basiskort

You, as the card holder, are liable for payment for all journeys made with your anonymous Basiskort (including any additional travellers) and must ensure that any negative balance is settled by topping up the anonymous Basiskort.

Rejsekort & Rejseplan A/S are not liable for payment or any losses that you may suffer as a result of unauthorised use of your anonymous Basiskort by others.

11. 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:

- In the event of changes in legislation or practice
- In the event of changes resulting from technical or security needs
- In the event of changes in the affiliated transport operators
- In the event of decisions by the affiliated transport operators to discontinue, introduce or change services or ticket types linked to the anonymous Basiskort
- In the event of increased costs for services, including costs for administration, distribution and staff
- In the event of significant changes in the services offered by Rejsekort & Rejseplan A/S, including how the anonymous Basiskort is used

- In order to accommodate inflation

As the anonymous Basiskort is *not* a personal card, but an anonymous card without contact details, Rejsekort & Rejseplan A/S has no possibility of contacting you. This means that **you are obliged to keep yourself informed of all changes to the terms and conditions for the anonymous Basiskort** on www.rejsekortrejseplan.dk and to contact Rejsekort Customer Centre yourself if you wish to close your anonymous Basiskort as a result of the changed terms and conditions, regardless of whether the changes may be to your disadvantage.

12. Errors and Irregularities

12.1 Operational Issues

Neither Rejsekort & Rejseplan A/S nor the affiliated transport operators are responsible for any losses resulting from an anonymous Basiskort not being usable as a valid ticket/travel authority, including if you cannot check in at a Check Point, or inspection staff cannot verify the validity of your ticket/travel authority.

If the problem cannot be resolved, you must obtain valid ticket/travel authority by other means.

Only in very special cases is it permitted to travel without having checked in your anonymous Basiskort. This applies, among other things, in the event of extensive system breakdowns where it is not possible to use the Basiskort, and where it simultaneously appears from notices under “Operational Information” on www.rejsekort.dk that you may travel with the Basiskort without check in, or where corresponding information has been communicated by the affiliated transport operators via station loudspeaker systems or in another way.

12.2 Defective Anonymous Basiskorts

You must contact Rejsekort Customer Centre by telephone on +45 70 11 33 33 if you believe that your anonymous Basiskort is defective. Rejsekort Customer Centre will assess whether your anonymous Basiskort must be sent in and, if so, guide you on how to send in the card. Please note that any defective Basiskort must, as a general rule, be sent to Rejsekort Customer Centre in order for the card to be examined.

Rejsekort & Rejseplan A/S replaces all defective anonymous Basiskort free of charge up to 5 years from the time of purchase. Please note that this does not mean that you can expect your anonymous Basiskort to be usable up to 5 years from the time of purchase. Read more about this in section 3.3.

If the defect in your anonymous Basiskort is due to incorrect handling of the card, you must purchase a new anonymous Basiskort yourself. You can read more about handling and storage of the anonymous Basiskort in section 3.9.

13. Contacting Rejsekort & Rejseplan A/S

If you need help with your anonymous Basiskort, you can contact Rejsekort Customer Centre via www.basiskort.dk under Contact or by telephone on +45 70 11 33 33. Opening hours can be seen at www.basiskort.dk under Contact.

The transport operators have sales outlets with personal service. See an overview of the sales outlets and their services at www.basiskort.dk under Sales and service locations. Please note that not all sales outlets offer all services.

14. Complaints and Objections

Questions and disputes regarding interpretation of the terms and conditions are subject to Danish law.

Complaints related to the Basiskort must initially be directed at Rejsekort Customer Centre. See contact information in section 13.

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

Objections against an unauthorised or incorrect transaction on an anonymous Basiskort must be received by Rejsekort Customer Centre 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 among other things be placed on your obligation as card holder to continuously check travel transactions, see section 3.8.

If you disagree with Rejsekort Customer Centre's decision in a case, you may complain to one of the authorities below. The correct complaints authority depends on what the complaint concerns.

Appeals Board for Bus, Train and Metro

You can file a complaint with the Appeals Board regarding a civil dispute between you and a public transport operator in Denmark concerning travel by public transport. The Appeals Board primarily handles disputes relating to financial claims, such as fare evasion charges and ticket refunds. You can submit a complaint via the complaint form at abtm.dk.

Before you can submit a complaint to the Appeals Board, you must first lodge a written complaint with Rejsekort Customer Service or the relevant public transport operator. If you are not satisfied with the response, you may then file a complaint with the Appeals Board.

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

DSB's Customer Ambassador

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

Danish Consumer Ombudsman

The Danish Consumer Ombudsman processes complaints regarding Rejsekort & Rejseplan A/S' general terms and conditions as well as marketing and advertisements (the Danish Marketing Practices Act).

The Danish Consumer Ombudsman may also process complaints regarding failure to comply with information requirements, third-party misuse of cards, good business practice, etc. pursuant to the Danish Payments Act.

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

Danish Data Protection Agency

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

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

Please also read the complaints guidance at www.basiskort.dk under Contact.

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